

XCEL FEDERAL CREDIT UNION

FREQUENTLY ASKED QUESTIONS AND ANSWERS

Thank you for taking the time to complete our member survey. We appreciate all the feedback and want to ensure that your comments were taken seriously. Below is a recap of many questions posted on the survey with the corresponding answer. If your comment or question was not addressed, please send an email to DebbieGordon@XCELfcu.org. Thank you very much!

Operations:

Q. Is XCEL waiving ATM fees during this Covid 19 pandemic?

A. XCEL is temporarily waiving ATM fees during this Covid 19 pandemic. Please contact our Call Center at 973-ASK-XCEL (973-275-9235) Option 5, Monday – Friday 9am – 5pm and we will gladly refund your fees.

Q. How can XCEL members access no fee ATMs?

A. XCEL is part of the CO-OP network where members can access over 30,000+ surcharge-FREE ATMs. Popular locations for CO-OP ATMs are 7-Eleven, Costco, Dunkin and Rite-Aid. Visit our website at www.XCELfcu.org/coop to find your closest CO-OP ATM or Text your zip code to [91989](tel:91989) for FREE CO-OP ATM locations nearest you.

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Q. How long does a mobile deposit take to process?

A. Mobile Deposits are processed throughout each business day until 4pm. If you make a mobile deposit after 4pm it is processed the next business day by 9:30 am. If a deposit is made on the weekend, it will be processed by the first business day by 9:30 AM. Posted mobile check deposits will follow the same check clearing rules as check deposits made at a branch

Q. Does XCEL offer mobile check deposits through their app?

A. Yes, just access our mobile app and select Mobile deposits. If you need assistance with your mobile deposit or downloading the mobile app, please contact our Call Center at 973-ASK-XCEL (973-275-9235) Option 5, Monday – Friday 9am – 5pm

Q. How can I pay my bills online?

A. You can easily pay your bills online by accessing your XCEL account on your PC or XCEL's mobile app and select Bill Pay. If you need assistance using our bill pay service, please contact our Call Center at 973-ASK-XCEL (973-275-9235) Option 5, Monday – Friday 9am – 5pm.

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Q. How can I contact XCEL during this Covid 19 pandemic?

A. While our branches are temporarily closed, our members have several options:

1. Contact our Call Center by phone at 973-ASK-XCEL (973-275-9235) Option 5 Monday- Friday 9AM to 5 PM
2. Contact us via Chat via our website or mobile app Monday- Friday 9AM to 5 PM
3. Email us at XCEL@XCELfcu.org
4. Send a secured message thorough your online banking account, emails and secure messages will be answered during our regular business hours.

Q. Who do I call if I have a fraud issue on my debit/credit card?

A. Due to COVID 19 Pandemic call center wait times are longer than usual. For fraud issues on your debit card, please call 973-275-9235 option 3 or 855-237-7239. For fraud issues on your credit card, please call 973-275-9235 option 4 or 855-441-7703. For any fraud relating to your checking or savings account, please call our Call Center at 973-275-935 option 5 Monday - Friday 9AM – 5pm.



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Q. How can I view my monthly statement online?

A. To view your statement online, just access your online banking account on your PC or XCEL's mobile app and select eNotifications and then select statements. You MUST ensure your pop-up blockers are disabled on your PC or you will not be able to obtain and view your eStatements and notices. If you need a copy of a statement which is no longer available online, please contact our Call Center at 973-ASK-XCEL (973-275-9235) Option 5, Monday – Friday 9am – 5pm.

Q. Can I transfer from my Money Market account to my checking account?

A. Yes, you can transfer from your Money Market account to your checking account. Please keep in mind the minimum withdrawal amount from a money market account is \$500.

Q. What is the limit per month to make transfers in online banking??

A. The monthly external transfer limit on online banking is \$5,000.00. If you need to transfer an amount more than \$5,000, please contact our Call Center at 973-ASK-XCEL (973-275-9235) Option 5, Monday-Friday 9am – 5pm so we can work to accommodate your needs.

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Q. How can I deposit money into my XCEL account while your branches are closed?

