

MTC FEDERAL REMOTE SERVICE DELIVERY OPTIONS

- **Web-Branch**
24/7 online access to your MTC Federal accounts.
- **Mobile Branch with Mobile Deposit**
Check balances, transfer funds, pay bills, and deposit checks.
- **Tele-Branch 24/7**
Audio response service to check balances and transfer funds.
- **Wires**
Transfer funds going to another institution.
- **Same-Day ACH**
Transfer funds going to another institution and coming from another institution.
- **Loan 2 Go Center**
Apply or speak with a lender.
- **ATMs**
Cash withdrawal access.
- **Phone**
Check our website [MTCFederal.com](https://www.MTCFederal.com) for business hours.
- **Credit Card or Debit Card**
New, lost, stolen, fraud, and replacement.
- **Night Drops**
Deposits or payments can be made at branch night drops, except for the Verdae Branch.

If you have questions related to any of the above services or any other credit union services, please use the contact information below:

Main Office Number	800-442-7792
Wire/Same-Day ACH	800-442-7792
Consumer Loan Requests	800-442-7792
Loan 2 Go Center	864-908-3402
Mortgage Loan Request	888-445-0089
Debit Card:	800-425-7528 (24/7)
Credit Card:	888-699-1048 (24/7)
Web-Branch/Mobile Support	800-442-7792



QUICK GUIDE TO ACCESSING SERVICES:

<u>Web-Branch</u>	24/7 online access to your MTC Federal Accounts. If not, click here to enroll.
<u>Mobile Branch with Mobile Deposit</u>	Transfer funds, pay bills, deposit checks, check balances, find MTC Federal branches and CO-OP ATMs. CO-OP ATM locations . Must be enrolled in Web-Branch first.
Tele-Branch	Phone access to your account information. Call 800-625-7491.
Wires	Transfer funds to another institution. Call 800-442-7792.
Same-Day ACH	Transfer funds going to another institution and coming from another institution. Call 800-442-7792.
<u>ATMs</u>	Cash withdrawals at MTC Federal ATM locations with access to 30,000 CO-OP ATMS . Locations available on Mobile Branch App.
Phone	Speak to a Member Service Representative. Call 800-442-7792.
<u>Credit Card or Debit Card</u>	New, lost, stolen, fraud, and replacement. For Credit Cards Call 888-699-1048. (24/7) For Debit Cards Call 800-425-7528. (24/7)
<u>Night Drops</u>	Deposits can be made at branch night drop, excluding Verdae Branch. Branch locations can be found at MTCFederal.com .
Member Contact Center	Available during normal business hours by phone or email. Call 800-442-7792. membercontactcenter@mtcfederal.com