

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.

Log in to Get Started

Visit *towerfcu.org*

or download Tower's Mobile App

Enter your username and password.

First time logging in?

Visit towerfcu.org, select 'Log in' and 'Sign Up' then follow registration instructions.



Account Services

Account History

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

[Learn more about Tower's Digital Banking.](#)

Update Contact Information

Change address, phone number or email.

Log in to Online Banking > Help & Support > Settings > Contact

Log in to Mobile App > More > Settings > Contact

Open New Account

Log in to Online Banking > Account Services > Open More Accounts

Log in to Mobile App > More > Account Services > Open More Accounts

Electronic Statements

Enroll or view your Tower statements, Home Loan statements and tax statements.

Log in to Online Banking > Account Services > eStatements

Log in to Mobile App > More > Account Services > eStatements

Account Services Continued

Club Account Name Change

Log in to Online Banking > Forms > Club Account Name Change Request

Log in to Mobile App > More > Forms > Secure Forms > Club Account Name Change Request

Deposit a Check *

Log in to Mobile App > Check Deposit

Check Copies †

Log in to Online Banking > Account Services > Check Copy Request

Log in to Mobile App > More > Forms > Check Copy Request

Check Orders †

Log in to Online Banking > Account Services > Check Services

Stop Payment

Log in to Online Banking > Account Services > Check Services

Mobile App > More > Account Services > Check Services

Transfer & Pay

Domestic or International Wire

Log in to Online Banking > Transfer & Pay > Domestic or International Wire Transfer

Log in to Mobile App > More > Transfer & Pay > Domestic or International Wire Transfer

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.

Log in to Online Banking > Transfer & Pay

Log in to Mobile App > More > Transfer & Pay

Pay Tower Loans From External Accounts

Log in to Online Banking or Mobile App > Transfer & Pay

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

Pay Tower Mastercard® from External Account

Log in to Online Banking > Transfer & Pay > Tower Mastercard® from External Account

Log in to Mobile App > Transfer & Pay > Tower Mastercard® from External Account

Card Services

Mastercard® Account History, Payment, Electronic Statements, & Controls

Log in to Online Banking or Mobile App > select your Mastercard®

Balance Transfer †

Log in to Online Banking > Forms > Secure Forms > Balance Transfer Request

Log in to Mobile App > Forms > Secure Forms > Balance Transfer Request

Card Controls & Alerts

Log in to Online Banking > Card Services > Card Management

Log in to Mobile App > More > Card Services > Card Management

Credit Card & Debit Card Travel Notification

Log in to Online Banking > Card Management (Debit) or Credit Card Travel Notification

Log in to Mobile App > Card Services > Card Management (Debit) or Credit Card Travel

Notification

Debit Card Application

Log in to Online Banking > Forms > Debit Card Application

Log in to Mobile App > More > Forms > Secure Forms > Debit Card Application

myTowerRewards

Log in to Online Banking or Mobile App > Card Services > myTowerRewards

Loan Services

Apply For a Loan or Credit Card

Log in to Online Banking > Apply for a Loan

Log in to Mobile App > More > Apply for a Loan

Loan or Credit Card Application Status

Go to towerfcu.org > Contact Us > Check Application Status

Log in to Online Banking > Apply for a Loan > Check Application Status

Log in to Mobile App > More > Apply for a Loan > Check Application Status

Tower Car Buying Service

Go to towerfcu.org > Loans > Auto Loan > Start Shopping or Tower Car Buying Service

Log in to Mobile App > More > Apply for a Loan > Tower Car Buying Service

Real Estate Rewards Program

Go to towerfcu.org > Mortgages > Buy a Home > Real Estate Rewards Program

Log in to Online Banking or Mobile App > More > Apply for a Loan > Real Estate Rewards Program

Home Loan Application Status

Go to towerfcu.org > Loans > Mortgages > Buy a Home > View Pending Application

Contact Center Support

Message Center and Chat

Log in to Online Banking > **Tori** > Chat

Log in to Mobile App > More > Contact Us > Virtual Assistant > **Tori** > Chat

Ask Tori!



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

Account Alerts and Notifications in Digital Banking

Log in to Online Banking > Alerts & Notifications

Log in to Mobile App > More > Account Services > Alerts & Notifications



Security

Authenticator

Log in to Online Banking > Settings > Security > Authenticator

Additional Support

	Branch	Call Center	Chat	Message Center
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 > Banking > Digital Banking



** 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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