

# ACFCU WHERE TO GO GUIDE

WHAT I NEED	WHERE TO GO
Cash Withdrawal	<ul style="list-style-type: none"> <li>▪ ATMs – All Branches</li> <li>▪ Drive Thru Only – Gray</li> <li>▪ All other branches have limited lobby access; appointment recommended for lobby business. Norton and Kingsport do have a Full Service Drive Thru Open.</li> <li>▪ Visit <a href="http://www.myacfcu.org/ATM-Locator">www.myacfcu.org/ATM-Locator</a> or use the mobile app for all ATMs within our Network</li> </ul>
Check Deposit	<ul style="list-style-type: none"> <li>▪ ATM – All Branches</li> <li>▪ Night Drop – All Branches</li> <li>▪ Drive Thru Only – Gray</li> <li>▪ All other branches have limited lobby access; appointment recommended for lobby business. Norton and Kingsport do have a Full Service Drive Thru Open.</li> <li>▪ Mobile App Option *not available for all members</li> </ul>
Loan	<ul style="list-style-type: none"> <li>▪ Visit <a href="http://www.myacfcu.org/Personal-Loans">www.myacfcu.org/Personal-Loans</a></li> <li>▪ (800) 378-3778, option 3</li> <li>▪ Call 800-378-3778 to make an appointment with a specific branch</li> </ul>
Loan Payment	<ul style="list-style-type: none"> <li>▪ Night Drop – All Branches</li> <li>▪ Drive Thru Only – Gray</li> <li>▪ All other branches have limited lobby access; appointment recommended for lobby business. Norton and Kingsport do have a Full Service Drive Thru Open.</li> <li>▪ Mobile App and Online Banking</li> <li>▪ (800) 378-3778 hold for a Representative</li> <li>▪ Visit <a href="http://www.myacfcu.org">www.myacfcu.org</a> Click Pay Your Loan-You will be routed to a 3<sup>rd</sup> Party Website to pay your loan</li> </ul>
Reissue a debit card or file a dispute	<ul style="list-style-type: none"> <li>▪ (800) 378-3778, option 2</li> <li>▪ Drive Thru Only – Gray</li> <li>▪ All other branches have limited lobby access; appointment recommended for lobby business. Norton and Kingsport do have a Full Service Drive Thru Open.</li> </ul>
Wires	<ul style="list-style-type: none"> <li>▪ Please call (800) 378-3778</li> <li>▪ Drive Thru Only – Gray</li> <li>▪ All other branches have limited lobby access; appointment recommended for lobby business. Norton and Kingsport do have a Full Service Drive Thru Open.</li> </ul>

<p>Membership Application</p>	<ul style="list-style-type: none"> <li>▪ Visit <a href="http://www.myacfcu.org">www.myacfcu.org</a> You will be routed to a 3<sup>rd</sup> Party Website to apply for membership</li> <li>▪ Drive Thru Only – Gray</li> <li>▪ All other branches have limited lobby access; appointment recommended for lobby business. Norton and Kingsport do have a Full Service Drive Thru Open.</li> <li>▪ (800) 378-3778– only to get information for an application– unable to apply for membership over the phone</li> </ul>
<p>Balance History or General Inquiries</p>	<ul style="list-style-type: none"> <li>▪ (800) 378-3778 option 1 for Touch Tone Teller or hold for a Representative</li> <li>▪ Online banking and Mobile App</li> <li>▪ <a href="http://www.myacfcu.org/Contact-Us">www.myacfcu.org/Contact-Us</a> and use the link to send us a secure email</li> <li>▪ Drive Thru Only – Gray</li> <li>▪ All other branches have limited lobby access; appointment recommended for lobby business. Norton and Kingsport do have a Full Service Drive Thru Open.</li> </ul>

