

get connected

easy. convenient. secure.

Your account information is always at your fingertips with online and telephone banking. FREE with your account. Try it today!

- Check balances
- Make loan payments

- Transfer money
- And so much more



It's Me 247 Log In

1. Go to www.aaccreditunion.org and click on the 'It's Me 247' icon on the homepage.
2. On the next screen enter your member/account number as your 'Username'. Click 'Next' or press 'Enter'.
3. On the next screen, enter the last four digits of your/primary social security number as the 'Password'.
4. A security screen will appear, select 'Yes/Accept'.
5. You will be prompted to change your password. In the first box enter the last four of the Social Security Number. In the second box, create a new PIN that meets strong password guidelines. In the third box, carefully retype your password.
****Note: A strong password must be 8-10 characters and include one of each of the following: Upper case letter, lower case letter, number and special character (such as @, %, \$, *). Example strong passwords: Money@99 or Guitar\$9.*
6. Next, you will be prompted to choose 3 challenge questions and answers, of which one will be presented to you during future logins.
7. On the next screen, select 'Accept Credit Union Default Profile'.
8. You're in! Now you can check balances, make transfers and loan payments, enroll for eStatements and more!

Also available in It's Me 247

eStatements/Notices

Receiving secure online statements saves trees and saves time. To enroll click on the 'eStatement' icon on the It's Me 247 main menu or contact an AAC representative.

Mobile/Text Banking

After logging in to It's Me 247, select Go Mobile from the menu to activate your mobile devices for these services.

CU*EasyPay

Paying your bills online is as easy as the click of a mouse. Free with direct deposit and eStatements. To enroll, click the 'Pay My Bills' icon on the It's Me 247 main menu or contact an AAC representative.

eAlerts

Set up your account to receive alerts when:

- Your account balance is above or below a certain amount
 - Your loan payment is due
 - An ACH (electronic) deposit or withdrawal has posted to your account
- To set up your eAlerts, click 'My Messages' on the It's Me 247 main menu. On the next screen, click eAlert subscriptions.



CU*Talk Dial In

1. Using your touchtone phone call (616)285-5720 or long distance (866) 267-4724.
2. If using the local number, the auto-teller will ask for your credit union's access code. Respond by entering 115, then press the # key.
3. Next you will be asked to enter your member number. Do not add suffixes to your account/member number. After entering, press the # key.
4. Next you will be prompted to enter your Personal Identification Number (PIN). Your PIN will be the last four digits of your/primary Social Security Number. Enter and press # key.
5. The first time you use CU*Talk, the automated teller will notify you that your current PIN has expired and must be changed.
6. Continue to listen to the message as you will be prompted to change your password. Follow the prompts to create a new PIN.
7. From this point on, the CU*Talk procedure will vary depending on the transactions you wish to complete. CU*Talk will guide you through each step.
8. When you have finished your last transaction, simply hang up the phone.

Note: When dialing in to CU*Talk, if you enter the PIN incorrectly three times, your PIN will be disabled. You must contact the credit union for reactivation.

aac

credit union

Questions? Need Assistance?

800.858.1633

Grand Rapids 616.459.4429

Zeeland 616.772.3820

Spring Lake 616.842.3147

Holland 616.994.6300

Herman Miller 616.654.3461

www.aaccreditunion.org

During regular business hours, you can click the LiveChat button on our website for instant online assistance.