

General Information

CAMC Federal Credit Union's **Key-24** is a convenient and easy way to handle your finances from home, work or while on the road. **Key-24** connects you with access to all of your Credit Union accounts 24 hours a day, seven days a week. All you need is a touchtone telephone.

Key-24 is confidential and safe. Only you have access to your password. **Key-24** provides you with a convenient method for accessing routine account information. All check requests are mailed only to the address at which you receive your CAMC Federal Credit Union statements. There is a \$2.00 fee charged for an official check.

Key-24 will only allow you to access choices that are applicable to your account.

Key-24 security

For security reasons, we recommend you change your password every six months. Remember, if you give your password to anyone else, you have given that person access to your accounts. You are responsible for any transactions that might be made.

Name _____

Member # _____

Desired Password (4 digits):

Quick reference guide

1. On a touchtone phone, dial **388-5724**.
2. **Key-24** will greet you and give you a list of the services offered. After making a selection, you will be asked to enter your member number and password (PIN), no leading zero's needed before the member number.
3. For certain transactions, **Key-24** will ask you to enter your share or loan ID number. You can find these ID numbers on your monthly statements.
4. When asked to verify a request, enter **1** to accept the transaction or **2** to re-enter the information.
5. After **Key-24** has given you information or performed the transaction you desire, it will ask you to enter that code number, and continue using **Key-24**.

You may perform multiple transactions during one phone call. When you have completed your business with **Key-24**, simply hang up. That is all there is to it.

CAMC Federal Credit Union

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REV. 12/07

CAMC Federal Credit Union

"Your One Stop Financial Center"

KEY-24 Automated Telephone Service



For additional information about
our products and services,
login to our web site www.camfcu.org



**CAMC Federal
Credit Union**

Key-24

Our 24-Hour Automated Telephone Service

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Main Menu
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2-Inquiries
3-PIN Change
4-General Information
5-Next Member Number

General Information
1-Office Hours/Locations
2-Interest Rates

1-Transactions
1-From Draft (Checking) Acct
2-From Share Acct
3-From LOC Acct

2-Inquiries
1-Balance on All Accts
2-Draft Inquiries
3-Share Savings Inquiries
4-Loan Inquiries
5-IRA Inquiries

3-Change PIN
Caller can customize their PIN Number

4-General Information
1-Office Hours/Locations
2-Interest Rates

5-New Member #
Allows Caller to enter new Member number and PIN

1-From Draft (Checking) Acct
1-Xfer to Loan
2-Xfer to Share (Savings)
3-Xfer to Draft (Checking)
4-Xfer to Member
5-Withdrawal by Check
6-Change Draft ID

2-From Share (Savings) Acct
1-Xfer to Loan
2-Xfer to Share (Savings)
3-Xfer to Draft (Checking)
4-Xfer to Member
5-Withdrawal by check
6-Change Share ID

3-From LOC
1-Withdrawal by check
2-Xfer to Draft (Checking)
3-Xfer to Share (Savings)
4-Xfer to Member
5-Change LOC ID

2-Draft (Checking) Inquiry
1-Acct Balance
2-Withdrawal Inquiry
1-Specific Draft (Checking) Paid
2-Recent Withdrawals
3-Last 5 Drafts (Checking) Paid
4-Change Draft (Checking)ID

3-Deposit Inquiry
1-Recent Deposit
2-Last 3 Payroll Deposits
3-Change Draft (Checking) ID

4-ATM Transactions

5-Dividend Inquiry
1-Current Dividend
2-YTD/Prior Year Dividend
3-Change Share (Savings)ID

6- All Transactions

7-Change Draft ID

3- Share (Savings) Inquiry
1-Acct Balance
2-Withdrawal Inquiry
3-Deposit Inquiry
1-Recent Deposits
2-Last 3 Payroll Deposits
3-Change Share ID

4-ATM Transactions

5-Dividend Inquiry
1-Current Dividend
2-YTD Dividend
3-Change Share (Savings) ID

6-All Transactions

7-Change Acct ID

4-Loan Inquiry
1-Loan Balance
2-All Loan Balances
3-LOC Available
4-Payoff Inquiry
5-Interest Inquiry

5-IRA Inquiry
1-Contributions
2-Distributions
3-Change IRA ID

Helpful Hints:
Press * To Repeat Information
Press # To Return to the Previous Menu

When entering dollar amounts for transfers and withdrawals, enter the dollars and cents without a decimal. *For example,* \$150.00 would be entered as **1 5 0 0 0 #**