



Easy Access to Conveniently Manage Your Accounts



EG 24/7 Home Banking-Provides easy and secure online access to your account from any computer. You may enroll yourself into this convenient service anytime 24/7. Once enrolled you can make transfers between credit union sub-accounts, (savings, money market, checking, loans, etc.) view accounts or review your transaction history . You can sign up for e-statements, a safe fast way to view your statements while being more environmentally friendly.

EG 24/7 Audio Response-Provides access to your account from any touch-tone or cell phone. Allowing you to check balances, transfer money between credit union sub-accounts, (savings, money market, checking, loans, etc.) or review your transaction history.



EG Free Visa Debit Card-Make purchases, pay bills or shop online anywhere that Visa is accepted. Plus, you can get cash or manage any of your credit union accounts at thousands of ATMs worldwide.



Educational & Governmental
EMPLOYEES FEDERAL CREDIT UNION

Main Office-Hartsdale, NY

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Hartsdale, NY 10530

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22 West 1st St.
Room 311
Mt. Vernon, NY 10550

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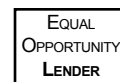
Website & Home Banking

www.egefcu.com

Email us at: info@egefcu.com

24/7 Telephone Audio Response

(914) 946-9218



Rev. 11/2014

Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government.

Convenient Account Management



It Pays to Belong



24/7 Home Banking Self-Enrollment

Enrolling is easy and provides the convenience and security you expect.

Step 1

Click on the enroll now link



Step 2

Read the disclosure and click on the "I Agree" button to continue enrollment.

Step 3

Fill in the requested information. Please note all of the information **MUST MATCH** the information on our system including your email address. If you have not provided us your email address you will need to contact the credit union prior to enrolling.

Step 4

When the information provided is accepted, create a unique **User Name** and a **Password**. The user name must be at least 8 characters and the password must be between 8-12 characters and contain at least 1 letter, 1 number and 1 special character (@,!,,-,*,>, etc.). Please note that your user name and password are case sensitive. Please notate and keep it for future reference.

Step 5

Once the user name and password are accepted, the initial enrollment is complete. We suggest you enroll into the Multi-Factor Authentication System right away, as it will take only a few minutes to complete.

24/7 Home Banking Multi-Factor Authentication

Multi-Factor authentication adds multiple layers of security. A **Passphrase**, an **Image** and a series of **Security Questions**.

Step 1

Click the **Multi Factor Authentication enrollment** link immediately after completing the self enrollment process or click the "Enroll" button the next time you log into your account if you have chosen to delay **MFA** enrollment.

Step 2

Select a **Security Image** from the library provided and create a **Passphrase**. These will appear on the password page whenever you log in, showing you have not been redirected.

Step 3

Select and answer **3 challenge questions**. The system will randomly ask one of these 3 questions anytime you are logging in from a device not identified as your personal device. You may select one of several questions by clicking the down arrow. Once selected, simply answer it in the box below. To register your computer or other device as personal click "**This is a Personal Computer. Register it.**" during enrollment. Logging in from a registered device will not require a security question.

Step 5

Confirm the information you entered and click "**Finish**". The next page asks that you reconfirm the information. Please verify the information and click "**Continue**" to complete the process.



24/7 Audio Response

Getting Started

To get started with 24/7 Audio Response simply call us, email us at (info@egfcu.com) or stop into one of branches. Our friendly member service representatives will be more than happy to help.

You will be provided a secret pin number, which you will change the first time you log in. You may change your pin anytime you wish while logged into the audio system.

Call (914) 946-9218

To log into your account from any phone.

Easy to Follow Voice Prompts

5 Main Menu Selections are:

Press # (1-5 Below)

- 1) Enter **Account Number and PIN**
- 2) To make a **Transfer**
- 3) To get **Account Balance or History**
- 4) To get **General Information**
- 5) For other options (like changing PIN)

Saving Accts: (# indicate account suffix)

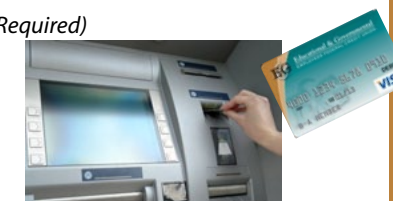
0=Savings, 1= Secondary Savings, 3=Money Market, 4= Holiday Club, 5=Vacation Club, 6=IRA

Loan Accts: (# indicate account suffix)

1=Loan 1, 2=Loan 2, 3=Loan 3, etc. 10=Line of Credit

Free Visa Debit Card

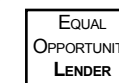
Just Fill out the application for a Visa Debit card and you can manage your accounts at thousands of ATMs. (Checking Acct. is Required)



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EMPLOYEES FEDERAL CREDIT UNION

Committed To Making Our Member's Lives Easier

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Now!



Rev. 12/2014

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