

Department of Veterans Affairs Federal Credit Union "PERSONAL BRANCH" INTERNET HOME BANKING

INSTRUCTIONS

Welcome to **PERSONAL BRANCH** Internet Home Banking, the Department of Veterans Affairs Federal Credit Union's computer account access system that allows you to work with your accounts on your own time, any time. There are no lines, no occupied ATMs and no inconvenient treks to a Credit Union office to contend with.

You will find that **PERSONAL BRANCH** Internet Home Banking is intuitive and easy to learn. On-line help is always just a keystroke away. All options are displayed on-screen so there is no guesswork when it comes to figuring out what to do next. If you have any questions, please call us at (202) 737-6969 or (800) 822-6875.

To gain access to your account information using **PERSONAL BRANCH** Internet Home Banking please do the following:

1. Go to the Department of Veterans Affairs Federal Credit Union's website at www.dvafcu.org.
2. Click on the Internet Home Banking icon to access **PERSONAL BRANCH**.
3. Enter your LOGIN ID, which is your 5-digit account number.
4. Enter the temporary PASSWORD you told us to use.
5. You will be prompted to change your temporary PASSWORD the first time you use the **PERSONAL BRANCH** Internet Home Banking service. Your PASSWORD must be between 5 to 7 numbers and/or letters in length.
6. Please take a few minutes the first time you access **PERSONAL BRANCH** Internet Home Banking to read the Credit Union's Privacy Policy, Security, Terms and Conditions and Bill Pay Agreement.

We hope you enjoy your **PERSONAL BRANCH** Internet Home Banking experience!