



K T F C U 258 Highland Pkwy
Mon-Thurs. 10:00 a.m.-4:30 p.m.
Fridays 9:30 a.m.-4:30 p.m.

KATIE, our voice response unit, averages over 100 calls per day. She has been working at the KTFCU for over six years where she is loved by our membership. We hope you get to know and love her too. Her dedication enables our office staff to better serve members' needs.



Here is a simple Katie guideline:
Dial - 877-1630

Press 4 after Katie's greeting

ENTER YOUR ACCOUNT NUMBER, THEN THE # SIGN,

Your account number is a 6-digit number.

Do not include 1/, 2/, 3/ or any numbers after the decimal point.

ENTER YOUR ACCESS CODE, THEN THE # SIGN.

If this is your first time using Katie, **your access code is the first 5 digits of your social security number.** (On a joint account, it is the number of the

first person listed on the account.) After your initial transaction, we suggest

you change your access code to a private pin number. This can be done by using option # 8.

If you ever forget your pin number, call the office so we can reactivate your account.

Press 1 for current account information
Press 2 to do a transaction

Press 1 To transfer funds or make a loan payment.

Press 2 To have a check issued.

Option one: Check will be mailed home. Option two: Check held at office.

**FOR ANY TRANSACTION TO POST, YOU
MUST NOT HANG UP UNTIL KATIE SAYS
“YOUR TRANSACTION IS SUCCESSFUL.”**

Pressing “5” after the greeting will allow you to speak to the CU staff.