

WONDERING HOW TO DO YOUR BANKING RIGHT NOW?

Use the chart below to determine which channel is best for the banking you'd like to do.



Drive Thru Locations

- › Check cashing
- › Cash withdrawals
- › Money Orders
- › Cashiers Checks
- › Deposits
- › Stop payments
- › Business deposits
- › Loan payments
- › Card printing



American 1 ATMs

- › Cash withdrawals
- › Check balances



Debit & Credit Cards

- › In-person & online purchases
- › Apple, Google, and Samsung Pay
- › Mobile wallets
- › Balance transfers (credit only)
- › Cash advances (credit only)
- › All regular card functions



Online Chat & Website

american1cu.org

- › Ask basic questions using Ask American 1
- › Find information
- › Read FAQs
- › Learn “How-to” about various topics, including Bill Pay



Online Banking & Mobile App

- › Check balances
- › Transfer money
- › Deposit checks (Mobile App only)*
- › Bill Pay
- › Loan payments
- › Set travel times
- › Freeze cards
- › Report lost/missing cards
- › Send secure messages to the Contact Center



A1 Access Phone Banking

1-800-247-2296[†]

- › Check balances
- › Transfer money
- › View account history
- › Loan payments

ID Codes:

00 & 04 - Savings
24-29 - Member's Choice
80-82 - Checking
02 - Premier Checking
40-42 - Credit Card

Expert Transaction Codes:

12#-Share/checking balance
61#-Loan balance
22#-Share/checking deposit history
23#-Share/checking history
24#-Any loan history
32#-Share to share transfer
34#-Share to loan transfer
41#-Check number inquiry
79#-Change to other account
81#-Fax account summary



Call American 1 Contact Center

1-888-213-2848

- › Loans
- › New accounts
- › Investment services
- › Fraud disputes
- › ACH disputes

You may experience longer wait times than usual due to a high call volume.

*Must meet eligibility requirements to access this service.

[†]Please email info@a1cu.org if you experience difficulty accessing your account.