

Hours

Lobby

Monday–Thursday 9:00 am – 5:00 pm
 Friday 9:00 am – 6:00 pm

Loan Department

Monday–Thursday 9:00 am – 5:00 pm
 Friday 9:00 am – 6:00 pm

Drive-Up

Monday–Thursday 7:30 am – 5:00 pm
 Friday 7:30 am – 6:00 pm
 Saturday 7:30 am – Noon

Proudly serving all of Androscoggin County with today's most advanced financial services.

Experience the Feeling of Family

www.mainefamilyfcu.com
 555 Sabattus Street • Lewiston, Maine 04240
 831 Minot Avenue • Auburn, Maine 04210
 (207) 783-2071 • FAX (207) 786-8765
 Toll Free 1-800-783-2071

Federally Insured by



Summary

EasyReach Features

The account information below is available to you 24 hours a day, 7 days a week with Maine Family Federal Credit Union's EasyReach Audio Response System.

Dial 783-2072 (locally)
 or 1-866-783-2072 (out of area)

Press 1 for Checking

Press 1 for account balance
 Press 2 for last 5 deposits
 Press 3 for last 5 withdrawals
 Press 4 for transfers
 Press 5 for the last 5 checks cleared
 Press 6 for checks cleared by number

Press 2 for Savings and Clubs

Press 1 for account balance
 Press 2 for last 5 deposits
 Press 3 for last 5 withdrawals
 Press 4 for transfers
 Press 5 for withdrawals by check
 Press 6 for share to share transfer

Press 3 for Loans

Press 1 for balances
 Press 2 for last payment made
 Press 3 for home equity advance transfer
 Press 4 to make a loan payment

Press 4 for Certificates and IRAs

Press 1 for balance
 Press 2 for last dividend paid
 Press 3 for maturity date

Press 5 for Dividends, Rates and Services

Press 1 for deposit account rates
 Press 2 for loan rates
 Press 3 for hours of business
 Press 4 for dividends earned year to date
 Press 5 for interest paid year to date
 Press 6 for dividends earned in prior year
 Press 7 for interest paid in prior year

Press 6 to set or change your PIN.

Easy Reach

24-Hour Account Access



Experience the Feeling of Family



Maine Family
 Federal Credit Union

Maine Family
 Federal Credit Union



Account Suffix Chart

Checking.....	00-19
Savings.....	20-39
Clubs.....	40-48
Take Charge Savings.....	50-51
Montly Moose Savings.....	53-55
Silver Savings.....	56-59
IRAs.....	60-69
Certificates.....	70-76
Loans.....	01-100

EasyReach Touch-Tone Convenience

You can enjoy the convenience of using a touchtone telephone to access your credit union accounts from home, work and even out of town.

Request EasyReach Today

To enjoy the convenience of EasyReach, you will be required to sign an authorization form and enter your Share account number and your Personal Identification Number (PIN).

When you use your numbers, your accounts will be at your fingertips 24 hours a day, 7 days a week.

Points to Remember

1. You must use a touchtone phone.
2. The word "suffix" is used to describe any of the different types of accounts you have with the credit union.
3. You may perform any of the following actions during the call:
 - a. Obtain account information
 - b. Transfer funds or request a check (up to \$500, which will be mailed to you the next business day)
4. You do not use a decimal point when entering dollar amounts.
5. Example \$115.61 would be entered 11561 #.
6. At any time during your call, you can press # to go back to the main menu or zero to end the call.

EasyReach Telephone Numbers

Local Area Number
207-783-2072

Anywhere outside the local area
1-866-783-2072

Here's How to Use EasyReach

1. Dial 783-2072 locally or 1-866-783-2072 out of area.
2. You will hear the greeting "Thank you for calling Maine Family." Press 4. This will transfer you to the EasyReach Audio Response System.
3. Enter your Account Number followed by the # sign. (The recording will prompt you along.)
4. Enter your PIN. (Once you get into the system you can change your pin to any 4 digits you choose for privacy.)
5. It is not necessary to listen to all menu options before making a selection. At any menu, you may end your call by pressing 0. You may replay the current menu by pressing the star sign (*). To return to the main menu, press the # sign.
6. Press option desired, and EasyReach will guide you through each transaction.

EasyReach Menu

- Press 1**for Checking
- Press 2**for Savings and Clubs
- Press 3** for Loans
- Press 4**for Certificates and IRAs
- Press 5**for Dividends, Rates and Service Hours
- Press 6**to change your PIN.
(Personal Identification Number)

EasyReach

Pocket Reference Card

1. Dial 783-2072 locally or 1-866-783-2072 out of area
 2. Press 4 and enter your account number followed by the # sign. Enter your four-digit Personal Identification Number (PIN).
- ### Account Options
- CheckingPress 1
Savings and ClubsPress 2
LoansPress 3
Certificates & IRAsPress 4
Dividends, Rates & ServicesPress 5
Set or Change PINPress 6

To sign up for EasyReach, please fill out this card and return it to the Credit Union, in person or by mail.

Name _____ Social Security Number _____ / _____ / _____

Address _____

_____ First _____ Middle _____ Last _____

_____ Street _____ City _____ State _____ Zip _____

Tel No. (Work) _____ Home _____

To request EasyReach, the following information is required:

Your Savings Account Number _____

You must choose a four-digit Personal Identification Number _____ / _____ / _____

I/We will Agree to the Conditions of the EasyReach Program.

Signature _____ Date _____

Signature _____ Date _____

_____ Joint account