

Frequently Asked Questions (FAQ's) – Online Banking

Q OR A QUESTION/ ANSWER

Q Who can sign up for SFCCU's Online Banking?

A *All members 18 yrs and older are eligible to sign up.*

Q Why sign up for SFCCU's Online Banking?

A *To be able to easily access your account information at your convenience, utilizing a safe and secure platform.*

Q How do I apply for SFCCU's Online Banking?

A *Download, complete, sign and submit SFCCU's Online Banking Application Form along with 2 forms of ID.*

Visit anyone of SFCCU's nearest Branches with 2 forms of ID and request assistance from a member service representative.

Q How long does this registration take before access can be granted?

A *Access would be granted within three (3) business days.*

Q Who can access my account?

A *You are the only one who can access your account information online with your Login ID and Password.*

Q Is SFCCU's online banking secure?

A *SFCCU is committed to utilizing the best security practices to ensure your financial information is kept safe and secure.*

Q When can I use SFCCU online banking?

A *At anytime convenient to you.*

Q Is there a fee for using SFCCU's online banking?

A *There is no fee associated with the use of SFCCU's Online Banking Platform, it is a free service that is available to all SFCCU's members.*

Q What should I do if my password was lost, stolen or has been compromised?

A *Immediately contact SFCCU via email at online.banking.sfccu@gmail.com to have your password reset.*

Q If I forget my password what should I do to reactivate my online access?

A *Go to the home menu on the website and click "Forget Password" and check email for temporary password.*

Q How soon would my transactions appear online?

A *All transactions would be reflected immediately in real time.*

Q Can I transfer from my shares?

A *No, only deposit accounts are allowed.*

Q Can I transfer funds from my account to another member's account?

A *Yes you can.*