

# Available Drive-Thru, ATM, Online/Mobile Banking and Self-Service Options

## Drive-Thru

- Deposit cash and checks
- Withdraw cash
- Transfers
- Purchase cashier's checks and money orders
- Loan and credit card payments
- Non-member check cashing
- Domestic wire transfers
- ACH requests (*initiating and cancelling*)
- Stop-payment requests
- Sign Power of Attorney (POA) for Consumer Lending
- Account opening/closure (*existing members*)
- Cash advances for members (*\$5,000 limit*)
- IRA withdrawals
- Savings bond redemption

## Online/Mobile Banking

- Mobile check deposits
- Transfers
- Loan and credit card payments
- View statements (desktop site and new mobile app only)
- Credit card/Line of credit cash advance
- Open accounts, certificates, IRA certificates (IRA savings account must already be opened)
- Chat with Online Banking, Payment Services and Consumer Lending
- View status of loan application
- Stop payment requests (desktop site only)
- International and Domestic wire transfers (desktop site and new mobile app only)
- Manage debit and credit cards (report lost/stolen/freeze/unfreeze/activate/set alerts etc.)
- Select/change debit and credit card PINs
- Order checks (desktop site and new mobile app only)

## Lobby Services Available - By Appointment\*

- Safe deposit box access and open/closure
- Scheduled mortgage closings
- New account opening
- Account updates
- Notary
- Medallion Signature Guarantee
- Business, Organizational and Specialized account servicing
- Speak with a Specialized Department Representative - IRA, Fraud, Estate Assistance, Business Lending, Payment Services, etc.
- Scheduled RBFCU Investments appointment
- Coin Exchange
- Online Banking Assistance
- Wire Transfers (Domestic/International)
- ACH Requests (Incoming/outgoing funds transfer request from other Financial Institutions)
- Document Drop Off/Pickup (Sign POA for Lending, Request Account Statements, Order Debit Card)
- Auto Loan applications

*\*For all other lobby services not listed, please speak with a RBFCU representative for appointment review*

## Lobby Services Available - No Appointment Needed

- Drop off mortgage-related documentation
- Pre-approved large cash withdrawals of more than \$10,000 (Please call to confirm cash availability at your branch)
- Drop off lending-related documents
- Coin machine usage

## ATM

- Deposit cash and checks
- Withdraw cash
- Transfers
- Balance inquiries

Federally insured by NCUA

Additional qualifications apply to use Mobile Deposit. All deposits, including Mobile Deposits, are subject to the RBFCU Funds Availability Policy. Certain restrictions, including daily and monthly deposit limitations may apply. RBFCU does not charge a fee for the RBFCU Mobile app, but you may be charged for data by your mobile wireless provider.