

New Phone Number and Enrollment Procedures

Important Information About FreeStar Financial's Telephone Banking

We are enhancing and upgrading our FreeStar Financial telephone banking process. To enable the upgrades, we are modifying the telephone number and enrollment procedures. All members accessing telephone banking will need to re-enroll. Below are the step-by-step instructions.

New telephone banking access number: 888-590-8892

Enrollment Instructions:

- 1** Dial the new telephone banking number (888-590-8892).
- 2** When prompted, enter a valid FreeStar Financial Credit Union member number.
- 3** When asked for the Personal Identification Number (PIN), press * to begin a new enrollment.
- 4** Enter your Social Security Number (SSN, personal account) or Employee Identification Number (EIN, business account).
- 5** Choose 1 for personal account or 2 for business account.
- 6** For personal accounts: enter the date of birth + ZIP code.
- 7** For business accounts: enter the ZIP code.
- 8** When prompted, set your four-digit PIN.
- 9** Re-enter PIN to confirm it.
- 10** You are enrolled and ready to proceed! To make calling easier, save our new telephone banking number in your phone contacts.

If you have any questions concerning the telephone banking process or any other conversion-related questions, please contact our member service team.

Account Questions

Email:

Member Services:
memberservices@freestarfinancial.com

Loan Information:
lending@freestarfinancial.com

Mortgage Information:
mortgages@freestarfinancial.com

Phone: 586-466-7800

- Option 1: Account balances and transfers
- Option 2: Real estate lending (mortgages)
- Option 3: Loans, Visa
- Option 4: Debit card questions
- Option 5: Online banking, bill pay, mobile app
- Option 6: Repayment solutions
- Option 7: All other questions or upgrade questions
- Option 8: Hours and locations