



SAFCU Mobile App FAQ

Q: Is the SAFCU app available for all accounts?

A: Currently, the app is available for personal and written trust accounts. To be eligible to use the app, you must have a checking account, a valid email, and online banking. If an error message appears when you attempt to login, please contact us at 818-562-3400 or come into a branch for assistance. The app is not currently available for use with business accounts, Coogan accounts, or savings only accounts.

Q: How do I download the SAFCU app? How do I log in?

A: You can download the app by searching for "SAG-AFTRA FCU" in the Apple App Store for iOS and Google Play Store for Android. You will need to log in with your current Virtual Branch ID and password. Once you log in for the first time, a one-time PIN will be emailed to the email address currently on file. You'll need to enter the one-time PIN to begin using the app. If you're having trouble logging in, please call us at 818-562-3400 or come into a branch.

Q: Will I be able to make deposits using my mobile device?

A: Yes. In addition to account history, account balances, and funds transfers, the app features remote deposit capability as well as the ability to turn your debit card on and off.

Q: What are the restrictions for mobile deposits? How long will my deposits be on hold?

A: You can deposit both personal checks and cashier's checks through the app. Money order deposits will not be accepted via the app. There is a \$2,500.00 daily limit and \$7,500.00 monthly limit for mobile deposits. You have 30 free deposits each month and are charged a \$0.50 fee for each deposit after that. The remote deposit hold policy is the same as our ATM hold policy. The first \$200.00 deposited each day is immediately available and the rest, if any, is available the following business day. The app will also give you the ability to review your mobile deposit history and view checks deposited through the app. We ask that you keep any checks deposited through the app on file for 30 days before voiding them. Please note that any checks deposited through the app that are returned or require an adjustment will incur a \$5.00 fee.

Q: Is there a delay or waiting period for any app functions or transactions I make using the app?

A: No. All app functions and transactions are processed in real time.

Q: How can I turn my debit card on and off using the app?

A: By selecting Card Controls from the home screen, you can turn your debit card(s) on and off. **Please note that if your card is turned off, all transactions, including ATM withdrawals and deposits, will be blocked. Due to our daily end of day processing, you may not be able to reactivate your card from approximately 12:00am-2:00am. Unfortunately, there is no way to reactivate your card during end of day processing.** Furthermore, because the app does need to connect to our system when reactivating your card, you may have trouble reactivating if you are in a location with no service like a parking garage or remote area. Once your card is turned back on, it should work normally.

Q: How many devices can I log in with?

A: You are limited to five (5) total devices per account. If you attempt to log in with too many devices, the app will display an error message and ask you to contact the credit union.

Q: Can I use bill pay or see my statements with the SAFCU mobile app?

A: Currently, features like bill pay and eStatements are not available on the app. We will be adding additional features in future versions of the app.