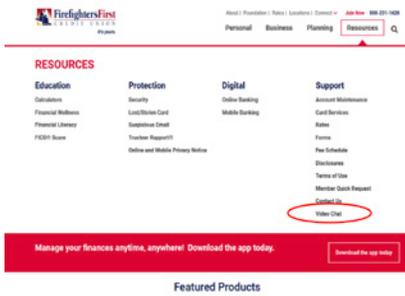


Starting a Video Chat with our Virtual Branch from your Desktop

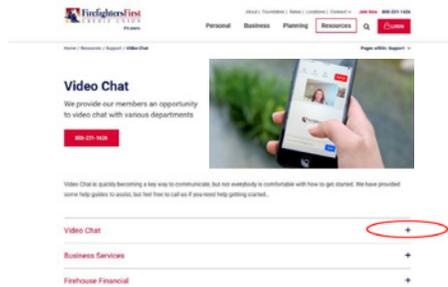


Meet with a Member Advisor face-to-face. Get the in-branch experience from your desktop computer or laptop with a connected camera and microphone. Our Member Advisors can answer a question, complete a transaction or resolve an account issue.



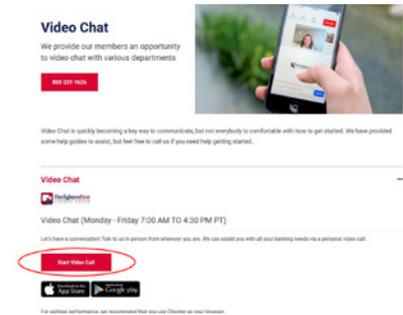
Step 1

Hover over **Resources** in the top navigation and click **Video Chat** under the Support column.



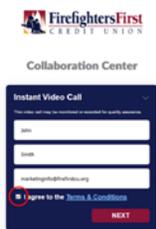
Step 2

Click the **plus sign (+)** to open the Video Chat accordion.



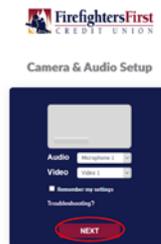
Step 3

Click **Start Video Call** button.



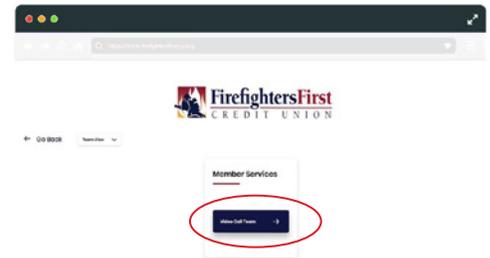
Step 4

Fill Out your first name, last name, email, and click the checkbox to agree to the Terms & Conditions.



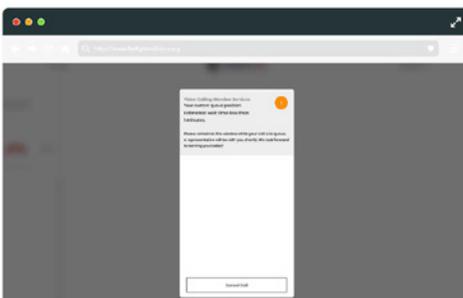
Step 5

Use dropdowns to choose your preferred audio and video options and click **Next**.



Step 6

Select **Video Call Team**.



Step 7

Wait for the next available Member Advisor to take your video call. Your screen will tell you your place in the call queue and the estimated wait time. Get ready to start your meeting.

For more information contact **800-231-1626**