

## Owners Quarterly *Summer 2014*

### Thank You For Your Patience During The Recent Upgrades



The team at First General Credit Union would like to thank you for your patience during the recent system upgrade and new online banking release. During the first two

weeks of June, the credit union experienced a high volume of phone calls. We updated the phone call procedures and responded to member inquiries via phone and email, as quickly as possible.

FGCU has experienced growth over the last year and continues to be a strong, solid financial institution. The plans for the new building on Harvey Street are still in progress and we plan to move forward with construction in the near future.

#### Exciting Products To Come:

- New website with responsive design, an optimal viewing experience for easy reading and navigation, across a wide range of devices.
- Remote Deposit Capture - scan checks and transmit the scanned images to the credit union for posting and clearing.
- Courtesy Pay - overdraft protection service on your checking account which pays a check, a debit or ATM card transaction, or an ACH transaction presented for payment against your account.
- New Mortgage Lender - Neighborhood Mortgage Solutions.
- Instant issue debit and credit cards.

### Annual Membership Picnic

Friday, July 25th  
11:30 am - 2:30 pm



Stop by the Ellis Road location for  
**Fun, Food and Friendship!**

### Summer Traveling, Take FGCU Along Debit Card, VISA, Mobile Banking, ATMs



Today, Rod had to check his account balance before he purchased swim fins with his debit card, he had to locate an ATM to get cash to pay for ice cream and he paid for his flight home using his VISA. All with the convenience of FGCU.

Get quick approval for your debit and VISA card!



With First General Credit Union's new Mobile Banking App, you now have a Credit Union that's always with you! Free apps may be downloaded from the iTunes app store or Google Play. Search FGCU.

**CHECK IN ON YOUR CHECKING**

Check your balance any time, anywhere – all from your mobile phone.

**CLOSE CALL**

Get alerts when your balance gets low – 24/7.

**PAY AS YOU GO**

Pay your bills any time, anywhere – all from your mobile phone.

The login is the same as your online banking login.

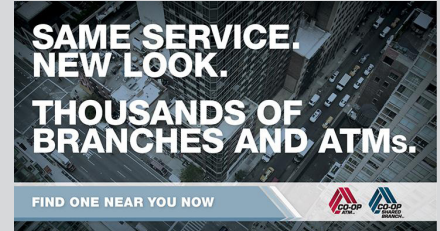
If you need assistance, please email [firstgencu@1stgeneral.com](mailto:firstgencu@1stgeneral.com).

**Shared Branching Upgrade**

You are never far from your credit union when you need it. The CO-OP Shared Branch network gives you more than 5,000 branches and over 2,000 self-service locations nationwide.

**FGCU is now able to process transactions from other participating credit unions.**

<http://www.allco-op.org/>



**Member Center**

**Hours of Operation**

Monday and Tuesday  
8:30 a.m. - 5:00 p.m.  
Wednesday 10:00 a.m. - 5:00 p.m.  
Thursday 8:30 a.m. - 6:00 p.m.  
Friday 8:30 a.m. - 5:30 p.m.  
Saturday Drive Thru Only  
9:00 a.m. - 12:00 p.m.

**Online Banking**  
[1stgeneral.com](http://1stgeneral.com)

**First Call 24**  
231.798.3420 or  
888.830.8422



**Holiday Closings**

Friday, July 4 in observance of **Independence Day**  
Monday, September 1 in observance of **Labor Day**

**Lost or Stolen Credit Cards**

VISA 1.800.828.3901  
9:00 - 5:00 weekdays  
After Hours VISA: 1.800.991.4961

MasterCard Debit Card  
In the US 888-241-2510  
Outside of the US 909-941-1398

