



## Customer Care Frequently Asked Questions

### ***What do I do if my ATM/Visa Check Card is lost or stolen?***

To report your ATM or Visa Check Card lost or stolen, please call 800-264-5578. After reporting your card lost or stolen, please visit your local branch to complete an application for a new card.

### ***What are your current rates on deposits and loans?***

Please visit the Rates section of our website for current rates or call us at 866-369-2427. For mortgage rates, please call 866-369-2427 x1448.

### ***What is Fox Chase Bank's routing number?***

Our routing number is 236073830.

### ***Can I access my account over the phone?***

Yes, 24-hour account information is available through Tell-A-Banker, our telephone banking system at 877-EST-1867.

### ***How do I reorder checks?***

Please contact a Customer Care representative at 866-369-2427 who will help you with placing a check order. Check orders can also be placed directly through our website at [www.foxchasebank.com/personal\\_you/checking\\_products.asp](http://www.foxchasebank.com/personal_you/checking_products.asp) or stop into one of our local branches.

### ***How do I change my address?***

Addresses can be updated through Fox Chase Bank Online Banking or in a local branch. To change an address online, log in to Online Banking and under 'Secure Forms' select change address.

### ***Who do I call with questions about my consumer loan?***

Please call 866-369-2427 (Option 2).

### ***How can I find my latest transactions and cleared checks without stopping in to a branch?***

You can access this information either through Tell-A-Banker or by signing up for Online Banking.

### ***How do I register for Online Banking?***

If you have never accessed Online Banking, for initial access please use your Tell-A-Banker login information as your user ID and your Tell-A-Banker PIN as your password. If you need

assistance with either of these, please call 866-369-2427 to speak with a Customer Care representative.

***What if I do not remember my Online Banking password?***

Select the forgotten password link located under the Online Banking login screen. You will have to know your user ID, the answer to a previously established validation question, and then you will be able to reset your password.

***How do I sign up for Online Bill Pay?***

The first time you log in to Online Banking you will be prompted to sign up for Bill Pay. If you do not sign up during the initial login, you can click on the Bill Pay link at anytime to complete the enrollment process.

***How do I sign up for direct deposit?***

Please contact the payee and provide them with your account number, account type (checking or savings), and our routing / transit # which is 236073830. If the payee requires a direct deposit form signed by the bank, please contact our Customer Care Center at 866-369-2427 or stop into any of our local branches.

***Can I set up direct deposit originating from the federal government?***

Yes, for Social Security call 1-800-772-1213. For all other federal benefits call 1-800-333-1795.

***Do you offer combined statements?***

Yes, a combined statement is available. To sign up, please contact us at 866-369-2427 or stop into any of our branches.

***Do you offer paperless statements?***

Yes, paperless eStatements are available to any Fox Chase Bank checking or savings account holder with an Online Banking profile. Containing all the same information as traditionally printed account statements, but in convenient digital format, eStatements can be viewed online using the free Adobe Reader®, saved to your computer's hard drive for retrieval anytime, and printed for "hard copy" documentation when you need it.

It's easy to sign-up for eStatements. Simply:

1. Log-in or sign up for Online Banking
2. Select "eDelivery" from the main menu
3. Accept the disclosure
4. Click "Documents" from the main menu or scroll to the bottom of the "Welcome Screen" to view your eStatements