

NEW YEAR, SIMPLER FINANCES: Services at your fingertips



GET IN TOUCH

We'd love to help you in person, but you can also contact us via phone, online chats, or by scheduling an appointment.



GIVE US A CALL



Contact Center: [800-205-7872](tel:800-205-7872)

Only closed Christmas and Thanksgiving. If you're placed on hold, you can leave a call-back number.

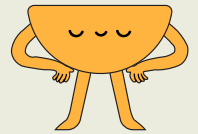
Card Care Center: [833-462-0796](tel:833-462-0796)

Report lost or stolen cards, dispute a card transaction, set travel notifications, or return a Fraud Prevention Center call.

Card Activation/PIN: [800-992-3808](tel:800-992-3808)

Activate a Credit, Debit, or ATM card and set a PIN.

24/7



LET'S CHAT



Hi, let's talk!

Start a Chat:

Visit fibrecu.com or Online Banking and click the chat popup. In Mobile Banking, tap the chat icon. Chat with a representative 7:30am-6:30pm PST Monday-Saturday via video, audio, phone, or traditional chat—whichever you choose! Co-browsing and file-sharing is available for secure document transfers.

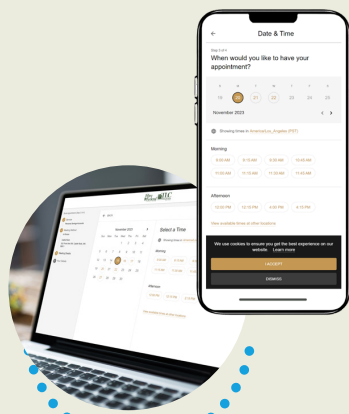


**HI!
I'M
TIMBER**

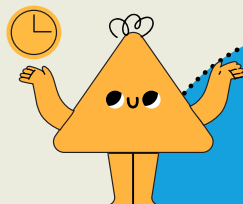
Timber:

Have a simple question? Our online chatbot can assist 24/7. If Timber doesn't have all the answers, she can connect you to a representative during business hours, or choose to send us a message and we'll get back to you.

Timber helps with an average of **200** chats per day!



SCHEDULE AN APPOINTMENT



We assisted members at over **1,100** scheduled appointments last October!

We'll connect when & where it works for you!

Visit fibrecu.com/appointment. Let us know the time and location that works best for you, whether you'd prefer to meet in person or over the phone, and what you'd like to meet about. Then submit! You'll receive a confirmation email right away, and a reminder notification before your appointment.



Scan to Schedule an appointment

CONVENIENT ITMS

Our Interactive Teller Machines are available at all locations for quick self-service or Virtual Rep assistance!



Choose your ITM experience:

DIY transactions or on-screen service with a smile.



Virtual Rep Service

Tap the screen anytime Monday-Saturday 7:30am-6:30pm PST. A friendly credit union employee working in our local Virtual Contact Center will appear on-screen. They'll verify your identity and assist you with all the services listed to the right, plus check cashing, blocking or ordering a new card, and refunding a fee.



Self Service

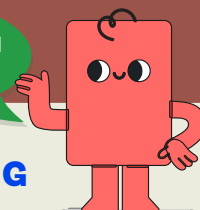
Insert your Fibre/TLC card for withdrawals, transfers, balance inquiries, cash or check deposits, transfers, loan payments, mini statements, and card PIN changes 24/7.



Virtual Reps conduct an average of **6,300** transactions per month!

FREE ONLINE & MOBILE BANKING

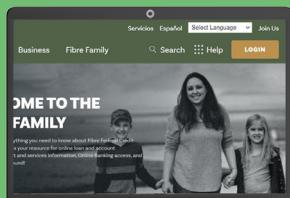
Take us with you anywhere!



GET STARTED with Online Banking

Visit fibrecu.com/olb-signup, agree to terms and conditions, and confirm your identity. Set up your unique username and password, and that's it!

Use Online Banking from your desktop or laptop 24/7 at fibrecu.com



ADD MOBILE BANKING

Download our free app!



