



{live}

Banking convenience is at your fingertips with Heartline Online. You can access real-time account information with just the click of the mouse.

{ getting started }

Fill out attached form (refer to the inside of this brochure) then:

- Return to your local branch
- Mail to 3400 Office Park Drive, Dayton, OH 45439
- Fax to 937.294.0379
- You may also download this form from our website

Please allow 3-5 business days for processing

{office locations}

SOUTH DIXIE OFFICE

3115 S. Dixie Drive, Dayton, OH 45439
P 937.294.1991 F 937.643.1366

PIQUA OFFICE

1933 Covington Avenue, Piqua, OH 45356
P 937.773.1877 F 937.773.6407

SPRINGFIELD OFFICE

1620 Upper Valley Pike, Springfield, OH 45504
P 937.323.1544 F 937.323.9546

POE AVENUE OFFICE - Available November 2008

6550 Poe Avenue, Dayton, OH 45414

{atm locations}

DAYTON

- 40 W. 4th Street (Downtown)
- 6940 Miller Lane

ENGLEWOOD

- 320 West National Road

KETTERING

- 5995 Bigger Road

MIAMISBURG

- 2034 Miamisburg Centerville Road

MORAINE

- 3115 S. Dixie Drive

PIQUA

- 1933 Covington Avenue

SPRINGFIELD

- 1620 Upper Valley Pike

{Heartland services}

QB TAX SOLUTIONS

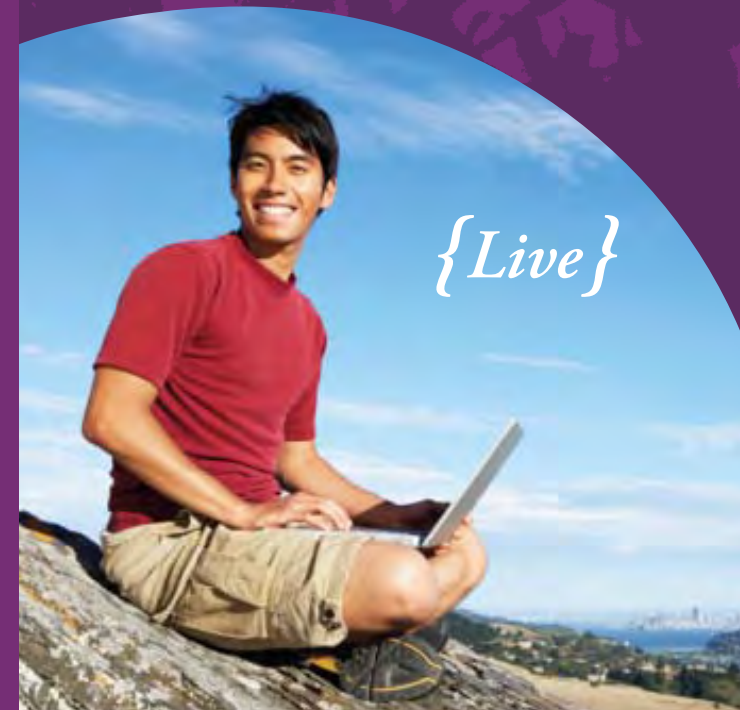
6834 Loop Road, Centerville, OH 45459
P 937.428.0693 F 937.428.0065

THE FINANCIAL CONNECTION

6834 Loop Road, Centerville, OH 45459
P 937.428.0693 F 937.428.0065

Heartline

- *Online*
- *Phone Line*
- *E-Statements*
- *Bill Pay*



{Live}



{ how to register }

Once you have been emailed a temporary password . . .

- Log on to www.thinkheartland.com
(When reading Account Number from check, leave off last digit)
- Enter your HFCU Member Number and click Login
- Enter your temporary password
- Once logged in, you will be prompted to change your temporary password to an 8-digit password of your choice (must contain both letters and numbers).
- For your safety, you will be directed through a multi-factor authentication process to finish the set-up

(If you log into a computer that has not been "registered" you will be asked some identifying questions)

Once you are on Heartline Online you can . . .

- View account balances and history
- Receive an email by the third of each month with a secure link to your e-statements. You can also view archive statements.
- Request advances from your line of credit
- Make transfers between accounts and set up ongoing automatic transfers
- Look up specific checks and view check images
- Reorder checks or request stop payment on a check
- Make payments to your Heartland FCU VISA and loan
- Order a credit report
- Track investments
- Review loan activity
- Register and receive notification of important dates

Bill Pay

Pay all your bills in one convenient and secure location with just a few clicks. You will also be able to establish e-bills with select vendors. You select the payment day and for your convenience, the billing history for each vendor comes up when you click to make a payment. Watch a short demo on our website, www.thinkheartland.com for more details.

(On our website, you can find a link that says PAY BILLS ONLINE or you can find this service on Heartline Online)

Heartline Phone Line

937.294.3278
800.544.9696

This convenient 24 hour phone system allows you to perform account inquiries, transactions, check current rates, hours, locations, and even order checks!

You will need your HFCU Member Number, your PIN (personal identification number you predesignate on the application to the right), and your account suffixes (which can be found on your statement). Some of the more common suffixes are:

Regular Share	000	Money Fund	015
Vacation Club	005	Education Club	030
Draft/Checking	010	Christmas Club	050

Helpful Tips for the Phone Line

- You do not need to type the leading zeros of your member number
- You do not have to insert a decimal point between dollars and cents. If there are no cents, enter 00 after dollar amount
- To have the list of choices repeated, press *
- To return to the previous menu, press #
- Hang up to end your call

Personal Internet & Phone Signature Card

{ It's easy to apply }

Enjoy the convenience of banking when, where, and how you want. It's free, easy-to-use, and available 24 hours a day. Please complete this form to register your account for easy access through Heartline Online (thinkheartland.com) and/or Heartline Phone (**937.29HEART** or **1.800.544.9696**).

- This is a new service set-up
- This is a change authorization (please explain):

Name

Member Number

Email Address

Daytime Phone Number

- Please check here if you do NOT wish to receive e-statements.** Otherwise, you will automatically receive an email by the third of the month with a secure link to your statement. You can also view archive statements.

Once your Heartline Online Account has been set up, a temporary password will be emailed to you. Remember, when typing in your account number on Heartline Online, please do not use the last digit that appears on your check.

If you would like to be able to transfer funds **FROM** the account listed above **TO** other accounts, please list those accounts here:

If you would like to transfer **BACK & FORTH** between listed accounts, please circle those account numbers above (all names must be on all accounts).

For Heartline (Phone Line) I request the following pin:

SIGNATURE

DATE

For security purposes; mail this form, with your original signature, in a sealed envelope; take it to your local branch; or fax to 937.294.0379.