A. While our branches are closed and if you have cash to deposit, XCEL owns 12 full-service ATMs throughout New York and New Jersey. Please visit www.XCELfcu.org/atms to find the closest full-service ATM near you. If you have checks to deposit, you can deposit it at one of our 12 full-service ATMs. Also, you can deposit checks through remote deposit via our mobile banking app or you can mail checks to our Main Headquarters at: 1460 Broad Street, Bloomfield NJ 07003.

Q. What is the daily ATM limit for withdrawals?

A. While our branches remain closed, XCEL has increased the daily ATM limit from \$500 to \$1,000 for withdrawals. Please note that individual ATM machines have a maximum withdrawal limit per transaction so you may need to complete two separate withdrawals to obtain the \$1,000.

Q. Is your Journal Square branch accessible during the Covid 19 Pandemic?

A. Yes, but you can only access the ATM by entering through the Duane Reade entrance and you must show security your XCEL Debit/ATM card for access.

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Q. Do I need to go to a branch to open a Share Certificate?

A. Our Call Center will gladly open a Share Certificate for you. Please call our Call Center at 973-ASK-XCEL (973-275-9235) Option 5, Monday – Friday 9am – 5pm.

Q. Why are shared branch locations limited??

A. As a credit union, we do not have many branch locations like banks. XCEL and other credit unions nationwide chose to partner with the CO-OP shared branching network. As a result, XCEL members can visit more than 5,600 branches nationwide. However, if there is not a shared branch near you, we can do most transactions remotely or over the phone. Please call our Call Center at 973-ASK-XCEL (973-275-9235) Option 5, Monday – Friday 9am – 5pm.

Q. Why isn't anyone responding to my phone messages and emails?

A. We apologize if your messages are not being returned in a timely manner. For immediate assistance on all issues...Please contact Deborah Gordon, Director of Member Services, at 973-528-8706 or email her at DeborahGordon@XCELfcu.org for any questions or concerns regarding your account.

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Q. How long does a mobile deposit take to clear?

A. Mobile Deposits are processed throughout each business day until 4pm. If you make a mobile deposit after 4pm it is processed the next business day by 9:30 am. If a deposit is made on the weekend, it will be processed by the first business day by 9:30 AM. Posted mobile check deposits will follow the same check clearing rules as check deposits made at a branch.

Q. Does XCEL send notifications out to members prior to a certificate of deposit maturing?

A. Yes, XCEL sends all members a notice one month prior to when the certificate of deposit will be maturing. Members receiving paper statements will receive a notice in the mail. For those with electronic statements, the certificate of deposit notice will be posted in your eNotifications within online banking.

Q. How do I check for current XCEL rates?

A. XCEL rates are easily visible on our website at www.XCELfcu.org or via our mobile app. Rates are updated daily.

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Lending:

Q. Why was my loan request not approved?

A. Please contact our loan department at 973-ASK-XCEL (973-275-9235) Option 2, Monday - Friday 9am-5pm or email us at Lending@XCELfcu.org.

Q. Do you send a notification if your loan has been denied?

A. For all non-real estate loans, you will receive a letter detailing the reason why your application was denied within 7 business days. If you need further assistance, please contact our loan department at 973-ASK-XCEL (973-275-9235) Option 2 or email us at Lending@XCELfcu.org Monday – Friday 9am – 5pm.

Q. Can I make additional principal payments on my loan through online banking?

A. Regular monthly payments can only be accepted through online banking. If you wish to make an additional principal payment on your loan, please contact our Call Center at 973-ASK-XCEL (973-275-9235) Option 5, Monday – Friday 9am – 5pm and we can assist you.

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Q. Can I transfer a payment from an XCEL account to my NBC credit card?

A. Unfortunately, you cannot transfer from an XCEL account to make a payment on your NBC(NY) credit card. We are in the process of converting the NBC(NY) Credit cards over to XCEL and we are sorry for any inconvenience. However, you can access your credit card info by using this link www.XCELfcu.org/nbc and selecting NBC VISA Credit Card Account logon or call 800-299-9842

Q. How can I know if I apply for an Emergency Relief loan?

A. Please contact our loan department at 973-ASK-XCEL (973-275-9235) Option 2 or email us at Lending@xcelfcu.org Monday – Friday 9am – 5pm.

