

Touch Tone Teller Quick Reference Guide (cont.)

3. Find a Specific Check Number
4. Last 5 Deposits
5. Last 5 Withdrawals
6. YTD Dividend Info
7. Prior Year Dividend Info
8. Transfers/Payments

Transfers

1. Payments
2. Transfer from Savings/Checking to Savings/Checking
3. Transfer to Another Savings/Checking Account Number
4. Transfer from Another Savings/Checking Account Number

Payments

1. Transfer from Savings/Checking to Loan
2. Transfer from Savings/Checking to Loan on Another Account
3. Transfer from Another Savings/Checking Account to Loan

Press 2 for Savings, then select:

1. Balance/Available Amount
2. Last 5 Deposits
3. Last 5 Withdrawals
4. YTD Dividend Info
5. Prior Year Dividend Info
6. Transfer/Payments

Transfers

1. Payments
2. Transfer from Savings/Checking to Savings/Checking
3. Transfer to Another Savings/Checking Account Number
4. Transfer from Another Savings/Checking Account Number

Payments

1. Transfer from Savings/Checking to Loan
2. Transfer from Savings/Checking to Loan on Another Account
3. Transfer from Another Savings/Checking Account to Loan
7. Withdrawals
 1. Withdrawal by Check from Savings Account

Press 3 for Loans, then select:

1. Balance/Available Amount
2. Payoff Amount
3. Payment Information
4. Finance Charge
5. Last 5 Transactions
6. Payments
 1. Transfer from Savings/Checking to Loan
 2. Transfer from Savings/Checking to Loan on Another Account
 3. Transfer from Another Savings/Checking Account to Loan

Press 4 for CDs/IRAs, then select:

1. Balance
2. Dividend Rate/Maturity Date
3. Last 5 Deposits
4. YTD Dividend Info
5. Prior Year Dividend Info

SPECIAL SERVICES – Option 2

Press 1 to report a lost or stolen ATM or Debit Card
(call 800.472.3272 after office hours)

CHANGE PIN – Option 3

Press 1 to change your PIN

ADDITIONAL OPTIONS

Press 0 for operator during office hours
Press * for previous menu
Press # to end the call

eStatements

How to enroll.

Online Banking User

1. Log into Online Banking.
2. Click on the eStatement tab.
3. Follow the step-by-step enrollment instructions.

Not an Online Banking User?

1. Have your account number ready.
2. Go to www.advancefcu.org and click on “eStatements” located under the eBranch tab.
3. Click on the “To Register Click Here” button.
4. Follow the step-by-step enrollment instructions.

Offices:

EAST CHICAGO

4035 Alder Street, East Chicago, IN 46312
219.392.3900 • 800.888.0959

SCHERERVILLE

31 W US Highway 30, Schererville, IN 46375
219.392.3940 • 800.888.0959

WEBSITE

www.advancefcu.org



Access your Advance Financial accounts at
27 credit union center shared branches in
Lake and Porter Counties and over 5,000
nationwide. Visit www.allco-op.org
To find the location nearest you.



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ELECTRONIC SERVICES



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Advance Financial eBranches Quick Reference Guide

Online Banking

How to enroll.

1. Go to www.advancefcu.org and click on “Enroll” located below the Online Banking Login box.
2. Enter your Member ID (Account Number).
3. Enter the primary account holder’s Social Security Number (no dashes).
4. Enter the text shown in the box and click on “Enroll.”
5. Create and enter a User ID. Your User ID must be at least 6 characters and at least one (1) number.
6. Create and confirm your New Password. Your password must contain at least 8 characters and include a combination of uppercase letters, lowercase letters and numbers.
7. Select and answer five (5) security questions.
8. Type or select a phone number that can accept calls or text messages so that we can send you verification codes as an additional security feature.
9. Assign a nickname for the phone number (required).
10. Select text message or call to receive your verification code.
11. Review and agree to the Terms & Conditions.
12. Enter in the verification code that was sent to your phone either via text message or phone call—depending on what you selected on the previous screen.
13. Review and agree to the Online Banking Terms & Conditions.

Features

1. Easy-to-navigate home screen with quick links
2. Quickly view account balances and transaction history without leaving your home page
3. Transfer money between your AFFCU accounts from your home page by clicking and dragging the Account Tiles
4. View pending transactions
5. Ability to nickname your accounts
6. Update your personal information
7. Text and Email Alerts
8. Find the nearest branch and ATM location

Mobile Banking

How to enroll.

