

TELEPHONE SERVICE

Call Center 703-709-8901 or 1-866-709-8901
 M-F: 7:00 A.M.-7:00 P.M. **Fax**
 Sat: 8:00 A.M.-1:00 P.M. 703-709-9326

Mortgage & Equity Loans 703-709-8921 or 1-866-709-8921
 24-hour rate-line, option 3 **Fax**
 M-F: 8:00 A.M.-4:30 P.M. 703-709-5784

NorthwestXpress 703-709-6917 or 1-800-932-7666
 24-hour bank-by-phone

Auto Locating & Delivery Service 703-709-8900 or 1-800-336-3384
 ext. 6001

TTY Hearing Impaired 703-709-8919
 M-F: 7:00 A.M.-7:00 P.M.
 Sat: 8:00 A.M.-1:00 P.M.

Northwest Financial LLC 703-810-1072 or 1-800-269-2156
 Investment, Insurance **Fax**
 & Tax Services 703-810-1079

MAILING ADDRESSES

General Correspondence
 P.O. Box 1229
 Herndon, VA 20172-1229

Deposits & Payments
 P.O. Box 1610
 Herndon, VA 20172-1610

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.
 M-F: 9:00 A.M.-7:00 P.M.
 Lobby Sat: 9:00 A.M.-1:00 P.M.
 Drive-thru 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

Mobile Banking
 From any web-enabled cell
 phone/PDA at go.nwfcu.org

Shared Branch Banking
 3,400+ branches to serve
 you across the U.S.

Nationwide ATMs
 28,000+ free CO-OP Network
 and Alliance One ATMs

Find a Branch or ATM
 Locator Wizard available on
 our website or mobile site

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 1/2009 and is subject to change without notice.**



CU SERVICE CENTERS.
 The Member Friendly Financial Network

PSB (1/2009) 1M

Bank-by-Phone Service



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).
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