SIMPLIFY & INNOVATE BANKING

We Can Help You

Explore the many options



kinetic
CREDIT UNION

www.kineticCU.com
706.320.8500

Federally Insured by NCUA

SOCIAL SECURITY

Online tips:

- Create a secure login with the Social Security Administration. If you currently receive benefits, login to www.ssa.gov and click my Social Security
- You can also login at Treasury's Go Direct website www.fiscal.treasury.gov/godirect and click Get Direct Deposit Now
- You can access multiple direct deposits from the Godirect website such as: Social Security Administration, Department of Labor, Department of Veterans Affairs, and DFAS

Telephone tips:

- Contact Social Security Administration @ 1-877-784-3688
- Hours of operation 8am-9pm M—F except Wednesdays 8am-12pm
- You will need previous institution, your Kinetic member number, and routing number
- You can contact US Treasury Electronic Payment Solution Center @ 1-800-333-1795

TEACHER'S RETIREMENT

Online tips:

- Go to www.trsga.com and click forms
- Select EFT, Form #TR-21 for direct deposit
- Go to the website, select forms, and follow instructions provided

Telephone tips:

- Contact Teacher's Retirement @ 404-352-6500
- This service will only provide assistance with online features

VETERANS AFFAIRS, CIVIL SERVICE, DFAS DISABILITY

Online tips:

- For services pertaining to VA, Civil Service, DFAS, and Disability go the https://mypay.dfas.mil/mypay.aspx.com
- Go to https://mypay.dfas.mil/mypay.aspx.com
- Go to www.ebenefits.va.gov. Create a DEERS account, then apply for member's benefits
- Having a DEERS account will allow access to viewing and editing your veterans military information

Telephone tips:

- For assistance with mypay contact the service team @1-888-332-7411 and select option 3 Veterans Affairs, contact 1-877-838-2778 Monday– Friday from 7:30am to 4:00pm (provide your name and social security number)
- Civil Service: contact @ 1-888-767-6738
- Railroad Retirement: contact @ 1-877-772-5772
- DFAS: contact @ 1-800-321-1080
- Telephone device for the Hearing Impaired: contact @ 1-800-829-4833

ELECTRONIC WITHDRAWALS/ DEBIT

Electronic Withdrawal tips:

- Electronic withdrawals are authorizations for a business to receive payment for products or services. You will provide the business with your Kinetic member number and routing number for processing
- Have a statement of your banking history available for accuracy. This will provide the information needed for the change
- You can update your financial institution information by utilizing the business website or call by phone, provide business with your Kinetic member number, routing number, amount, and date of withdrawal

Debit Card Withdrawals tips:

- Debit card transactions can also be processed through your Kinetic account
- Have a statement of banking history from previous institution to identify transactions you wish to transfer to Kinetic
- This process can be completed through the business's website or by phone
- Provide the business with your Kinetic card number, the old card number for cancellation, the amount, and the withdrawal date

HELPFUL TIPS

For a smooth transition, do not close your previous accounts until all transactions have successfully transferred

Allow 30 to 45 days for all changes to take affect

Monitor your account transactions during this time for accuracy. This can be done through eBranch or Mobile Banking

