



First Commonwealth  
FEDERAL CREDIT UNION

# Here for You.

## ACCOUNT ACCESS. ANYTIME. ANYWHERE.

## Your Safety Matters.

With First Commonwealth's digital tools for self-service banking and 24/7 account access, it's easier and faster to manage your account digitally.

We want you to have confidence that you can bank virtually anywhere, anytime. Take a look and learn how you can complete your transactions in a safe way using each of our digital banking channels.

## Mobile Banking | Download our Mobile App on the Apple Store or Google Play Store

- Deposit Checks
- Check Balances
- Transfer Funds with Non-FCFCU Accounts
- Set-Up & Pay Bills
- Make a Loan Payment
- View Recent Account History

No app? No problem! Try our **Bank by Text** and **Bank by Phone** options!

### Bank by Text

1. Register your device through Online Banking.
2. Click "Settings" > "Mobile Settings" > "Text Mobile Settings"
3. Check the box and complete your information, then click the "Submit" button.
4. On the next page, review your information, then click the "Confirm" button.
5. You will receive a confirmation text.

You are now enrolled in **Bank by Text**!

Bal = All Acct Bal

Bal [Acct Name] = Single Acct Bal

Hist = All Accts Recent Activity

Hist [Acct Name] = Single Acct Activity

Help = Commands

Stop = Cancel Text Banking

### Bank by Phone

Available 24/7! Call **610.807.3095**  
and follow the prompts:

1. Account Balance
2. Account History
3. To Transfer Funds or Make a Payment
4. To Make a Withdrawal (by check)
5. Card Services
6. Account Management

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## Online Banking | Access your online banking at [www.firstcomcu.org](http://www.firstcomcu.org)

- View Statements
- Set-Up & Pay Bills
- Open an Account
- Freeze Debit Card
- Check Balances/History
- Make a Loan Payment
- Stop a Payment
- **and more!**
- Transfer Funds with Non-FCFCU Accounts
- Apply for a Loan
- Order Checks

## Phone Appointment | Don't wait on hold! Schedule an appointment, and **we'll call you!**

- Apply for a Loan
- Open an Account
- Transfer Funds
- Order Replacement Card

To schedule your Phone Appointment, visit [www.firstcomcu.org/appointments](http://www.firstcomcu.org/appointments) select "Personal" and choose the service you are interested in.

## ITMs & ATMs

At a First Commonwealth ITM (Interactive Transaction Machine), you can complete all the transactions available at traditional ATMs, like making deposits and withdrawing cash. With the added feature of assistance from our Live Video Associates, you can conduct more in-depth transactions.

Our ITMs are available at our Bethlehem, Easton, Emmaus, Northwood, Lehigh, Trexlertown, and Whitehall locations.

**You can speak with a LIVE associate:**

**Mon - Fri: 9 am - 4 pm | Saturday: 9 am - Noon**

**ITMs are also available as regular ATMs 24/7.**

***At an ITM, you can:***

- Deposit Checks
- Deposit Cash
- Withdrawal Cash
- Transfer Funds
- Make a Loan Payment

## Secure Message | Send us a message through Online Banking

After you log in to your Account, select "Message Center" in the top right of the screen, then select the "New" tab. Fill out the message form, and we'll get back to you within 24 hours.

## Online Chat | Visit us online at [www.firstcomcu.org](http://www.firstcomcu.org)

As a great option for general inquiries, we invite you to use our Online Chat option, available through our website: **Monday - Friday: 9 am - 4 pm | Saturday: 9 am - Noon**  
If your question isn't urgent, you can always send us an email at [ithrive@firstcomcu.org](mailto:ithrive@firstcomcu.org)



Chat