

## CESFCU Online/Mobile Banking

### FAQs

- Do I have to enroll in Online Banking if I used it previously through HomeCU?
  - Yes, since this is a new system, everyone will have to enroll in Online Banking.
- Can I access Online Banking with my mobile device: smart phone, iPad, etc.?
  - Yes, you can access CESFCU online banking with any smart device through search engines like Google, Firefox, Safari, etc.
  - You can also download the CESFCU mobile App from Apple or Android devices.
- Can I transfer between my CESFCU accounts and loans?
  - Yes, you can complete a onetime transfer or schedule a recurring transfer between different saving's accounts within the same Account number.
  - Yes, you can transfer money from a savings account to pay on a loan within the same Account number.
- Can I have access online to other accounts and loans: viewing balances & history and transfers?
  - Yes, you can request to have access to other accounts that you are an owner of. These accounts can be added to your online banking profile. Examples are children's, spouse, partner, parent, etc.
- Can I transfer money to a different Member's Account number: children's accounts, spouse's account, friend's account, transfer to pay dues or registrations, etc.?
  - Yes, you can transfer to other Member's Account number. You would use the other Member's Account number and the first 2 letters of their last name.
  - Yes, you can transfer to another Member's Account by using a Nickname if they have created a nickname for the account or loan.
- Can I transfer money to my Bank account at another Bank or Credit Union?
  - Yes, you can transfer money to another bank or credit union using the Transfer to/from Other Bank option. You will need the Routing number and Account Number of the account the money is being sent to.
- Can I update my address and email address using online banking?
  - Yes, you can update your address and email addresses using online banking.