

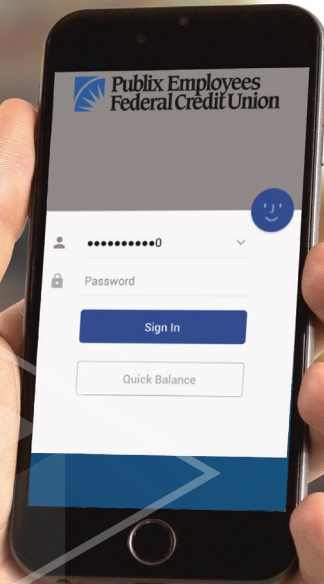


**Publix Employees  
Federal Credit Union**

Helping YOU Live Your Best Financial Life

[www.PEFCU.com](http://www.PEFCU.com)

# WELCOME TO DIGITAL SERVICES



# PEFCU ONLINE BANKING

Convenient 24-hour web access. Use Online Banking when you need to:

- View your account balances
- Review transaction history
- Stop payment on checks
- Withdraw funds (check will be mailed to the primary address on file)
- Apply for loans and credit cards
- Block your PEFCU ATM, Visa® debit or credit card
- Make payments to your PEFCU Visa® credit card or loan accounts
- Use free unlimited Bill Pay services
- Transfer funds between your PEFCU accounts
- View cleared check images
- Sign up for account alerts
- Update your personal information (address, email, phone number, etc.)
- Access E-statements
- View loan payoff information
- Reset password
- Manage Visa® ScoreCard Rewards
- Send secure messages to our Member Contact Center

## Enrollment for first-time Online Banking users:

1. Go to [www.PEFCU.com](http://www.PEFCU.com) from your PC.
2. Click the "Online Banking Enrollment" hyperlink in the upper right of the webpage.
3. Click on the "New User? Click here" hyperlink in the upper right of the webpage.

*Note: You'll need your PEFCU account number, social security number, last name, date of birth, and email address for Email Verification.*

4. Once email verification is complete, follow the prompts to create a permanent username and password, review disclosures, etc.

---

*Note: You can enroll in either Online Banking or the PEFCU Mobile Banking app first. The login credentials chosen during the first enrollment will be the same for both Online Banking and the PEFCU Mobile Banking app.*

# PEFCU MOBILE BANKING APP

PEFCU Mobile Banking app gives you more power at your fingertips! Downloading the mobile app will allow you access to many features of Online Banking. Additional features include:

- Quick Balance
- WAP SMS (Text Banking)
- Mobile Check Deposit

## Enrollment for first-time PEFCU Mobile Banking app users:

1. Search for and download our “PEFCU Mobile Banking” app from your mobile device’s app store.
2. Click “Enroll Now” to begin the enrollment process.
3. Enter the code (sent to you via email) to complete verification.



If you have any additional questions, please call our Member Contact Center at (800) 226-6673 or send a secured message via either the PEFCU Mobile Banking app or Online Banking at [www.PEFCU.com](http://www.PEFCU.com).

## PEFCU CARDS APP

Monitor your card activity by downloading the PEFCU Cards app from your mobile device's app store. Get real-time alerts every time your card is used.

PEFCU Cards app will also alert you of the following:

- Declined transactions
- Card not present (online and phone transactions)
- Purchases in foreign countries
- ATM transactions
- Gas purchases
- Specified transaction amount (must be at least \$1)

If you receive an alert for an unauthorized transaction by an unknown merchant, please call (855) 477-1129 immediately.

## COMPUTER ACCESS BY TELEPHONE (CAT)

You have unlimited telephone access to your accounts 24/7, allowing you to do the following:

- Verify your account balances
- Stop payment on checks
- Transfer funds between your PEFCU accounts
- Withdraw funds (check will be mailed to the primary address on file)
- Block your lost or stolen PEFCU ATM, Visa® debit or credit card
- Listen to transaction history

To enroll in CAT, call our Member Contact Center at (800) 226-6673. Once you've enrolled, your two-digit share or loan ID number (found on your statement) will be required to complete transactions.

## **Branch Locations**

### **Main Branch: Lakeland**

3005 New Tampa Hwy.  
Lakeland, FL 33815

Mailing:  
PO BOX 1000  
Lakeland, FL 33802-1000

24/7 ATM Access

### **Altamonte Springs Branch**

482 East Altamonte Dr., Suite 1010  
Altamonte Springs, FL 32701

### **Jacksonville Branch**

101 Scholars Way  
Jacksonville, FL 32216

### **Norcross Branch**

59 South Peachtree St.  
Norcross, GA 30071

### **Pembroke Pines Branch**

219 North University Dr.  
Pembroke Pines, FL 33024

24/7 ATM Access

### **Royal Palm Beach Branch**

11957 Southern Boulevard  
Royal Palm Beach, FL 33411

24/7 ATM Access

### **Sarasota Branch**

3564 Clark Rd.  
Sarasota, FL 34231

24/7 ATM Access

**Visit us:**  
[www.PEFCU.com](http://www.PEFCU.com)

---

**Contact us during branch hours:**

Member Contact Center (800) 226-6673

Secured Message via PEFCU Mobile Banking App

Secured Message via Online Banking

Live Support Chat at [www.PEFCU.com](http://www.PEFCU.com)

---

**Branch Hours:**

Mon., Tues., Thu., Fri. 8:30 a.m. - 5 p.m.

Wed. 10 a.m. - 5 p.m.



**Publix Employees  
Federal Credit Union**

Helping YOU Live Your Best Financial Life