Q. Can you skip more than one month with the Skip-A-Pay program?

A. Our Skip-A-Pay program only allows a one-month payment skip. If you need additional financial assistance, please contact Wayne Comick, Member Solutions Manager, at 973-528-8734 or email him at WayneComick@XCELfcu.org to discuss a hardship extension.



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Q. Why was my loan application denied?

A. If you are denied for a loan, you will receive a letter detailing the reason your application was denied within 7 business days. If you need further assistance, please contact our loan department at 973-ASK-XCEL (973-275-9235) Option 2 or email the loan department at Lending@XCELfcu.org Monday – Friday 9am – 5pm

Q. Why does my XCEL credit card have a “Closed” status on my credit report when my credit card is still open?

A. Please contact Wayne Comick, Member Solutions Manager, at 973-528-8734 or email him at WayneComick@XCELfcu.org for assistance.

Q. During the Covid pandemic, will I be able to get relief on my mortgage?

A. Please contact Wayne Comick, Member Solutions Manager, at 973-528-8734 or email him at WayneComick@XCELfcu.org to discuss any type of loan extension.

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Technology:

Q. What do I do if I have not received the email to reset my password?

A. When requesting a password reset, the email will be sent to the email address set up in your online banking profile. If your email address is up to date, please check your spam/junk folder. For further assistance, you can contact our Call Center at 973-ASK-XCEL (973-275-9235) Option 5, Monday – Friday 9am – 5pm.

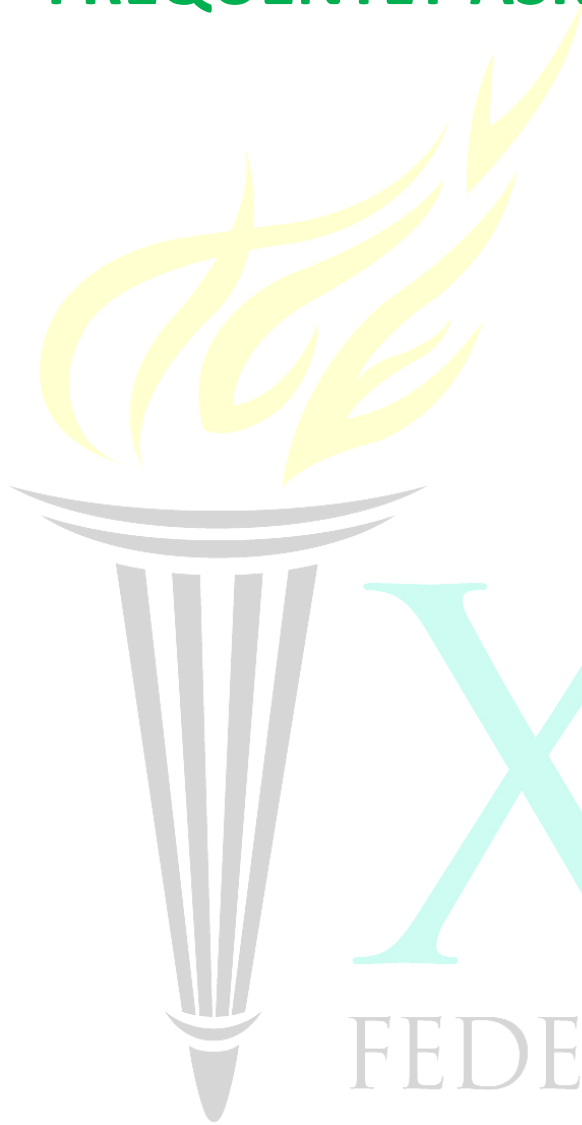
Q. Does XCEL offer Apple, Samsung or Google pay?

A. XCEL is in the testing phase for Apple, Google and Samsung Pay. We plan to have it available to our members in the June 2020 timeframe. We will update our website and send member notifications as it becomes available.

Q. What should I do if the XCEL mobile app crashes?

A. Please make sure your Apple and Android software is always up to date. If you continue to have issues with the mobile app, please make sure you are on the latest version of the XCEL mobile app. As a last resort, uninstall and reinstall the XCEL mobile app

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