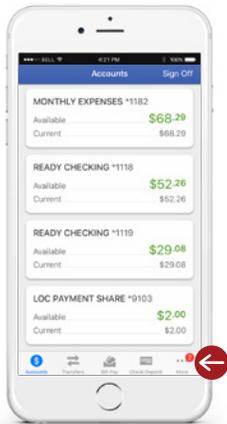


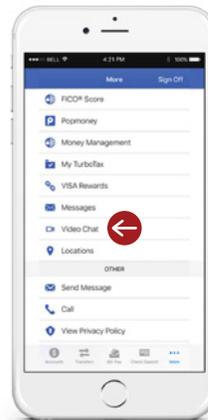
Starting a Video Chat Using Your Mobile Phone

It's easy to set up a video chat with a member advisor to answer a question, complete a transaction or resolve an account issue.



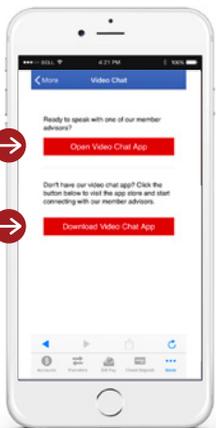
Step 1

Login to the FireFirstCU mobile banking app. Select **More** in the lower right corner.



Step 2

Select **Video Chat** from the main navigation.



Step 3

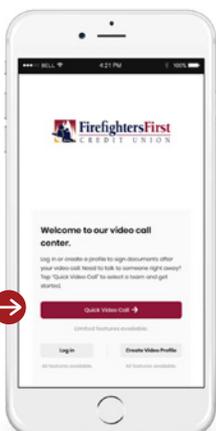
Already have the FireFirstVideo app installed? You can start a conversation right away. **Select Open Video Chat App.**

Not set up yet? Select **Download Video Chat App** to visit the app store.



Step 4

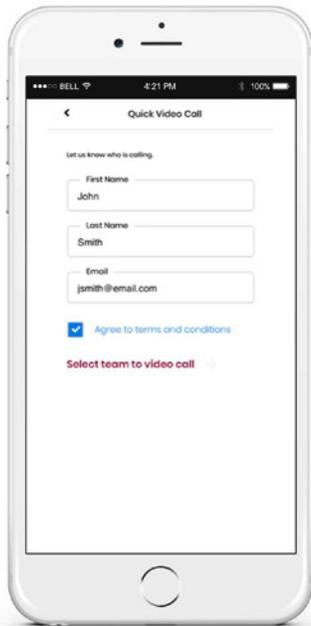
Download the **FireFirstVideo** app from the Apple® App Store or Google Play™.



Step 5

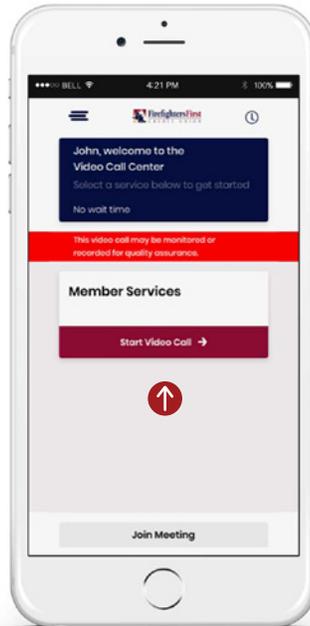
Open the **FireFirstVideo** app and select **Quick Video Call.**

Starting a Video Chat Using Your Mobile Phone



Step 6

Enter your **Name** and **Email**, then check the box to agree to the **Terms and Conditions**.



Step 7

Select **"Start Video Call"** to be directed to a Firefighters First member advisor.



Step 8

Your screen will tell you your place in the queue and the estimated wait time. Get ready to start your meeting.

For more information contact
800-231-1626