

FREQUENTLY ASKED QUESTIONS



How can I open an account?

Everyone needs to have a share account to become a member of Latino Community Credit Union. You can apply online for a share account (savings) as well as checking account, cash point global, money market, or a term certificate (CD). Simply select an account in the form, enter your personal information, verify your information and choose features & funding options. You will receive a call once your application is received and a follow-up email/call telling you whether it has been approved, plus any next steps.

What do I need to apply?

For a faster application process, please have the following information on hand when you begin your online application:

- ✓ Your Social Security number or Tax Identification Number (ITIN)
- ✓ Your current residential address
- ✓ Your current U.S. government issued ID
- ✓ Your email address, to better serve you. If you don't have one, that is fine.
- ✓ Your debit or credit card number to make your opening deposit into your new account, if you want to process it that way. You can also send us a check.
- ✓ Co-applicant's personal information (if applicable)

If you're missing one of these pieces of information, you can also schedule an appointment with a representative at your local branch for a day and time that works best for you.

What information do I need to open a joint account?

You'll need the same information that's needed when opening an individual account, but you'll need it for both applicants. For details, please see the preceding question and answer. Please note that each co-applicant has to sign a membership form.

How do I make an initial deposit for an account that I just opened?

To make your initial deposit, you can use a debit or credit card, check or money order.

The transfer will not take place until your account is approved. Please ensure that you have sufficient funds available to be transferred.

How much can I deposit into my new account?

When applying for a new membership, you need to become a member of Latino Community Development Center, which is a nonprofit that provides financial education services. The fee is one-time tax deductible family membership of \$20. You also need a minimum deposit of \$10 in your share account. For a new checking or money market you can deposit any amount but there is a minimum amount to avoid fees: \$250 for checking and \$500 for money market. For a new Term Certificate you need to deposit a minimum of \$500. Please check each of the account features online, following the links in the form.

How long will it take to open an account when I apply?

Your application will be processed in 1 to 2 business days. We will call you or we'll send you either an email or letter letting you know if you are approved for your account. You will receive your account documents via U.S. Mail within 7-10 business days.

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What does "online access to my account" mean?

"Online access to my account" means that you can view your account through Member Access (LatinoDirectNet). With Online access, you can open additional accounts, check account balances and transactions, transfer funds between accounts, and set up Alerts to remind yourself about important activity in your accounts. You can also use Bill Pay to pay all your bills in minutes from one simple site.

How do I get my account opening documents?

As part of your online application, you will be asked to give consent to receive certain account opening documents and notices from us electronically. Other account opening documents will be sent through U.S. Mail within 7–10 days of account opening. If you do not wish to consent to receiving documents electronically, you may visit any branch to apply in person.

What's an online membership form? Why do I need to send it back to you?

A membership form allows Latino Community Credit Union to service your account. It is important to sign and mail, fax or email your signature form to us as soon as possible (and have any co-applicants sign the form too) so that we can service your account, which includes verifying your identity and reporting any information.

Can I save my application and complete it later?

No. For your safety we do not save the form online. You can print the form and fill it out manually.

Can I apply for a loan after I open my shares account?

Yes, as long as you live in North Carolina. For the moment we only process loans for the State of North Carolina.

What documents I need to send with the membership application?

- A copy of a valid U.S. issued photo ID for each account holder. If you have an ID from another country, please visit a local branch
- If your current address is different from the one printed on your ID, we need proof of current address, such as a utility bill in your name (gas, water, phone, energy bill, or your lease contract)
- **Signed** membership application form