

Digital Self-Service Guide

Access your accounts quickly, easily, and securely with our online and mobile banking services.

Digital Banking

Enjoy secure online access to your accounts from anywhere, anytime.

Login to Get Started

Visit *towerfcu.org*

or download Tower's Mobile App

Enter your Member Number/Username and Password.

First time logging in?

Visit towerfcu.org, select Sign Up

then follow registration instructions.



Account Services

Account History

Login to Home Banking or Tower's Mobile App to view your account history to include deposits, withdrawals, purchases and loan payments.

[Learn more about Tower's Online and Mobile Banking.](#)

Debit Card Controls

Login to Home Banking > Additional Services

Login to Mobile App > More > Debit Card Controls

Electronic Statements

Enroll or view your Tower statements and tax statements.

Login to Home Banking > Additional Services > eStatements

Login to Mobile App > More > Account Services > eStatements

Stop Payment

Login to Home Banking > Additional Services > Stop Payment

Login to Mobile App > More > Account Services > Stop Payment

Update Contact Information

Change address, phone number or email.

Login to Home Banking > My Profile

Login to Mobile App > More > Navigation Gear > My Profile

Deposit a Check *

Enroll and deposit checks using your mobile device.

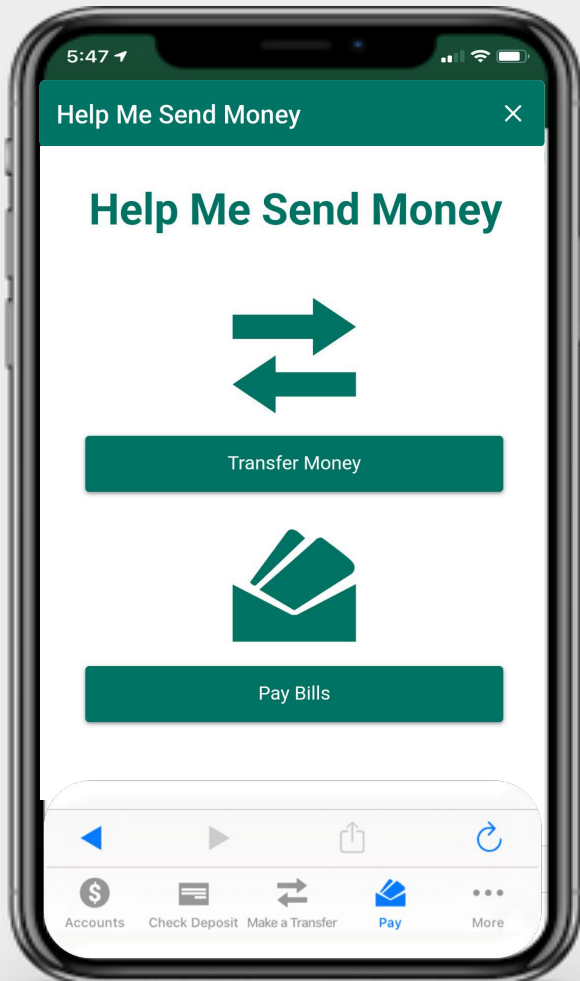
Login to Mobile App > Check Deposit

Check Copies † or Check Orders †

Login to Home Banking > Additional Services

Debit Card Application

Login to Home Banking > Additional Services



Transfer & Pay

Make transfers to: Tower accounts • other members • accounts at other institutions—including domestic and international wires • to your loans at other institutions or creditors. Make payments to: your loans at other institutions or creditors • pay friends and family.

Login to Home Banking > Transfer & Pay > Help Me Send Money

Login to Mobile App > Pay > Help Me Send Money

Pay Tower Loans From External Accounts

Pay your Tower loans using funds from another account.

Login to Home Banking > Transfer & Pay

Or visit [Tower Web Payments Center](#).

Account History, Payment, Electronic Statements, and Controls

Login to Home Banking or Mobile App > select your Mastercard®

Travel Notification

Login to Home Banking > Additional Services

Login to Mobile App > More > Account Services for Debit Card

Login to Mobile App > More > Loan Services for Credit Card

Balance Transfer †

Login to Home Banking > Additional Services

Compare All Cards

We have the right card for you. Choose from three Mastercard® credit cards, each with unique benefits.

Apply For a Loan or Credit Card

Login to Home Banking > Apply for a Loan

Login to Mobile App > More > Loan Services > Apply for a Loan

Club Account Name Change

Login to Home Banking > Additional Services

Open New Account

Login to Home Banking > Open New Accounts

Login to Mobile App > More > Account Services > Open New Accounts

Contact Center Support

Secure Email and Chat

Login to Home Banking > Support

Login to Mobile App > More > Help & Support

Member Service Center

866-56-TOWER

Account Disputes

Collections Support

240-459-1763

Debit Card Dispute

1-877-554-0885

Mastercard or Account Dispute

Visit a branch or call the Member Service Center.

Notifications

Text, Mobile and Email Alerts in Home Banking

You can set up alerts for when:

- Your balance goes above or below a certain amount you've set.
 - A check clears your account.
 - Your Tower loan payment is due or overdue.
 - Receive a weekly text or e-mail with your balance every Friday.
 - Your Tower Share Certificate is nearing its maturity date.
 - A large deposit or withdrawal posts to your account.
- Alerts can be customized.

Login to Home Banking > Notifications

Login to Mobile App > More > Navigation Gear >
Push Notifications



Security

Authenticator

Login to Home Banking > My Profile > Security Options > Authenticator

Login to Mobile App > More > Navigation Gear > My Profile > Security Options > Authenticator

Additional Support

	Branch	Call Center	Chat	Secure Email
Bonds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificate Maintenance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Check or Record Copies †	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Coin Counter	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Debit Card PIN	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fraud Reporting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instant Issue Debit Card	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IRA Request	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Notary	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Official Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Password Reset	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Digital Wallets

Digital Wallets

For more information, please visit towerfcu.org > 24/7 Access > Transfer & Payments



** Mobile Banking services are free to all Tower members. Your carrier's message and data rates may apply. Other Mobile Deposit restrictions may apply. Mobile Deposit available in the Mobile App only. Apple, iPad®, iPhone®, and iPod® touch are trademarks of Apple, Inc. registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Play and the Google Play logo are trademarks of Google Inc.*

[Funds Availability](#)

† [Fee Schedule](#)

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