



## CARTER CONNECT24

**Carter Connect24** is a FREE service available to all Carter Credit Union members. Connect24 allows our members to access their accounts 24/7 from any touchtone phone. To access your account information you will need your membership number and your access code. Connect24 is available in both English and Spanish.

### **Connect24 is Easy!**

1. Dial 1-318-382-1109 or press option 2 under the main menu
2. Enter your member number followed by the # key
3. Enter your access code (for first time users this is the last four of the primary account holders social security number) followed by the # key
4. Listen to the prompt options and enter code followed by the # key
5. To end your call simply hang up

### **Helpful Hints:**

**The # key** - Remember to conclude each entry with the # key.

**Enter the exact amount of the transaction.** Example: \$25.00 = 2500#  
\$125.50 =12550#

**Connect24** will verify the amount with you prior to completing the transaction.

**Entering Account Numbers:** When being prompted to enter an account number, enter 1 for Savings and 10 for Checking.

### **Connect24 allows you to:**

- Check your account balance
- Verify cleared checks and debit transactions
- Check deposits and withdrawals
- Make loan payments from existing Carter accounts
- Transfer between existing Carter accounts.
- Obtain recent account activity
- And much more!

**If you need additional assistance please contact 800-367-5026. Thank you for being a Carter Credit Union Member!**