

# FLOWERS EMPLOYEES FINANCIAL SERVICES

IMPORTANT HOW TOs

## Helping you get a jump start on things

Here's answers to some of our most FAQs



### How to find/use Shared Branch Locations:

- To find locations Visit [www.FlowersEFS.com](http://www.FlowersEFS.com)
  - Click on the Locations Link in the top right navigation bar
  - Enter your starting Location in the address field/box
  - Click CO-OP Shared Branch or Surcharge Free ATMs
  - Click GO (A list of closest branches and/or ATM's will appear under the results as well as a map to the right)

### How to find a Shared Branch Location in the Envision Credit Union App:

- Install the Envision Credit Union App from your App Store on your smart cellular device
  - Click on the bottom right more (...) Icon
  - Click on Location
  - A map will appear with nearby CO-OP Shared Branch and ATM's locations

### What is required when arriving to a Shared Branch Location to conduct a transaction?

- Government issued ID to verify identity
- Please let them know you are with Flowers Employees Financial Services a Division of Envision Credit Union.  
*It is important that you tell them you are with Envision Credit Union in order to be found in the system.*
- Your current Member Number

### What type of transaction can be completed at Shared Branch Locations?

- Withdrawals (Limits may apply)
- Deposits (checks and cash)
- Purchase Cashiers Checks
- Make loan payments
- Get advances from Line of Credit

### How to access my money if I have a Savings account ONLY:

- Request a check be sent by visiting your HRBP. Fill out form completely and request HRBP to scan and email form to [AskUs@FlowersEFS.com](mailto:AskUs@FlowersEFS.com)
- Shared Branch
- Wire Transfer (Fee may apply)
  - Visit [www.FlowersEFS.com](http://www.FlowersEFS.com)
  - Click on Education Tab
  - Click on Forms under Resources
  - Fill out the Domestic or International Wire Form completely
  - Email completed form to [Envision@envisioncu.com](mailto:Envision@envisioncu.com)

### How to access my money with a Checking account:

- ACH Transfer in online banking under Move Money
- ATM Access with Debit Card (Check location page on website for Surcharge Free ATM's near you)
- Shared Branch (Limits may apply)
- Cash back at Stores (Merchant Fees May Apply)
- Request a check be sent by visiting HRBP. Fill out form completely and request HRBP to scan and email form to [AskUs@FlowersEFS.com](mailto:AskUs@FlowersEFS.com)
- Wire Transfer (Fee may apply)
  - Visit [www.FlowersEFS.com](http://www.FlowersEFS.com)
  - Click on Education Tab
  - Click on Forms under Resources
  - Fill out the Domestic or International Wire Form completely
  - Email completed form to [Envision@envisioncu.com](mailto:Envision@envisioncu.com)

### How to open a Checking account:

- Visit [www.FlowersEFS.com](http://www.FlowersEFS.com)
- In the top right menu click "Open An Account"
- Add Checking
- Complete application online



# FLOWERS EMPLOYEES FINANCIAL SERVICES

IMPORTANT HOW TOs

## Here's some more helpful hints for you

Here's answers to some of our most FAQs



### How do I make a Payroll deduction change?

#### ON YOUR OWN:

- Login to online banking
  - Send a secure email by selecting “Secure E-mail or Chat” from the red header
  - Click on New Message to submit a ticket
  - In your email please provide:
    - Name as it appears on your account
    - Member Number
    - Requested Payroll deduction changes
  - We will respond to your email and request you to fill out the appropriate form and email back to us

#### WITH YOUR HRBP:

- Ask your HRBP for a Payroll deduction form
  - Fill form out completely
  - Request your HRBP to scan and email it to [AskUs@FlowersEFS.com](mailto:AskUs@FlowersEFS.com)

### Getting started with Online Banking:

*When logging into online banking you will need to ensure you have the correct contact information on file. If you do NOT have the current phone # on file please update your information with your HRBP before trying to login to online banking.*

#### When contact information is correct:

- Visit [www.FlowersEFS.com](http://www.FlowersEFS.com)
  - Click login at the top right corner
  - When prompted enter your user name (Member Number) and Password (last 4 digits of Social Security Number)
  - You will be prompted to create a new login

### How do I update my contact information?

#### ON YOUR OWN:

- Login to online banking
  - Click on My Settings in the top right
  - Update all your information to your current information

#### WITH YOUR HRBP:

- Ask your HRBP for an Information Change Form
  - Fill out form completely
  - Request your HRBP to scan and email form to [AskUs@FlowersEFS.com](mailto:AskUs@FlowersEFS.com)

### How to close your account

- Visit your HRBP and request a Close Account Request Form
  - Fill form out completely
  - Request your HRBP scan and email form to [AskUs@FlowersEFS.com](mailto:AskUs@FlowersEFS.com)

### How to contact us

- Chat with us via [www.FlowersEFS.com](http://www.FlowersEFS.com)
- E-mail general questions to [AskUs@FlowersEFS.com](mailto:AskUs@FlowersEFS.com)
- E-mail specific member/confidential member questions through online banking “Secure Email and Chat”

