



First Financial Wallet FAQs

Q. What is the First Financial Wallet App?

A. First Financial Wallet is an app that you can download onto your mobile devices, to turn your First Financial credit and debit cards on or off, and control transactions on and alerts for, your First Financial cards.

Q. Why should I use the First Financial Wallet App? Why is it important?

A. Being able to control transactions on and get alerts for, your First Financial cards can help you protect yourself against fraud, and help you manage your family finances better.

Q. What kind of controls can I set, and what kind of alerts can I get for my First Financial cards?

A. You can turn your cards on and off, in an instant - for any reason. You can block international charges, and set controls and alerts for card transactions based on location, type, and amount.

Q. Where can I find/How can I get the First Financial Wallet App?

A. First Financial Wallet can be found in your device's app store, for download at any time by searching "FFFCU Wallet." Be sure to complete the process to link any cards that you wish to set controls and alerts for.

Q. Is there a charge for downloading the First Financial Wallet App?

A. No. Downloading First Financial Wallet from your device's app store is free. Be sure to complete the process to link any cards that you wish to set controls and alerts for. Your card will not be charged for using First Financial Wallet. If you sign up for alerts, standard text message data fees may apply. Please check your contract with your mobile service provider.

Q. Is it safe to download and link my First Financial cards to the First Financial Wallet App?

A. Yes. First Financial Wallet is a legitimate app, offered by First Financial in the app store. The questions you answer to link your First Financial cards is for card validation/verification purposes only, and the information will not be shared with anyone else.

Q. I downloaded the First Financial Wallet App onto my mobile device - how do I use it?

A. In order to control your cards with First Financial Wallet, you will need to tell us which cards that you wish to control. Be sure to complete the process to link any cards that you wish to setup controls and alerts for. We recommend setting up at least one control and one alert to ensure desired functionality.

Q. How many First Financial cards can I link to the First Financial Wallet App at one time?

A. You can link all of your eligible First Financial primary cards, and even all the cards of your authorized users to the First Financial Wallet App, to turn each card on or off, set controls, and get alerts for each card independently of one another.

Q. I see that a newer version of the First Financial Wallet App is available in my app store, can I update it?

A. Absolutely! We continue to make enhancements to improve functionality and your overall user experience. If you have “auto updates” turned on, any version of the First Financial Wallet App on your mobile device will automatically update with any newer version when it is released. If not, feel free to manually download any newer version of the app at any time.

Q. I got an alert for a control that I set using First Financial Wallet, now what?

A. If you ever get an alert for a transaction that you did not make or authorize, contact First Financial right away at 732.312.1500 or through secure email within Online Banking.

Q. What if I have any troubleshooting questions while using First Financial Wallet?

A. Contact us at 732.312.1500 or at info@firstffcu.com with any questions you may have.