Download on the App Store

Download from Google Play

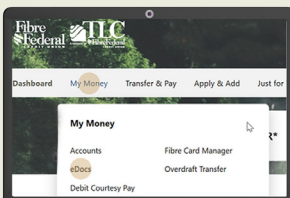
Once it's downloaded, log in using your Online Banking credentials. You'll now have even more convenient options 24/7 in Mobile Banking, including the Mobile Deposit feature which lets you deposit checks to your account in our mobile app.



E-STATEMENTS

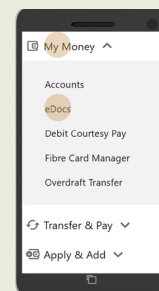
Get digital statements faster and more securely than mailed statements.

1. Log into Online Banking
2. Choose My Money



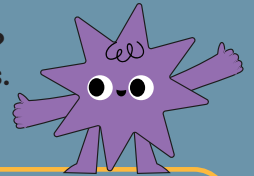
3. Choose E-Docs—on mobile, choose Settings next.
4. Click Subscribe, agree to the disclosure, click Subscribe again, and you're enrolled! You'll be notified by email when your E-Statements are processing, and you can access them securely on your computer or phone 24/7 within Online and Mobile Banking.

49% of our members already enjoy E-Statements.



WE'RE YOUR LOAN HEADQUARTERS

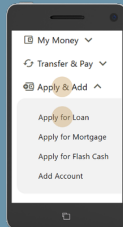
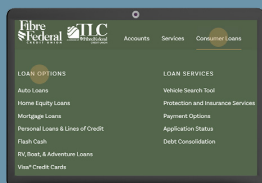
Need a loan?
Come see us.



CONSUMER LOANS

Website: Visit fibrecu.com > Consumer Loans tab > Select the loan option you'd like > Apply for a Loan or Schedule an Appointment.

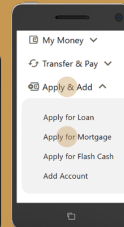
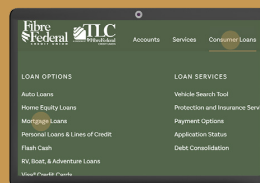
Online Banking: Tap More in lower right > Apply & Add > Apply for a Loan. On desktop, click Apply & Add > Apply for a Loan.



MORTGAGE LOANS

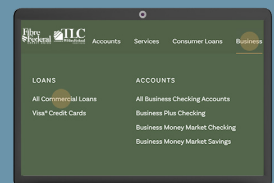
Website: Visit fibrecu.com > Consumer Loans tab > Mortgage Loans > Apply for a Loan or Schedule an Appointment.

Online Banking: Tap More in lower right > Apply & Add > Apply for a Mortgage. On desktop, click Apply & Add > Apply for a Mortgage.



BUSINESS LOANS

Website: Visit fibrecu.com > Business tab > All Commercial Loans > Request a Commercial Loan. Fill out a short form with your contact information and summary of your business loan needs.



After you submit, we'll reach out to you about the next steps.

LOAN PAYMENT OPTIONS

- Auto transfer in Online Banking
- Payroll deduction
- Mobile Deposit
- Pay at an ATM
- Pay in person
- Night drop
- Express: pay for a consumer or mortgage loan with your card from another financial institution

FINANCIAL WELLNESS

Your financial goals are within reach.

No matter where you are on your financial journey, we'll be by your side to help you achieve your next goal. It's all because you're part of our Fibre Family.



GREENPATH'S SERVICES:

Visit fibrecu.com/greenpath for information about counseling, debt management, housing services, credit reports, and student loans. Help yourself to free financial education tools, attend free webinars, and take free financial education classes.



VIRTUAL FINANCIAL ECOACH FERN:

Need simple financial advice? Ask Fern! Click the pop up when you visit our GreenPath webpage and agree to the terms and conditions to start a chat with Fern. She'll help guide you on your financial journey with tips and resources to make positive changes.



PERSONAL SUPPORT:

Need one-on-one guidance? Call a GreenPath counselor for a free, confidential, no obligation conversation at 877-337-3399, Monday-Thursday 5am-7pm Friday 5am-4pm, and Saturday 6am-3pm PST. A counselor can work with you to create a customized financial plan tailored to your current situation and financial goals.

In 2023, 150 of our members paid off a total of **\$299,063** through GreenPath debt management plans!



fibrecu.com
800.205.7872