

Our Main Office Lobby and Traditional Drive-thru Lanes will be closed on Saturdays, starting April 1, 2023. Please read below on how credit union staff will continue to be able to serve you from 9:00 AM to 12:00 PM on Saturdays.



How Can I Get Credit Union Services On Saturdays?



INTEGRATED TELLER MACHINES

“Live” Tellers will be available through the credit union’s **Integrated Teller Machines (ITMs)** from 9:00 AM to 12:00 PM at the following locations:

Main Office Drive Thru Lanes
337 Clay Ave., Stroudsburg
Two (2) ITMs

Mt Pocono Branch Location
1235 Pocono Blvd., Mt Pocono
Two (2) ITMs

Kinsley’s ShopRite
107 Kinsley Dr., Brodheadsville
One (1) ITM

VIDEO CALL SERVICE

“Live” Member Service Representatives will be available through the **Video Call Service** from 9:00 AM to 12:00 PM through your home computer, tablet, or mobile telephone to open accounts and answer account related questions.

TELEPHONE CALL CENTER

“Live” Member Service Representatives will be available through the telephone **Call Center**, 24 hours per day, 7 days per week, 365 days per year to conduct transactions, answer account related questions and accept loan applications.

Call Anytime! 570-421-5585

LENDING SPECIALISTS

“Live” Lending Specialists will be available through the **Video Call Service** from 9:00 AM to 12:00 PM through your home computer, tablet, or mobile telephone to accept loan applications and complete the loan closing process.

MOBILE BANKING APP

Mobile and Online Banking Access is always available 24 hours per day, 7 days per week, 365 days per year enabling you to remotely deposit checks, conduct transfers and loan payments, authorize Financial Institution to Financial Institution (FI to FI) transfers, review account balances, view electronic statements, and “chat” with credit union staff members (during regular office hours).

Sign up for Online Banking at nepafcu.org or download the NE PA Mobile app on your smartphone or tablet.



For more information, visit nepafcu.org.



How to Use an Integrated Teller Machine (ITM) to Conduct Transactions with a Live Teller

The following step-by-step instructions will help you successfully use an **ITM** to conduct transactions with a Live Teller. **ITMs** are available Monday – Friday from 8:30 a.m. to 5:00 p.m. and Saturday from 9:00 a.m. to 12:00 p.m.

ITM Locations:

Main Office
(337 Clay Ave., Stroudsburg)

Mt. Pocono Branch
(1235 Pocono Blvd., Mt. Pocono)

Kinsley's Shoprite
(107 Kinsley Dr., Brodheadsville)

🎧 LET'S GET STARTED!

1

Walk up to the ITM (or use the drive-thru ITM). Touch the screen to speak with a Live Teller. You can touch anywhere on the screen to begin.



Touch screen to begin speaking with a Teller now.

2

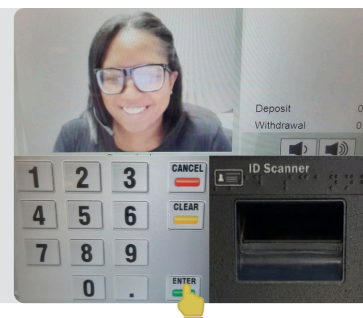
Please wait while you are connected to a teller.

Connecting you to a Teller

Please wait while we process your request.

3

You will be greeted by a Live Teller who will ask you to enter your account number on the keypad and hit enter. The teller may request your identification (ID). If so, please place your driver's license or photo ID face down into the ID scanner, which is located in the upper or lower left area of the ITM.



4

Let the teller know what transaction(s) you'd like to complete for example, deposits, withdrawals, check cashing, transfers, loan payments, and more. You may speak to the teller directly through the ITM or use the telephone handset. Adjust the volume by touching the sound icons on the screen. The teller will ask for your signature. Please use the pad of your finger to sign for your transaction.



5

Deposits are taken into the machine via the Cash/Check Deposit slot. You can insert up to 30 bills at one time. If you have multiple checks, you can place them into the ITM at the same time.

Money is retrieved from the Cash Dispense slot and Coin Dispenser.



