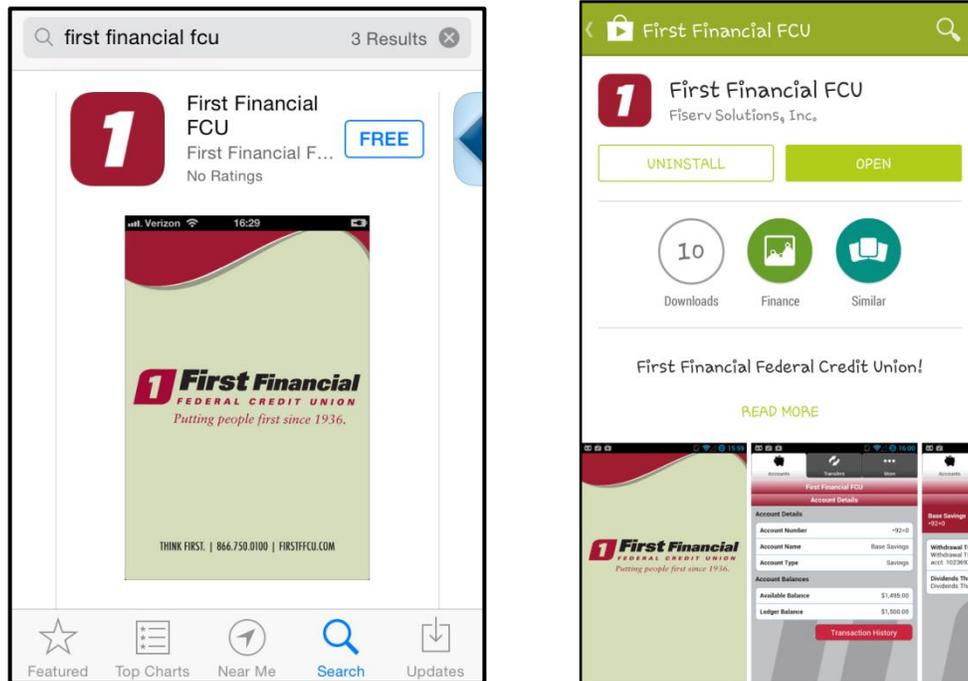


Can the First Financial mobile app be downloaded on any smartphone or tablet?

Our mobile app will only work on an iPhone or Android device, and is also available for use on an iPad, Samsung/Android tablet, or Kindle Fire.

How do I download the mobile app to my iPhone/Android?

Visit www.firstffcu.com, click on the “Mobile & Tablet Apps” dropdown link on the left hand side of the homepage and click “[Get It Now](#).” There you will find a QR code to scan as well as the URL link to click or type into your phone browser, which will bring you to the app in the App Store/Google Play. You can also go to the App Store or Google Play, and type “First Financial FCU” in your search. See samples below:



Once you have downloaded the app to your smartphone, open it and enter your First Financial Online Banking user name. The first time you login you will be asked one of the security questions you selected when you enrolled in Online Banking. Once you answer the security question correctly, you should recognize your Online Banking image and enter your same Online Banking password.

How will I log into the mobile app?

You will first need to be enrolled in First Financial’s Online Banking and use the same username and password to log into the mobile app. For instructions on how to enroll in Online Banking, visit www.firstffcu.com and click on the “[Need Help?](#)” link at the bottom of the homepage.

Will I be able to view my accounts as well as the transaction history?

Once logged into the app, you’ll be able to view your current accounts with First Financial. If you click on an account, you will be able to view the account number, name, type, account balance, and available balance. Once you select the account you would like to view in detail, you can continue scrolling down and you will see your past transactions from the last 3 months.

*Please Note: If you have a Visa Credit Card with First Financial, you will only be able to see the outstanding balance on your card. You will **not** be able to view the transaction history or make any payments using the app - in order to do so, you will need to log into the Online Banking site.*

How do I pay a bill using the mobile app?

If you are a current Bill Pay user, you will be able to make payments to your billers via the mobile app. Click on “Payments” at the bottom of the mobile app home screen. Then, you can choose one of 4 options: Make a payment using Bill Pay, pay another person using the POP Money service, manage scheduled payments, or view payments to people. If you are making an online payment using Bill Pay, once you select one of your billers you can follow the prompts by selecting which of your First Financial accounts you’d like to pay from and the payment amount.

*Note: You will **not** be able to view pending or past payments within the app, you will need to log into the Online Banking site to see those items.*

Can I make transfers between my accounts?

Yes, you will be able to transfer funds between your First Financial accounts. You will need to click on the “Transfers” button at the bottom of the home screen. First, choose the account you’d like to transfer from, then the account to transfer to, and finally enter the transfer amount. Next, you’ll need to confirm the amount you’re transferring and click “Yes” if the amount is correct or “No” if the amount is incorrect and needs modification. Once completed, you will be brought to a confirmation screen with a transfer confirmation number and updated account balances. *For your own records, we encourage you take a screenshot of the confirmation page for future reference.*

Can I see scheduled transfers on my phone?

No. You will need to log into the Online Banking site to see any future transfers you have scheduled.

Can I change or remove a scheduled transfer using the mobile app?

No. You will need to log into the Online Banking site where you will be able to remove a scheduled transfer.

How do I logout of the mobile app on my smartphone?

When you're ready to log out, just select the “More” button at the bottom of your screen then click “Log Out. Also, if you are idle for more than a few minutes – the mobile app will automatically log you out and ask you to login again.

Will I be able to search for ATM & branch locations on the app?

Yes – there is a “Locations” button at the bottom of the home screen where you will be able to search by current location, zip code, or address.

Is there a fee for the Mobile App?

The mobile app is a free downloadable service for our members with iPhone or Android smartphones, however standard phone data rates and charges may apply based on your cell phone service provider.

Who do I call if I have questions?

Our Member Service Center is available at 732.312.1500, Monday-Friday from 8am-6pm, and Saturday from 8:30am to 1pm.