

FAQs (Frequently Asked Questions)

Who is eligible to join the Loyola Credit Union?

Membership in the Loyola Credit Union (Loyola University Employees Federal Credit Union) is offered as a benefit to all Loyola/Trinity employees or to anyone who works for or is supervised by the Loyola University Health System/Trinity, Loyola/Gottlieb or Loyola University Chicago(LUC) including:

- Faculty, physicians, staff, employees-full or part-time at any location
- Loyola students, interns, residents
- Loyola affiliates, contractors or vendors
- Family members of eligible participants

How do I become a member?

Fill out our online application or visit our Credit Union office located on the Maywood campus to sign up. Or we could mail you the paperwork needed to process your application. A \$25 deposit to open a savings account is all it takes; you must maintain that amount in order to keep your membership active.

If I leave Loyola, must I give up my membership?

No! We believe that once a member, you're always a member. You can take your membership with you and still have access to the many benefits and services wherever you are.

What are the Loyola Credit Union's location, hours and contact information?

The Loyola Credit Union is located at 2160 S. First Ave, Maywood, Illinois 60153
Hours: Monday thru Friday from 7am- 4:30 pm, open through the lunch hours
Phone: 708-216-4500 Fax: 708-216-6546 Web Site: www.luefcu.com

Are Loyola Credit Union accounts insured?

Loyola Credit Union accounts are insured by the National Credit Union Share Insurance Fund (NCUA) up to \$250,000.

What does Loyola Credit Union offer to meet my financial needs?

We offer:

- Savings accounts (also called share accounts)
- Certificate of deposits
- Roth and Regular Individual Retirement accounts
- Checking accounts (also called draft accounts)
- VISA credit cards as low as 9.9% APR with free balance transfers from other credit cards.
- VISA debit and VISA Gift cards
- Online banking and and Bill Pay

- Mobile banking
- Insurance for your Auto, Home and Life and Disability
- Loans Products:
 - o For new and used cars
 - o Refinancing your existing auto loan
 - o Signature loans
 - o Credit Revival loans
 - o Pledged loans
 - o Special Offer Loans (for Lasik Surgery)
 - o Deferred Loan Payment plan ([click here](#))

How do I apply for a loan?

In person, by mail or fax via our online application.

What special offers do you have for members?

Our members may take advantage of

- Discounted Great America
- Free Notary for our Members
- Financial Education Series throughout the year
- ART, the automatic response teller for phone access and management of your accounts 24 hours a day, 7 days a week at 708-216-3432
- Special offers throughout the year

How can I make a deposit?

During business hours, you can make a deposit at a teller window in our office, or, when closed, in two deposit boxes on the Maywood campus. One is located by the entrance to the Maguire Building and the other is next to the entrance of the Credit Union office. Please note that we do not accept cash deposits in any location.

You may also make a deposit at an ATM, through direct deposit or by mail.

What online services are available to me?

With our online banking you can pay bills, check account balances and transfer between accounts.

What is Online Bill Pay?

Online bill pay is a convenient way to make payments without writing a check. Funds are automatically deducted from your checking account. (This is free if 2 bills are paid every month). You must have Online Banking in order to use Bill Pay.

Q: Where can I find information on Bill Pay fees

When logged into Bill Pay, click on Terms & Conditions located at the bottom right corner of every webpage, then scroll down

Why can't I have bills paid from my savings?

By Federal Regulations, your savings account is classified as a non-transactional account. This does not apply to a checking account.

Is there a limit to the number of transfers I can make in a month?

Yes, U.S. Government E limits you to six electronic or telephone transfers per share account per month.

How do I set up Direct Deposit on my payroll check?

Contact one of our member services staff to obtain direct deposit forms if you are employed by Loyola, Trinity or Sodexo. If you do not work for the above, we can give you our routing number and transit number to give to your employer. These numbers will work for social security as well.

Are wire transfers possible to and from my Loyola Credit Union account?

Yes, they are. Just call our customer service line and they will assist you with that transaction.

What is a Visa Check Card (cuCheck Card)?

This is basically a debit card that allows members to access their funds through ATM machines, and make purchases anywhere Visa is accepted.

What is the LUECFU charge for ATM withdrawals and Debit/PIN purchases?

\$0.50 for the first 1-5 / \$1.00 6-10 / 11 or more \$1.50.

Can I change my pin online?

No, your pin is assigned to you.

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How and when will my Christmas Club Savings funds be disbursed?

On November 1 of each year, your Christmas Club account will be automatically disbursed to your share account for your holiday shopping.