

BALANCE INQUIRY MENU		HISTORY MENU		TRANSFER MENU	
For open share list	Press 1	For last deposit	Press 1	For share to share transfer	Press 1
For open loan list	Press 2	For last ACH and payroll deposits	Press 2	For share to loan transfer	Press 2
For savings balance	Press 3	For share history	Press 3	For loan to share transfer	Press 3
For checking balance	Press 4	For loan history	Press 4	For savings to checking transfer	Press 4
For share balance	Press 5	For deposit history	Press 5	For checking to savings transfer	Press 5
For loan balance	Press 6	For recent transaction activity	Press 6	For loan to checking transfer	Press 6
To go back to the previous menu	Press 8	To go back to the previous menu	Press 8	To go back to the previous menu	Press 8
To replay the current menu	Press 9	To replay the current menu	Press 9	To go back to the previous menu	Press 8
To end the call	Press *	To end the call	Press *	To replay the current menu	Press 9
				To end the call	Press *
CHECKING MENU		LOAN MENU		VISA MENU	
For checking balance	Press 1	For loan balance	Press 1	For balance information	Press 1
For check number inquiry	Press 2	For open loan list	Press 2	For payment information	Press 2
For checking history	Press 3	For loan payment inquiry	Press 3	For share to Visa Transfer	Press 3
For check number range	Press 4	For loan payment history	Press 4	To go back to the previous menu	Press 8
For debit card history	Press 5	For loan balance on a specific date	Press 5	To replay the current menu	Press 9
To go back to the previous menu	Press 8	For loan advance total	Press 6	To end the call	Press *
To replay the current menu	Press 9	For loan payoff amount	Press 7		
To end the call	Press *	To go back to the previous menu	Press 8		
		To replay the current menu	Press 9		
		To end the call	Press *		
WITHDRAW MENU		ADDITIONAL OPTIONS MENU			
For savings account withdrawal by check	Press 1	For year to date information	Press 1		
For checking withdrawal	Press 2	To change preferences	Press 2		
For share withdrawal by check	Press 3	To change account	Press 3		
For loan advances by check	Press 4	To go back to the previous menu	Press 8		
To go back to the previous menu	Press 8	To replay the current menu	Press 9		
To replay the current menu	Press 9	To end the call	Press *		
To end the call	Press *				

## MEMBER SERVICES

NASA Federal is committed to serving you.

Contact NASA Federal by mail, phone, fax, or e-mail so we can work together to discover how we can help you meet your financial needs.

### MAIL

P.O. Box 1588, Bowie, MD 20717-1588

### TELEPHONE

Local: 301-249-1800  
 Toll-Free: 1-888-NASA-FCU (627-2328)  
 Contact-24: 301-249-1234/1-800-424-NASA  
 Lost/Stolen Credit Card: 1-800-449-7728  
 Lost/Stolen Check Card: 1-800-523-4175

### FAX

Mortgage Services: 301-249-0798  
 Loan Services: 301-249-0799  
 Member Services: 301-249-0587

### E-MAIL

support@nasafcu.com

### TRANSFER FUNDS/DIRECT DEPOSIT

Routing & Transit Number: 255077833

## NASA FEDERAL BRANCH OFFICES

### MARYLAND

#### ANNAPOLIS

Annapolis Harbour Center  
 2452 Solomons Island Road  
 Annapolis, MD 21401

#### BOWIE

Collington Plaza  
 3420 Crain Highway  
 Bowie, MD 20716

#### COLLINGTON CENTER

500 Prince George's Blvd.  
 Upper Marlboro, MD 20774

#### COLUMBIA

6490 Dobbin Road, Suite L  
 Columbia, MD 21045

#### GODDARD SPACE FLIGHT CENTER (GSFC)

Building 21  
 Greenbelt, MD 20771

**NOTE:** Access restricted to NASA employees only.

#### GREENBELT

10208 Greenbelt Road  
 Greenbelt-Lanham, MD 20706

#### ROCKVILLE

1592-B Rockville Pike  
 Rockville, MD 20850

### WASHINGTON, D.C.

#### NASA HEADQUARTERS

300 E Street, SW  
 Suite GC-21  
 Washington, DC 20024

#### NATIONAL ACADEMY OF SCIENCES (NAS)

500 Fifth St., NW  
 Suite 310  
 Washington, DC 20001

**NOTE:** Access restricted to NAS employees only.

### VIRGINIA

#### FALLS CHURCH

*(Opening February 2009)*

1130 West Broad St  
 Falls Church, VA 22046

#### OAK HALL

Oak Hall Marketplace  
 7027 Lankford Highway (Route 13)  
 Oak Hall, VA 23416

#### WALLOPS ISLAND

GSFC-Wallops Flight Facility/N-133  
 Wallops Island, VA 23337

**NOTE:** Access restricted to NASA employees only.

For business hours, please visit [nasafcu.com](http://nasafcu.com).



