

Member Self-Service Guide



ACCOUNT SERVICES

SELF-SERVICE HOW-TO

Address Change	Log in to Online Banking and click the arrow next to your name. Select Settings and then Contact . For Mobile, click More , and then select Other, Settings , and then Contact .
Reorder Debit Card by Mail	Log in to Online or Mobile Banking. Select More and click Order a Debit Card .
CD Renewal	Log in to Online or Mobile Banking. Select More and then select CD Renewal to submit a request. You will be contacted within 1 business day.
Stop Payment on a Check	Log in to Online or Mobile Banking. Select More and then Check Services . From there, select the New Stop Pay Request button.
Order Checks	Log in to Online or Mobile Banking. Select More and then Check Services . From there, select the Reorder Checks tab.
View and Print Statements	Log in to Online Banking. Select More and then select Statements and Tax Forms . From there select View Statements and Tax Forms .
Report Fraud on Your Account	To speak to a Fraud Representative, please call 303-689-7800 or 1-800-BELLCO-1.
Hardship Requests	Visit Bellco.org/covid-19 for more information on loan relief. Or email us your name and phone number only at memberservice@bellco.org and we will get back with you as soon as possible (do not provide account numbers or Social Security numbers in your email).
Travel Notifications	Log in to Online or Mobile Banking. Select More and then select Travel Notification .
HELOC Advances	Log in to Online or Mobile Banking. Select Transfers .
Bellco Member-to-Member Transfer	Log in to Online or Mobile Banking. Select More and then select Transfers . Select the Classic tab and then select the Transfer to Another Bellco Credit Union Member link.

TRANSACTIONS

Request Official Check	Log in to Online or Mobile Banking and select More . Then select Check Services and then Check Withdrawal . Or call our automated telephone banking at 303-689-7990 or 1-800-TELLER-0 (835-5370).
Domestic Wires	Log in to Online Banking and select More for domestic wires under \$250,000. Then select Wire Transfers for domestic wires. You will be emailed a DocuSign to verify wires for large dollar amounts.
Check Deposit	Log in to Mobile Banking and use Remote Deposit Capture—select Deposit Checks . Or deposit using a Shared Branching ATM.
Bellco Credit Card Cash Advance	Log in to Online or Mobile Banking. Select More and then select Cash Advance . It will be processed in 1–2 business days. Or go to an ATM and use your credit card PIN.

Balance Transfer	Log in to Online or Mobile Banking. Select More and then select Balance Transfers . Your request will be processed within 14 business days.
Bill Pay	Log in to Online or Mobile Banking. Select Bill Pay .
Loan Payments From a Bellco Account	Log in to Online or Mobile Banking. Select More and then Transfers . From there, select the Classic tab.
Loan Payments From a Non-Bellco Account	Log in to Online or Mobile Banking. Select More and then select Loan Payments . If you do not have Online Banking, make a one-time payment using Express Pay (allow 3–5 business days to process).

NEW PRODUCTS

New Member Account	Visit Bellco.org and click on Open an Account .
New Account for Existing Members	Log in to Online or Mobile Banking. Select More then select Open an Account .
Consumer Loan Applications	Visit Bellco.org and click on Apply for a Loan . Or log in to Online or Mobile Banking. Select More and then select Open an Account .
Business Loan Applications	Visit Bellco.org and click on Apply for a Loan . Under Business Loans, select Contact Us to submit a request form. You will be contacted within 2 business days.
Mortgage Loan Information and Applications	Visit Bellco.org and click on Apply for a Loan . Under Home Loans, select Apply Now and follow the steps. You will be contacted within 2 business days after completing your application.

ACCOUNT DISPUTES

Insufficient Funds or Any Fee Dispute	Please email us your name and phone number only at memberservice@bellco.org , and we will get back with you as soon as possible (do not provide account numbers or Social Security numbers in your email).
Credit and Debit Card Fraud Claim	Visit Bellco.org, click on Forms , and then select Debit/Credit Card Dispute Form . Fax your completed form to 855-775-2571.
ACH Stop Payment Order	Visit Bellco.org, click on Forms , and then select ACH Stop Payment Request to submit online via DocuSign.
ACH Written Statement of Unauthorized Debit	Visit Bellco.org, click on Forms and then select ACH Written Statement of Unauthorized Debit to submit online via DocuSign.
All Other Disputes	Log in to Online Banking and click the arrow next to your name. Select Secure Message to submit a form.

ONLINE SERVICE SUPPORT

Online Banking Password Reset	Visit Bellco.org and click on Forgot Password in the Online Banking login section.
Bill Pay Support	Log in to Online Banking and click the arrow next to your name. Select Secure Message to submit a form.