

Where and how can I fulfill my banking needs during the COVID-19 pandemic?

Action	Website	Online Banking	Mobile Banking	ATM	Drive-thru	Email, text, or call
View account balances		X	X	X	X	X
Enroll in online/mobile banking	X				X	X
Reset your online/mobile banking password	X	X			X	X
Deposit and/or cash loose change (coin machine)*					X	
Deposit check(s)			X		X	
Cash check(s)					X	
Deposit cash					X	
Withdraw cash				X	X	
View/obtain transaction history		X	X		X	X
Transfer within an account (between subaccounts)		X	X	X	X	X
Transfer to another MTEFCU account**		X	X		X	X
Make loan payments within an account		X	X		X	X
Make loan payments to another MTEFCU account**		X	X		X	X
Set up a one-time payment to a loan elsewhere (ACH transfer)***					X	X
Set up a recurring payment to a loan at MTEFCU (ACH transfer)***					X	X
Set up a recurring payment to a loan elsewhere (ACH transfer)***					X	X
Set up e-Alerts		X				
Pay bills (such as internet, utilities, etc)^		X				
Get direct deposit information					X	X
Open a new account^^	X					X
Add someone to my account^^						X
Apply for a new loan (new member)^^	X					
Apply for a new loan (existing member)^^	X					
Apply to refinance a loan you have with MTEFCU^^	X					
Apply to refinance a loan you have at another institution^^	X					
Schedule a phone loan appointment	X				X	X
Update/change your address		X	X		X	X
Update/change your email/phone number		X			X	X

*In order to do this, you must come through the **drive-thru lane nearest the window** and have your coin in **zipped bags**.

**In order to perform these with online/mobile banking, you must have preference access. For more information on how to set this up, please speak with an MSR.

***If you email/text/call to set this up, we may need to send a secure email to obtain your signature authorizing the transfer(s). If this is a problem, please let our staff know.

^In order to use Bill Pay, you must have Online Banking and a checking account with us to enroll.

^^We can begin the process this way, but we will require a signature from you (and if you're adding another person, their signature as well).