

TELEPHONE SERVICE

Call Center M-F: 7:00 a.m.-7:00 p.m. Sat: 8:00 a.m.-1:00 p.m.	703-709-8901 or <i>Fax</i> 703-925-5113	1-866-709-8901 <i>TTY</i> 703-709-8919
Mortgage & Equity Loans 24-hour rate-line, option 3 M-F: 8:00 a.m.-4:30 p.m.	703-709-8921 or <i>Fax</i> 703-709-5784	1-866-709-8921
NorthwestXpress 24-hour bank-by-phone	703-709-6917 or	1-800-932-7666
Auto Locating & Delivery Service	703-709-8900 or ext. 6001	1-800-336-3384
Northwest Financial LLC Investment, Insurance & Tax Services	703-810-1072 or <i>Fax</i> 703-810-1079	1-800-269-2156

MAILING ADDRESSES

General Correspondence P.O. Box 1229 Herndon, VA 20172-1229	Deposits & Payments P.O. Box 1610 Herndon, VA 20172-1610
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NWFCU BRANCHES & 24-HOUR ATMs

Chantilly Branch (VA) 14419 Chantilly Crossing Ln. M-F: 8:30 a.m.-7:00 p.m. Sat: 9:00 a.m.-1:00 p.m.	Herndon Branch (VA) 200 Spring St. M-F: 8:30 a.m.-7:00 p.m. Sat: 9:00 a.m.-1:00 p.m.
Manassas Branch (VA) 9730 Liberia Ave. Lobby M-F: 9:00 a.m.-7:00 p.m. Sat: 9:00 a.m.-1:00 p.m. Drive-thru M-F: 9:00 a.m.-7:00 p.m. Sat: 9:00 a.m.-2:00 p.m.	Vienna Branch (VA) 231 Maple Ave., East M-F: 8:30 a.m.-7:00 p.m. Sat: 9:00 a.m.-1:00 p.m.

ADDITIONAL ACCOUNT ACCESS

Online Banking Free NWLink Internet Banking at www.nwfcu.org	Nationwide ATMs 33,000+ free CO-OP Network and Alliance One ATMs
Mobile Banking From any web-enabled cell phone/PDA at go.nwfcu.org	Find a Branch or ATM Locator Wizard available on our website or mobile site
Shared Branch Banking 3,800+ branches to serve you across the U.S.	

ABA ROUTING NUMBER

256075025

(Direct deposit, inbound wire transfers, ACH transactions)



Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government. National Credit Union Administration, a U.S. Government Agency. NWFCU does business in accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act. **All information is current as of 9/2009 and is subject to change without notice.**



CU SERVICE CENTERS.
The Member-Friendly Financial Network

PSB (9/2009) 2M

Bank-by-Phone Service



NORTHWEST
FEDERAL CREDIT UNION

Your Lifetime Financial Partner

Northwest Federal Credit Union's (NWFCU) NorthwestXpress Bank-by-Phone service puts all of your account information at your fingertips. Fast, convenient, secure and free, *NorthwestXpress* lets you make account inquiries and transactions without waiting in line or spending time on hold.

How Does It Work?

1. Simply call *NorthwestXpress* at **703-709-6917** or **1-800-932-7666** (toll-free) from any touch-tone phone.
2. Enter your Share Savings Account number and a personal identification number (PIN)—see below.
3. Follow the voice prompts and menu options to make account balance inquiries, loan payments, transfer funds and more.



The menu codes to the right show the functions available to you 24 hours a day. *NorthwestXpress* also allows you to quickly report a lost or stolen credit, debit or ATM card; learn your next loan or credit card due date; verify cleared checks; make payments; and

transfer funds between your accounts or to other NWFCU accounts (provided you know the member's account number).

To Get Started

Dial *NorthwestXpress* and create your secure personal identification number (PIN), 4–8 digits in length. That's all there is to it! The voice prompts will walk you through the system each time you call and the menu codes allow you to quickly jump to the account or service you need. It's like having a personal teller at your fingertips!

NorthwestXpress Menu Codes

703-709-6917 • 1-800-932-7666 (toll-free)

Press	Services
1	Checking Accounts
	<ul style="list-style-type: none"> 1 Transaction History 2 Transfer from Checking 3 Specific Check Inquiry 5 Request Check Withdrawal 6 Recent Dividends Earned
2	ATM, Credit & Debit Cards
	<ul style="list-style-type: none"> 1 Credit Card Options 2 ATM/Debit Card Options
3	Transfers & Payments
	<ul style="list-style-type: none"> 1 From Checking 2 From Savings 3 From Money Market Account (MMA) 4 Line of Credit (LOC) Cash Advance 5 HELOC Cash Advance
4	Savings, Loans & Certificates
	<ul style="list-style-type: none"> 1 Savings Information & Transactions 2 Loan Information & Transactions 3 MMA Information & Transactions 4 About Your Certificate(s)
5	Current Rates & Payment Calculators
	<ul style="list-style-type: none"> 1 Dividend Rates (Checking, Savings, Money Market Account, IRAs & Certificates) 2 Loan Rates (including Credit Cards & Real Estate Loans) 3 Loan Payment Calculators
6	Other Services
	<ul style="list-style-type: none"> 1 To Reorder Checks 2 To Order a Check Copy 3 To Order a Statement Copy 4 To Order a Stop Payment 5 To Change Your <i>NorthwestXpress</i> PIN 6 To Change Your Mailing Address 7 To Learn Dividend Tax Information
8	Repeat Menu Options
9	Return to Main Menu
0	Live Member Service
*	Return to Previous Menu
#	Exit