

Key2Benefits – Card Information Page

Once logged into the Key2Benefits website, users will land on the Customer Information page. There is information and added features available directly off this page. To return to this page from anywhere within the site, simply select the “Card Information” link from the navigation menu.

The screenshot displays the Key2Benefits website interface. At the top left is the Key2Benefits logo. To the right is an image of a red Key2Benefits card. Below the logo and card image is a red header bar containing account details: Card Number: *****6259, Name on Account: TRACEY FERRARA, Balance: \$ 7.06, and Last Login: 10/26/2016 09:22 CDT. On the left side, there is a navigation menu with links: Card Information, Card Activity, Change PIN, Paper Transaction History, Bill Pay, Card to Account Transfer, Alerts, and Logout. The main content area is divided into three sections: Cardholder Information, Card Information, and Paper Transaction History Information. The Cardholder Information section includes fields for name, address, and contact information, with an Update button. The Card Information section shows the card's status as ACTIVE and the last used date as 08/10/2016. The Paper Transaction History Information section has a radio button selected for 'Yes' to receive monthly statements. Three callout boxes provide instructions: one pointing to the navigation menu, one pointing to the Update button, and one pointing to the 'Yes' radio button.

Key2Benefits

View your available balance.

Card Number: *****6259
Name on Account: TRACEY FERRARA

Balance: \$ 7.06
Last Login: 10/26/2016 09:22 CDT

Card Information

- Card Information
- Card Activity
- Change PIN
- Paper Transaction History
- Bill Pay
- Card to Account Transfer
- Alerts
- Logout

Cardholder Information

Click Update to enter your name, address and contact information.

TRACEY FERRARA
127 PUBLIC SQUARE
OH 01 27 0529
CLEVELAND, OH 44114 USA

Contact Information

Email Address
Home Phone 216-689-7782
Business Phone 000-000-0000
Cell Phone 000-000-0000

[Update](#)

Card Information

Status ACTIVE
Last Used 08/10/2016

Paper Transaction History Information

I would like to receive monthly Paper Transaction Histories in the mail.

Yes
No

*Additional fees may apply.
Please consult the fee schedule for further details.

Update your mailing address and phone number


Sign up to receive monthly mailed account statements.

Use the navigation menu to access additional features.

Key2Benefits – Card Activity Page

The “Card Activity” page provides a running list of all transactions performed. Like a statement, this information helps you track where and when funds are accessed. You will also see deposits made to your account by KDCF.

Key2Benefits



Card Number: *****6259 Balance: \$
Name on Account: TRACEY FERRARA Last Login: 10/26/2016 09:22

- Card Information
- Card Activity**
- Change PIN
- Paper Transaction History
- Pay
- Account Transfer
- ...

Card Activity

[Print Friendly View of Page](#)

"RP" indicates Recurring Payments

Time	Card No.	Description/Merchant	Status	Amount	Balance
10/12/2016					
03:41:49	6259	ADD FUNDS METAVANTE CORPBILL PAYMT ACH-FED	Complete	\$ 1.15	\$ 7.06
08/26/2016					
15:14:10	6259	ACH DR REMOVE FNDS ACH VIA WEB MILWAUKEE WI ACH WEB	Complete	-\$	\$ 5.91
08/10/2016					
08:28:02	6259	MC PURCHASE THE MARQUEE WASHINGTON ,DC 55432866	Complete	-\$ 18.78	\$ 6.91
07/29/2016					
21:05:23	6259	MC PURCHASE STARBUCKS STORE 02274 CLEVELAND ,OH 55432866	Complete	-\$ 2.25	\$ 25.69
21:05:22	6259	MC PURCHASE KEY TOWER CAFE30034409 CLEVELAND ,OH 15410196	Complete	-\$ 6.03	\$ 27.94

Print a copy for your records.

This page is accessed by selecting “Card Activity” from the navigation menu.

View your deposits.

View your transaction activity.

Key2Benefits – Card PIN Page

The “Change PIN” screen allows you to change your PIN. You must know your old PIN in order to select a new value. If you do not know or cannot remember your old PIN, call Customer Support to change your PIN via the automated system – 866-295-2955.

Key2Benefits

Card Number: *****6259 Balance: \$ 7.06
Name on Account: TRACEY FERRARA Last Login: 10/26/2016 09:22 CDT

Card Information
Card Activity
Change PIN
Paper Transaction History
Bill Pay
Card to Account Transfer
Alerts
Log

Change PIN

Old PIN

New PIN

Confirm New PIN

[Cancel](#) [Submit](#)

Enter your current PIN.

Enter your new PIN and confirm your new PIN.

Click “Submit”

This page is accessed by selecting “Change PIN” from the navigation menu.

Change PIN

The PIN change was successful.

Old PIN

You will receive confirmation the change was successful.

Key2Benefits – Paper Transaction History Page

The “Paper Transaction History” screen allows you to view and print a monthly statement. You can access monthly statements for the previous 12 months.

Key2Benefits

Card Number: *****6259 Balance: \$ 7.06
Name on Account: TRACEY FERRARA Last Login: 11/01/2016 10:30 CDT

- Card Information
- Card Activity
- Change PIN
- Paper Transaction History**
- Bill Pay
- Card to Account Transfer
- Alerts
- Logout

Paper Transaction History

Card Number *****6259 [Expand All Categories](#)

▼ 2016 Paper Transaction Histories

October 2016	Online
September 2016	Online
August 2016	Online
July 2016	Online
June 2016	Online

Select the month you want to view.

