

Partners Access Guide

At Partners, Member service is a top priority and we strive to provide as many convenient banking options as possible. Many options can be accessed from home, work, or on the go through your mobile device.

Take a look at our guide below to find which services we provide and where to access them.

	ONLINE	MOBILE	TELEPHONE	ATM	VIRTUAL APPOINTMENTS
ACCOUNT MANAGEMENT	Open a new Membership	Available			Available
	Update Contact Details	Available		Available	Available
	Change Username &/or Password	Available		Available	Available
	Add New Accounts	Available		Available	Available
	Setup Account Alert	Available		Available	Available
	Setup Fraud Alerts	Available		Available	Available
	Search Transaction History	Available	Available	Available	Available
	View eStatements	Available	Available		
	Access Account Balances	Available	Available	Available	Available
	Get Account Number & Routing Number	Available	Available	Available	Available
	Submit a Dispute			Available	Available
DEPOSITS AND TRANSFERS	Check Deposit		Available	Available	
	Deposit from External Account		Available		
	Wire Transfer			Available	
	Real Time (P2P) Partners Pay		Available		
	Setup Recurring Transfers	Available	Available	Available	Available
	Transfer to External Account	Available	Available	Available	
	Transfer to Another Member Account	Available	Available	Available	Available
CHECKS & PAYMENTS	Order Checks	Available		Available	Available
	Check Copy Request	Available	Available	Available	Available
	Stop Payment	Available		Available	Available
	View Checks	Available	Available		
	Self-Payable Check by Mail	Available			
CREDIT/DEBIT/ATM CARDS	Debit/ATM Card Request		Available		Available
	Report Lost/Stolen Visa® Credit Card	Available		Available	Available
	Card Management Lock/Unlock Visa® Credit Card	Available	Available		Available
	Transfer Balance	Available	Available	Available	Available
	Credit Card Travel Notification	Available		Available	Available
LOANS	Apply for Consumer Loan	Available	Available	Available	Available
	Apply for Mortgage Loan, HELOAN, HELOC	Available	Available	Available	Available
	Principle Payment to Loan			Available	Available
ADDITIONAL SERVICES	Partners Perks		Available		
	FICO® Score	Available	Available		Available
	Bill Pay	Available	Available	Available	
	Financial Education Information	Available	Available	Available	Available

We are here to help!

Current actions to assist Members impacted by COVID-19.



Payment deferment for up to 90 days on existing loans.*

[Get Started](#)



Emergency Personal Loan.**

[Get Started](#)



Assisting Members with late payment fees on Consumer Loans as needed.

[Get Started](#)



Waiving early withdrawal penalties on certificates of deposit.

[Get Started](#)



Increasing daily remote deposit limit.

[Get Started](#)

* Some limitations may apply. APR = Annual Percentage Rate. Loans and APR are subject to borrower qualification and creditworthiness. Some restrictions may apply. Rates are subject to change.

** APR = Annual Percentage Rate. 24 equal monthly payments of \$42.00 based on a \$1000.00 loan amount. Requires auto-transfer from your Partners checking account or payroll deduction. Income verification required (e.g. last full month's pay stub), will be based on pre-employment reduction rate of pay. Loans made pursuant to individual qualifications and creditworthiness. Some restrictions may apply. Rates and terms quoted as of 3.30.20 and subject to change.

Ways to Connect with Partners



[Partners Online Banking](#)



[Download the Partners Mobile App](#)



[Partners Virtual Appointments](#)



PARTNERS ATMs

Partners ATMs are located in key service areas in Florida and California, and our CO-OP Network also provides surcharge-free access to nearly 30,000 ATMs nationwide. Use your phone to find one near you.

[Find an ATM now](#)



PARTNERS BRANCH REPRESENTATIVES

Partners representatives in a local branch can also offer assistance or start the process for Member Assistance Program benefits. For addresses and branch hours, visit our [Branches Page](#)



PARTNERS TELEPHONE REPRESENTATIVES

Partners representatives are available to assist you. Call **800.948.6677**.



HOME MORTGAGES / HOME EQUITY LOANS (HELOAN)

You can request assistance for your Partners home mortgage or HELOAN [here](#)



HOME EQUITY LINE-OF-CREDIT (HELOC)

You can request assistance for your HELOC [here](#)



Federally insured by the NCUA

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PARTNERS!
FEDERAL CREDIT UNION