



**Northeast  
Family  
Federal Credit Union**



**AUDIO24  
24 HOUR ACCESS**

**Your  
Credit  
Union  
At Your  
Fingertips.**










**CU ONLINE  
INTERNET BANKING**



**CU ONLINE**

*CU Online* connects your computer to Northeast Family Federal Credit Union via the Internet for account access. This service allows you to manage **your** finances on your time, to fit your busy schedule. *CU Online* will save you time and money by reducing the number of trips you have to make to your nearest Northeast Family Federal Credit Union office.

Here are some examples of what you can do with *CU Online* from Northeast Family Federal Credit Union:

-  **Check Account Balances**
-  **Transfer Funds Between Accounts**
-  **View Account History**
-  **Make Loan Payments**
-  **Make Visa Payments**
-  **Download Money Management Software**
-  **Confirm Deposits & Withdrawals**
-  **Pay your Bills\***
-  **View E-Statements**

**www.nefamily.coop**



**AUDIO 24**

Audio 24 is an interactive telephone system that enables you to use a Touch-tone telephone 24 hours a day, 7 days a week, from any location to access your credit union accounts. Here are some examples of what you can do with Audio 24 from Northeast Family Federal Credit Union.

**Obtain current balances**

**Obtain current loan balances**

**Transfer funds between accounts**

**Verify withdrawals and deposits**

**Transfer funds for loan payments**

**Verify check that have cleared**

**Request check withdrawals to be mailed to your home from your accounts and line-of-credit loan**

**Verify ATM transactions**

**Inquire about current and prior year dividends earned and interest paid.**

**Request loan payoff amount**

**Credit card inquiry and payment**

**Obtain rates**

**Call 860-646-8870**

Northeast Family Federal Credit Union  
233 Main Street  
PO Box 180  
Manchester, CT 06045-0180

# CU ONLINE

### Step 1:

Log onto our website:  
[www.nefamily.coop](http://www.nefamily.coop).  
Select **CU ONLINE**

### Step 2:

Sign on with your Member Number

### Step 3:

Select the banking option from the menu provided



# CU ONLINE / AUDIO 24 APPLICATION

Please complete and sign the application.

Primary Owner \_\_\_\_\_

Account Number \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_

E-Mail Address \_\_\_\_\_

**Members who have never used CU online will initially sign in with their account number as the user name and the last four digits of the primary owner's social security as the temporary password. You will then be prompted to select a new user ID and password in order to complete registration.**

By signing below the undersigned agree to the by-laws of this credit union and applicable account terms and conditions, as amended from time to time. The undersigned acknowledge receipt of Terms and Conditions, Electronic Transfers, Funds Availability, Fees & Charges, Truth in Savings and Privacy disclosures that are applicable to each account.

Signature \_\_\_\_\_

A new world of convenient credit union services will be at your fingertips.

C.U. USE ONLY. STAFF INITIALS.

### I heard about this product or service from:

- Credit Union Employee: \_\_\_\_\_
- Newsletter
- Friend/Neighbor/Co-Worker



**Northeast Family Federal Credit Union**

233 Main Street, PO Box 180  
Manchester, CT 06045-0180  
Telephone: (860) 646-8870  
Fax: (860) 647-7966  
[www.nefamily.coop](http://www.nefamily.coop)

# SECURITY

At Northeast Family Federal Credit Union, your security and privacy are of the utmost importance to us. That's why we've employed the latest technology to ensure your transactions with Northeast Family Federal Credit Union are fully secure.

## Is Audio 24 Safe?

Yes. A Personal Identification Number (PIN), birth-date and account number are needed to access your accounts. Your PIN is known only to you. We do not retain any record of it. Checks cannot be made payable to another person or sent to an address different than the one we have on file.

The Secure Sockets Layer feature encrypts your messages over the Internet. In fact, most Internet browsers display a key or padlock icon at the bottom of the browser window when SSL is in use. Please be sure the key or padlock icon shows that SSL is in use during your CU Online Transactions. SSL is available with Internet Explorer, Firefox, Google Chrome, and Safari.

Your Personal Identification Number (PIN) and Server Authentication through Public Key Cryptography provide further assurances of secure access.



## Is CU Online Safe?

Yes. Northeast Family Federal Credit Union's *CU Online* is secured with separate items to provide safe transactions:

- Secure Sockets Layer (SSL)
- Personal Identification Number (PIN)
- Server Authentication through Public Key Cryptography