This page is accessed by selecting “Paper Transaction History” from the navigation menu.

Key2Benefits – Bill Pay Page

Use the “Bill Pay” feature to pay bills, such as a utility bill.

The screenshot shows the Key2Benefits website interface. At the top, there is a header with the 'Key2Benefits' logo and a red KeyBank credit card. Below the header, a red bar displays account details: Card Number: *****6259, Name on Account: TRACEY FERRARA, Balance: \$ 7.06, and Last Login: 10/26/2016 09:22 CDT. A navigation menu on the left includes options like Card Information, Card Activity, Change PIN, Paper Transaction History, Bill Pay, Card to Account Transfer, Alerts, and Log Out. The main content area is titled 'Cardholder Information' and contains sections for 'Cardholder Information' (with an 'Update' button) and 'Contact Information' (listing email, home, business, and cell phone numbers).

This page is accessed by selecting “Bill Pay” from the navigation menu.

A separate window will open that will allow you to make a payment to a 3rd party.

The screenshot shows the 'Make Payments' page on the KeyBank website. The page has a black header with the KeyBank logo. On the left, there are navigation links for 'Payments' and 'Payment Records'. The main content area is titled 'Make Payments' and includes a search bar for 'Pay someone new', a table of existing payees, and a 'Pay' button. Callouts provide instructions: one points to the search bar, another to the 'Pay' button, and a third to the payee list. The table lists payees like 'Electric Insurance Company, *1111' and 'Tracey Ferrara' with columns for 'Amount' and 'Send On' date.

Set up new payees by entering a name. If the payee is not already in the KeyBank system, you will be prompted to enter an account number (if you have one) and address for the payee.

Previously used payees will be on a list for you to select.

Click the “Pay” button to submit.

Enter the dollar amount and view delivery date for your payment.

Key2Benefits – Card to Account Transfer Page

The “Card to Account Transfer” feature allows you to transfer all or any portion of your balance to an external checking or savings account.

Key2Benefits

Card Number: *****6259
Name on Account: TRACEY FERRARA

Balance: \$ 7.06
Last Login: 11/01/2016 10:30 CDT

Card Information
Card Activity
Change PIN
Paper Transaction History
Bill Pay
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Card to Account Transfer

Amount
Routing Number
Account Number
Account Type

3fwgk
Enter the code as it appears in the shaded area.

[Cancel](#) [Continue](#)

This page is accessed by selecting “Card to Account Transfer” from the navigation menu.

Enter the security code as it is displayed on the screen.

Enter the amount you wish to transfer, the routing number and accounting number for the account you are moving funds to, and select the account type from the drop down menu

Click “Continue” when completed.

Card Number: *****6259
Name on Account: TRACEY FERRARA

Balance: \$ 7.06
Last Login: 11/01/2016 10:30 CDT

Card Information
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Paper Transaction History
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Card to Account Transfer
Alerts
Logout

Card to Account Transfer

Please verify that the information entered is accurate before selecting "Submit".

Amount \$2.50
Routing Number *****
Account Number 121212121
Account Type Checking

[Edit](#) [Cancel](#) [Submit](#)

Confirm your transfer information and click “Submit”.

Key2Benefits – Alerts Page

Use the Alerts feature to receive email and/or text notifications when certain events take place with your account.



Card Number: *****6259
Name on Account: TRACEY FERRARA

Balance: \$ 7.06
Last Login: 11/01/2016 10:30 CDT

[Card Information](#)

[Card Activity](#)

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[Alerts](#)

[Log Out](#)

Contact Information

Please enter your contact information which will be used when notifying you based on the alerts you select.

E-mail 1

E-mail 2

Mobile # - -

Nickname

Card Nickname will appear in place of the card number within the alert text message you receive.

[Cancel](#)

Enter the phone and/or email address and card nickname to be used for alerts.

Click "Submit" to save your contact information.

This page is accessed by selecting "Alerts" from the navigation menu.

Alerts ⓘ	
Low Balance	MOBILE \$200.00
Signature Transactions	EMAIL1 MOBILE \$0.00
Balance Inquiry	Mobile #
Remove All	Add/Update

Use the "Remove All" link to turn off all alerts previously selected.

Click the "Add/Update" link for a full listing of all alert options.

*KeyBank does not assess a fee for this service. Your telecommunications carrier's standard text messaging rates may apply.

Select the alerts you would like to receive. Follow the prompts on the screen to determine how you would like to receive each alert (phone and/or email). The Low Balance, Funds Added, Funds Removed, and Signature Transaction alerts also require you to indicate a dollar threshold for when an alert will be sent. The Weekly Balance alert requires that you designate the day of the week you would like to receive your alert.

Alerts	
Declined Transactions	Add
Low Balance MOBILE \$200.00	Remove Edit
Funds Added	Add
Card Status Change	Add
Funds Removed	Add
Signature Transactions EMAIL1 MOBILE \$0.00	Remove Edit
Zero / Negative balance	Add
Weekly Balance	Add
Address Change	Add
Balance Inquiry Mobile #	
Finish	

Click "Add" to turn the alert on and designate dollar threshold or day of the week.

Click Remove/Edit to turn off an alert or to change the dollar threshold or day of the week.

Click "Finish" after you've selected your alerts.

Low Balance

E-mail 1

Mobile #

Threshold Amount

* Minimum \$0

Cancel Add

Dollar Amount Threshold Example

Weekly Balance

E-mail 1

Mobile #

Day of Week

Cancel Add

Day of the Week Example

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