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.

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RESUURCES			
Education	Protection	Digital	Support
Calculators	Security	Online Banking	Account Maintenance
Feancial Wellness	Lost/Stolen Card	Mobile Duriking	Card Services
Financial Literacy	Surpicious Email		Rates
FICED Score	Truckee Rapport/h		Forme
	Online and Mobile Privacy Notice		Pee Schedule
			Disclosures
			Terms of Use
			Member Quick Request
			Contact Us
			Video Chal
	and the second second second		
Manage your financ	ces anytime, anywherer Downic	ad the app today.	Described the app today



We provide our members an opportunity to video chat with various departments	
865 27 123	
Video Chat is quickly becoming a key way to communicate, but not everybody some help-guides to assist, but hell free to call us if you need help getting sta	i is comfortable with how to get started. We have provide red.
Video Chat	
California (California)	
Video Chat (Monday - Friday 7:00 AM TO 4:30 PM PT)	
Let's have a conversation! Talk to us in person from whenver you are. We can assist yo	s with all your banking needs via a personal video call.
Surt Value Call	
tuningente Carago jany	
For extinui serformance, we recommend that you can Chrome as your browser.	

Step 1

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



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



FirefightersFirst
Collaboration Center
Instant Video Call
384
Seath
narlatingerlo@frefratu.org
B hgree to the <u>Terms & Conditions</u>

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.

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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