Convenience Services
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To efficiently serve members, State Employees’ Credit Union (SECU) offers a variety of convenience services.

Branch Offices – Branch offices are located statewide in all 100 North Carolina counties to provide convenient access to Credit Union services. Branch office hours are 8:30 a.m. to 5:30 p.m. Monday through Friday. A branch locator is available at www.ncsecu.org.

Website – SECU’s website, www.ncsecu.org, provides comprehensive information regarding SECU products and services. The secure Member Access section allows members to obtain account balances and history, view transactions, checks, monthly statements and year-end documents, transfer funds between Credit Union accounts, and perform real-time loan or credit card advances. Members can also pay bills with online BillPay, apply for accounts and loans, order checks, and access SECU’s Car Buying Service, financial calculators, and financial assessment tools. Members with an active lending relationship with SECU can also view their FICO® Score via Member Access.

24/7 Member Services – Credit Union services are available 24/7 at 888-732-8562, or locally in the Raleigh area at 919-857-2150.

Federally Insured by NCUA
Automated Teller Machines (ATMs) – CashPoints® ATMs allow members to make withdrawals, deposits, transfers, and payments 24 hours a day. CashPoints ATMs are also equipped with voice guidance technology to assist visually impaired members. The Visa®/Plus® Network allows members to have access to their accounts worldwide. For convenience, an ATM locator is available at www.ncsecu.org.

Voice Response – The ASK SECU Voice Response System allows members to call in and quickly access account information, transfer funds between accounts, and perform loan advances. The ASK SECU Voice Response System can be reached at 800-ASK SECU (800-275-7328) or locally in the Raleigh area at 919-839-5400.

SECU Mobile App – The SECU Mobile App provides a seamless and secure financial experience for smartphone and mobile device users accessing SECU’s products and services. Members can transfer funds between accounts, perform loan advances, manage BillPay, find their closest ATM or branch, and more. The SECU Mobile App is available in the Apple App Store and Google Play Store.

Alerts – The Alerts service allows members to receive a variety of security and account notifications through text messaging or the secure Message Center.
Two-Way Text Messaging – Through this service, members can inquire about their available account balance and recent transaction history via text messaging.

Notary and Signature Guarantee Services – Notary and Signature Guarantee services are available to members at no cost in all branch locations.

Safe Deposit Boxes – The Credit Union offers members Safe Deposit Boxes to provide extra security for important items, documents, and files.

Direct Deposit – Direct Deposit is a safe, quick, and convenient way for members to have payroll or other payments credited to a Credit Union account.

Funds Transfer – Funds Transfer allows members to automatically transfer funds from one Credit Union account to another on a recurring basis.

Payroll Deduction – Payroll Deduction allows members to deduct a portion of their paycheck and have it deposited into an SECU account. Members should contact their payroll office or local branch to verify eligibility for this service.
**BillPay** – BillPay gives members the option to pay bills online through a designated checking account, CPG account, or health savings account (HSA). This online service is a quick, convenient, and less expensive alternative to writing and mailing checks. Members can sign up for BillPay through Member Access on SECU’s website.

**Debit Cards** – An SECU Visa Debit Card allows members to make purchases at any merchant that displays the Visa logo. SECU debit cards can also be used to perform transactions at any CashPoints or Visa/Plus ATM.

**Visa Gift Cards** – SECU Visa Gift Cards are available in all SECU branches, and can be purchased in amounts ranging from $20 to $500 at a cost of $2 per card. Members can also order gift cards online for $3.50 per card through the secure Member Access section of www.ncsecu.org. SECU Visa Gift Cards can be used nearly anywhere Visa is accepted.

**Mobile Payments** – Mobile Payments allow members to securely use their SECU debit or credit card with just one tap or click from their mobile or wearable device to make purchases at participating merchants.