1. Log into Online Banking and click on the “Mobile” link.
2. Click on the “Add New Device” button.
3. Click either the iPhone Store or Google Play icon and download the free AFFCU Mobile App. or enter your phone number to have the download link sent to your mobile device.
4. Enter your phone number under “Other Services” to register for the new Mobile Browser, Text Banking and Alerts.
5. Click the “Log out” button located at the top-right corner of the screen to begin mobile banking.

Note: Members must be enrolled in Online Banking in order to access the Mobile Banking App. (Refer to the Online Banking enrollment instructions).

Bill Pay & Popmoney

How to enroll.

1. Log into Online Banking, click on the Bill Pay tab and follow the step-by-step instructions.
2. To access Popmoney, click on the Pay People tab.

Note: Must have an AFFCU Checking Account to use Bill Pay.

External Account Transfer

How to enroll.

Members do not have to have an AFFCU Checking Account to use TransferNow (External Account Transfer). Account types eligible for external transfers include checking, savings, money market checking, money market savings, and brokerage accounts.

1. Log into Online Banking, click on the “Transfers” tab.
2. Click on the “External Account Transfer” link located under Services.
3. A pop-up message will appear explaining the next steps – click Continue.
4. Email address must be validated via a one-time passcode before accounts can be added and/or funds transferred.
5. Click on “Add a New Account”.
6. Select the account type you want to add from the drop-down box and fill in the required fields marked by an asterisk.

Note: For Brokerage Accounts, select the company where your account is held and fill in the required fields marked by an asterisk.

Verify External Accounts.

7. Once the account is successfully added, it must be verified before transfer services are available. There are two different methods for account verification:
Real Time Verification— Click on the “Verify Instantly” button and enter the online banking credentials for your account at the other financial institution. This information is used only once to validate that you own the account. Once the account is verified, it will be immediately available for transfers.

Note: Not all financial institutions offer Real-Time Account Verification. If it does not appear as an option you must verify the account using the Trial-Deposit Verification method.

Trial-Deposit Account Verification— Click on the “Verify with Bank Deposits” button. Once you click on “Send Me Two Deposits”, the system will automatically send two small deposits to the other financial institution within 2 to 3 business days.
1. Once the transactions have posted to the account at the other institution, go to “External Account Transfers” and click on “Manage Accounts”. On this screen, select the “Verify” link next to the account you want to verify.

2. Enter the two deposit amounts posted to your external account and click “Verify”. Once the correct deposits are entered, your account will be immediately available for transfers.

Note: You will have up to 3 attempts to enter the correct deposit amounts. If all 3 attempts fail the account will need to be deleted and added again to start the process over.

Making External Transfers.

1. Within External Transfers the “Transfer Money” tab will be the first screen to appear.
2. Enter the amount you want to transfer (minimum of \$10).
3. Select the account you want to transfer from and the account you want to transfer to.
4. Select the date you would like to send the transfer.
5. As an optional feature a memo may be added.
6. Click the “Continue” button.
7. Review the transfer for accuracy. At this point you have the option to cancel, edit, or confirm the transfer. The system will generate a reference number once the transfer is confirmed. This transfer is now available to view under the History tab.
8. Click on the History tab to view all of your past transfers, check the status of a transfer and cancel pending transfers.

Cancel Pending External Transfers.

1. Click on the blue arrow next to the pending transfer to display the transfer information. Verify that this is the transfer you want to cancel and click on the “Cancel” button.
2. The next screen will give you the option to accept or cancel the request. If they click Yes, Cancel a confirmation will appear with a reference number.

Touch Tone Teller

How to get started.

1. Have your account number and PIN ready. Contact Account Services at 219.392.3900 if you do not have a PIN.
2. Call 219.322.0600 locally or 800.888.0959 toll-free.
3. Follow the easy step-by-step instructions and reference guide below to complete your transaction(s).

Note: Do not enter decimal points for dollar and cent amounts. For example, \$125.00 should be entered as 12500#.

Touch Tone Teller Quick Reference Guide (cont.)

INQUIRIES (Specific Account Information) – Option 1

Press 1 for Checking, then select:

1. Balance/Available Amount
2. Last 5 Checks to Clear