

FOREST AREA FEDERAL CREDIT UNION

P.O. BOX 118
FIFE LAKE, MI 49633
231-879-4154

Electronic Services Access Guide

Account Details

Account Number: **000000000-000** Date Opened: **00/00/00**

It's Me 247 Access Guide

With Forest Area FCU's It's Me 247 system, accessing your accounts on line is easy! Follow the instructions below to get started.

- 1) Open your Internet browser (such as Internet Explorer) and navigate to www.forestarea.com
- 2) At the Forest Area FCU homepage locate and click on the link labeled "It's Me 247". This link can be found along the left hand side of the page or in the upper right-hand corner of the page.
- 3) Enter your member number (account number) in the box provided labeled Username. Be sure to use your 8 digit (or less) account number, not your full 13 digit number found at the bottom of your checks.
- 4) If you have never used our system before, your PIN numbers is defaulted to the last 4 digits of the social security number of the primary member. After entering the system for the first time using the last 4 digits of your social security number as your PIN you will be prompted to accept a user agreement and then to change the default password (last 4 digits of your social security number) to a new 8 character password. The new password can be any combination of letters and numbers, but it is CASE SPECIFIC.
- 5) Once choosing your new password you will be prompted to set up 3 challenge questions and answers which will be used going forward to further verify your identity.

If you forget your password (PIN), you can reset it by clicking on the "Forgot Password" link provided on the password screen. You can also choose a different security question from the 3 that you set up should you forget the answer to the one selected at the time of sign in.

Should you need additional technical support please contact us during normal business hours at (231) 879-4154.

Audio Response Guide **1-866-267-4725**

Our Audio Response system is an automated telephone account access system that allows you to check your balances, review transaction history and perform transfers. This system also allows you to check our rates and apply for simple loans.

Using this system requires prior FAFCU account access authorization. If you did not set up your account for this access at the time you opened it please call us or stop at any branch location to set up your account for access.

Once set up you will be able to call 1-866-267-4725 and use your member number (account number) and PIN (Default to last 4 digits of the primary member's social security number) to access your account. The first time using the system you will be asked to change your PIN from the last 4 digits of the primary member's social security number to a new number.

Should you need additional assistance accessing this system please call (231) 879-4154 during normal business hours.

ATM Locator Guide

FAFCU offers ATM's at all four branch locations: Fife Lake, Kalkaska, Kingsley, and Manton. However, because we are a part of the nationwide Co-Op Network, there are over 24,000 ATM's available across the United States and Canada.

To find an ATM near you, use our free web tool by visiting www.forestarea.com. At the homepage click the ATM locator button found on the left hand side of the page. This link will direct you to the Co-Op network ATM locator page where you can search for ATM's near any address or zip code.

You can also locate ATM's via text messaging:

Simply determine your location or area, then text the address, intersection or zip code to 692667 (MYCOOP). You will receive a very prompt text response with the location of the CO-OP ATM nearest the location you requested. Please remember, do not text and drive!

Instructions can also be found on the ATM locator page on how to locate Co-Op Network ATM's with GPS and iPhone app's.