Credit Union Service Centers are a network of credit unions across the country that actually "share" their participating branches with each other. If you are a member of a participating credit union, you can conduct transactions as if you were at your own branch at more than 3,500 locations. Just look for the Credit Union Service Centers "Swirl." Visit [nasafcu.com/locations](http://nasafcu.com/locations) for a Credit Union Service Center near you.

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## MANAGE YOUR FINANCES WHEN AND WHERE IT'S CONVENIENT

We recognize your time is valuable. That's why at NASA Federal we have a broad network of locations and services to help you manage your finances where and when it's most convenient to you.

## ACCESS YOUR ACCOUNTS, PAY BILLS, APPLY FOR LOANS AND MORE

At NASA Federal, you can conduct your financial business 24 hours a day, 7 days a week. We're where you are:

- Nationwide network of more than 3,500 branch offices
- 28,000+ free ATMs
- Cash at more than 5,500 7-Eleven® stores
- Free NASA Federal Visa® Check Card With Cash Back
- 24-hour eServices including:
  - nasafcu.com
  - eStatements
  - eBranch Online Banking
  - Online Loan Applications
  - Online Bill Pay
  - eAlerts
  - eVision Online Trading
- Contact-24 Telephone Banking
- Automatic payroll deduction



## eSERVICES

The foundation of NASA Federal eServices is eBranch, your online destination to help manage your finances whenever and wherever you have an Internet connection. With eBranch, many of the activities you conduct at your branch office are available online, anytime.

eBranch is safe, secure and simple to use:

- Get up-to-the-minute balances on all your Credit Union accounts
- View check copies online
- Download account history to Quicken® or Microsoft® Money
- Transfer funds between your NASA Federal accounts and to or from accounts at other financial institutions
- Open and fund additional accounts
- Pay bills online
- Make eDeposits – deposits from home for which you get instant credit
- View your statement online with eStatements
- Request Skip-A-Payment on loans
- Communicate with us using secure e-mail messages
- And much more

Log in to eBranch at [nasafcu.com](http://nasafcu.com) and enjoy the convenience of a credit union branch at your fingertips.

## CONTACT-24 TELEPHONE BANKING

With one telephone call, you have access to your accounts in seconds. Check balances, transfer funds, pay loans, make a withdrawal and much more with NASA Federal's Contact-24 Telephone Banking. Remove the attached menu card and keep it handy in your wallet as a quick reference.

Contact-24 is fast, easy and automatic. All members have access. Simply dial 301-249-1234 or toll-free 1-800-424-NASA (6272) and begin using Contact-24 today.

## STAY IN TOUCH WITH eALERTS

Get notified electronically through e-mail or text message whenever changes you specify occur to your NASA Federal Credit Union accounts. You can select different eAlerts to notify you in the event of:

- Your account balance goes above or below your pre-selected amount
- A deposit has posted
- A debit(s) has occurred
- Daily balance update
- A payroll/ACH posted
- A payment posted
- Your line of credit was accessed
- Federal Regulation D transfer limits
- eBranch/Contact-24 access is frozen

To sign up for eAlerts, go to [nasafcu.com/eAlerts](http://nasafcu.com/eAlerts).

## APPLY ONLINE FOR QUICK LOAN APPROVALS

Need a loan? Apply for auto loans, credit cards, mortgages, home equities and more from the comfort of your home or office. It's quick, easy and you will receive an answer within minutes. Apply online at [nasafcu.com/apply](http://nasafcu.com/apply).

Enter Your Account Number, then  
Press #  
Enter Your Personal Identification Number, then  
Press #  
Enter The Last 4 Digits Of Your Social Security Number, then  
Press #  
Press 1 For Balance Inquiries  
Press 2 For History Inquiries  
Press 3 For Transfers  
Press 4 For Checking Information  
Press 5 For Loan Information  
Press 6 For Visa® Options  
Press 7 For Withdrawals by Check  
Press 8 For Additional Options  
Press 9 To Reply the  
Press # Current Menu  
Press # To End the Call  
Press #

## CONTACT-24 MENU

## CONTACT-24 TELEPHONE BANKING



301-249-1234  
1-800-424-NASA

## GET YOUR ACCOUNT STATEMENTS FAST

eStatements are electronic copies of your account statements that you can view, search, save and print online. They are available earlier than mailed paper statements and are accessible using a secure account log in. Additionally, they're archived for more than 12 months for fast, easy retrieval. **eStatements are the fast, convenient, secure and environmentally friendly way to receive your account statement.** Sign up online today – log in to your account at [nasafcu.com](http://nasafcu.com) and select eStatements from the left menu.

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