

## HOW TO USE EXPRESSLINE

Just use any touch-tone phone to call **(415) 775-0171** or **(800) 746-9600**, listen to the instructions, and press the number on your keypad for the service you wish to use:

Press **3** for **ExpressLine**

> Enter your Member Number plus the first two letters of your last name followed by **#**

> Enter your **ExpressLine** password followed by **#**

Press **9** for a **Service Center Representative**

**PASSWORD:** The first time you use ExpressLine, your initial password is your 9-digit Social Security Number. (If a joint account, use the primary account holder's Social Security Number.) You will then be prompted to create your own unique password.

### Select from the following options:

**1** For Inquiries

**2** To Transfer Funds (transfer funds to make a loan payment)

**3** To Withdraw Funds (by check mailed to yourself)

**5** For Other Services

**1** To change your password

**2** To estimate a loan payment

**\*** To back up to the previous menu

**6** To Enter a Different Member Number

Refer to your statement to identify which accounts you have at the Credit Union. The most commonly used account types and their touch-tone equivalents are listed below. Listen for a complete list of account types.

Note: Use the number **0** for a decimal point and for the letters Q and Z. Do not use a decimal point when entering dollars and cents.

Account Type		Touch-Tone Buttons		
Regular Savings (S1)	=	<b>7</b>	<b>1</b>	
Classic Checking (S2)	=	<b>7</b>	<b>2</b>	
Custom Checking (S21)	=	<b>7</b>	<b>2</b>	<b>1</b>
Premier Checking (S22)	=	<b>7</b>	<b>2</b>	<b>2</b>
E-Checking (S23)	=	<b>7</b>	<b>2</b>	<b>3</b>
HSA Checking (S30)	=	<b>7</b>	<b>3</b>	<b>0</b>
Regular Money Market (S3)	=	<b>7</b>	<b>3</b>	
Premium Money Market (S4)	=	<b>7</b>	<b>4</b>	
Premium Plus Money Market (S5)	=	<b>7</b>	<b>5</b>	
PrimePlus Line (L2)	=	<b>5</b>	<b>2</b>	
VISA Classic (L50)	=	<b>5</b>	<b>5</b>	<b>0</b>
VISA Platinum (L56)	=	<b>5</b>	<b>5</b>	<b>6</b>

## HOW TO END A CALL

Press the star key **\*** at least twice or until ExpressLine says "Goodbye."

## HOW TO USE ONLINE BANKING

Simply visit [www.SanFranciscoFCU.com](http://www.SanFranciscoFCU.com), and follow the online instructions.

Once you've logged in, choose from these convenient Online Banking system options:

**ACCOUNTS:** Get up-to-date account information such as current balance, available funds, cleared checks, deposits and withdrawals. Plus, you can download your transactions into other financial management software programs and view or print images of cleared checks. Simply click on a specific account to view detailed transactions.

**DIRECT DEPOSIT:** View direct deposit details.

**TRANSFERS:** Transfer funds between your San Francisco Federal Credit Union accounts and make payments to any San Francisco FCU loan. You can also transfer funds from/to any account on which you are a joint owner. (Certain restrictions apply.)

**CHECK WITHDRAWAL:** Withdraw funds from your account by requesting a check mailed directly to you.

**PAY BILLS:** Pay bills online, with free Bill Pay. (Inactivity fee will apply if inactive for two consecutive months.)

**STATEMENTS:** View statement history.

**E-STATEMENTS:** Enroll to receive your statements electronically. View or print current and previous account statements.

**MOBILE BANKING:** Sign up to use our mobile app, ExpressMobile, on a compatible smartphone to access your account on-the-go.

**MORE OPTIONS:** Get year-to-date tax (dividends/ interest) information for your accounts, change your Online Banking password, and update your security information.

**SIGN OFF:** Safely log off and close the browser window.

### *Helpful Tips for Online Banking:*

- For security purposes, after 15 minutes of inactivity, the system will automatically log you off.
- When you've completed your session, click on the "SIGN OFF" button to safely log off and close the browser window.

*For more information, visit [www.SanFranciscoFCU.com](http://www.SanFranciscoFCU.com) or call (415) 775-5377, option 4.*