

[0:00:00.420] – Speaker 1
Send A Secure Message: How-To

[0:00:04.320] – Speaker 1
A+FCU members can message the A+ team using a safe and secure feature within A+ Online Banking and the A+ Mobile App.

[0:00:13.036] – Speaker 1
Connect with a number of departments, including our online banking, lending, mortgage, and collections teams, among others, and get a response within one to two business days.

[0:00:23.000] – Speaker 1
Here are some examples of requests that can be made through secure messaging. [Withdraw from any certificate; Request copies of statements that aren't available online; Add a joint signer; Ask about fees or transactions; Get help with loan or account related questions]

[0:00:36.618] – Speaker 1
Within the menu, click Contact Us then click Send Secure Message. Next, click the pencil icon to start a new conversation. Then select the department you'd like to contact. Write a subject line, compose your message, attach documents if needed, and click Send Message.

[0:00:57.538] – Speaker 1
It's that simple. Within two business days, someone will reach out to assist you.

[0:01:02.880] – Speaker 1
With multiple ways to get in touch, we're here for you.