★ Congratulations! You have completed a transaction using the ITM. ★





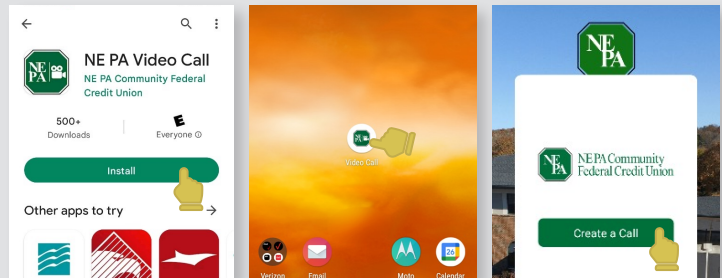
How to use Video Call on Your Mobile Device

The following step-by-step instructions will help you successfully start a **Video Call** from anywhere using your mobile device. **Video Call** is available Monday – Friday from 8:30 a.m. to 5:00 p.m. and Saturday from 9:00 a.m. to 12:00 p.m.

LET'S GET STARTED!

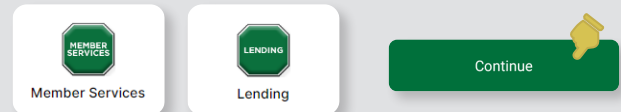
1

From your mobile device, **download the NE PA Video Call app** from the App Store or Google Play. After the download is complete, click on the **NE PA Video Call app icon**. Then click on **“Create a Call.”**



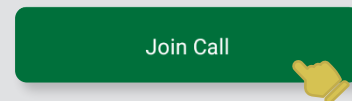
2

Click on **Member Services** or **Lending**, then click **“Continue.”**



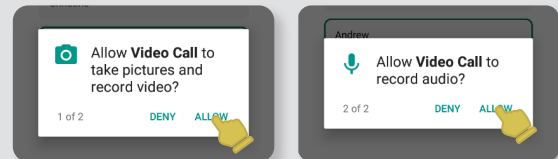
3

Complete the requested information and then click **“Join Call.”**



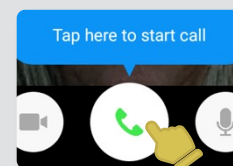
4

On the next two screens, you will be asked to click on **“allow”** to give the Video Call app permission to take pictures, record video, and record audio.



5

Next, you will see a message instructing you to tap on the **green telephone icon** to start the video call.



6

After you click on the green telephone icon to start the video call, you will hear music and see informational ads **until the member service representative or lender joins the video call to assist you.**



★ Congratulations! You have successfully started a Video Call. ★



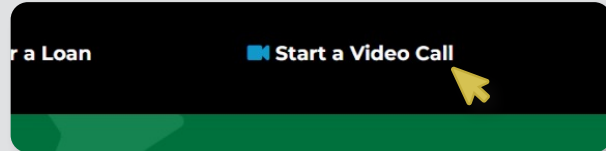
How to use Video Call on Your Computer

The following step-by-step instructions will help you successfully start a **Video Call** using your computer. **Video Call** is available Monday – Friday from 8:30 a.m. to 5:00 p.m. and Saturday from 9:00 a.m. to 12:00 p.m.

LET'S GET STARTED!

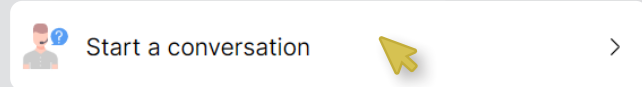
1

From your computer, visit nepafcu.org and click on **“start a video call.”**



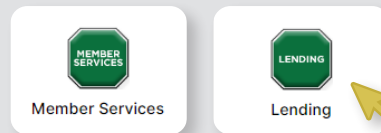
2

Next, click on **“Start a conversation.”**



3

Click on **Member Services** or **Lending for assistance.**



4

Complete the requested information and check the box to agree to the terms of use.

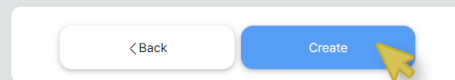
Note for our agents:

Additional note

I agree to the terms of the [website agreement](#).

5

Click **“Create”** to continue.



6

Select your computer's camera, microphone, and speakers. Click **“Confirm.”**

Camera *
Select a camera...
This field is required.

Microphone *
Default - Microphone (2 - Logitech BRIO) (046d:085)

Speakers *
Default - Speakers (Realtek(R) Audio)

Important: Your changes will go into effect on the next call you take

Confirm

7

After you click **“Confirm,”** you'll see the following message. A member service representative or lender will join the video call to assist you.

You have entered the queue.
We look forward to talking with you soon.

★ **Congratulations! You have successfully started a Video Call.** ★

