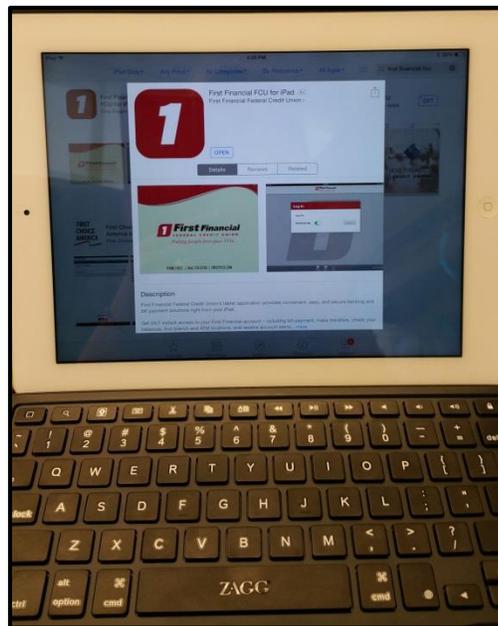


### Can the First Financial tablet app be downloaded on any tablet?

Our tablet app is available for use on an iPad, Samsung/Android tablet, or Kindle Fire.

### How do I download the tablet app to my device?

Visit [www.firstffcu.com](http://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 the URL link to click or type into your tablet browser, which will bring you to the app in the App Store/Google Play/Amazon Store. You can also go to the App Store, Google Play, or Amazon Store and type “First Financial FCU” in your search. See an example for the iPad below:



Once you have downloaded the app to your tablet, 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 tablet 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 tablet app. For instructions on how to enroll in Online Banking, visit [www.firstffcu.com](http://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 tablet app?**

If you are a current Bill Pay user, you will be able to make payments to your billers via the tablet app. Click on “Payments” at the top of the tablet app home screen. Then, you can choose one of 2 options: Make a payment using Bill Pay, or pay another person using the POP Money service. Once you select an option, you can then manage your scheduled payments or view POP Money payments to and from others. 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 top 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 tablet?**

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 tablet 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 tablet app?**

When you're ready to logout, just select the “Logout” button at the top right of your screen. Also, if you are idle for more than a few minutes – the tablet 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, branch, zip code, or address.

*\*Please Note: The Kindle Fire version does not support location/ATM services at this time, so you will not see this feature if you are using this type of tablet.*

### **Is there a fee for the Tablet App?**

The tablet app is a free downloadable service for our members with iPads, Android or Kindle Fire tablets. However - standard data rates and charges may apply based on your service provider.

### **Are there any differences between the Tablet App and Mobile App (other than a larger screen size)?**

The iPad and Kindle Fire versions of the tablet app have a calendar and calculator feature at the bottom of the home screen. *\*At this time, the Samsung/Android versions do not support these tablet features – so you will not see a calculator or calendar on these devices.*

**Who do I call if I have questions?** Our Member Service Center is available at 866.750.0100, Monday-Friday from 8am-6pm, and Saturday from 8:30am to 1pm.