

# We Got This.

July 2024

## THE POWER OF PAYING YOURSELF FIRST



Are you ready to take control of your finances and put yourself first? Our latest blog post, "Pay Yourself First," is packed with actionable tips and strategies to help you prioritize your savings and achieve your financial goals. From examining spending patterns to setting clear savings objectives, we've got you covered.

[SHOW ME MORE](#)



# PERSONAL CHECKING

Discover a Personal Checking Account, perfect for your lifestyle needs.

Looking for a checking account that fits your unique financial needs? Whether you're saving for a big goal or managing your day-to-day expenses, we have the right account for you.

Explore our options and find out how our personal checking accounts can help you achieve your financial dreams!

[Learn More](#)



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On Social!**



We Florida Financial



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# INVESTING FOR RETIREMENT



## Reach Your Financial Goals

We Florida Financial has partnered with CUSO Financial to offer our members diverse investment account options, perfect for both new investors and seasoned veterans. Each account type comes with unique features and benefits to help you grow your money. Ready to start building your portfolio? Speak with Financial Advisor Brian J. Singer today to learn more.

[Learn More](#)

### Fee Schedule



We  
FLORIDA  
FINANCIAL

## New Updates

### We've updated our Fee Schedule

To view or download the latest version please click below.

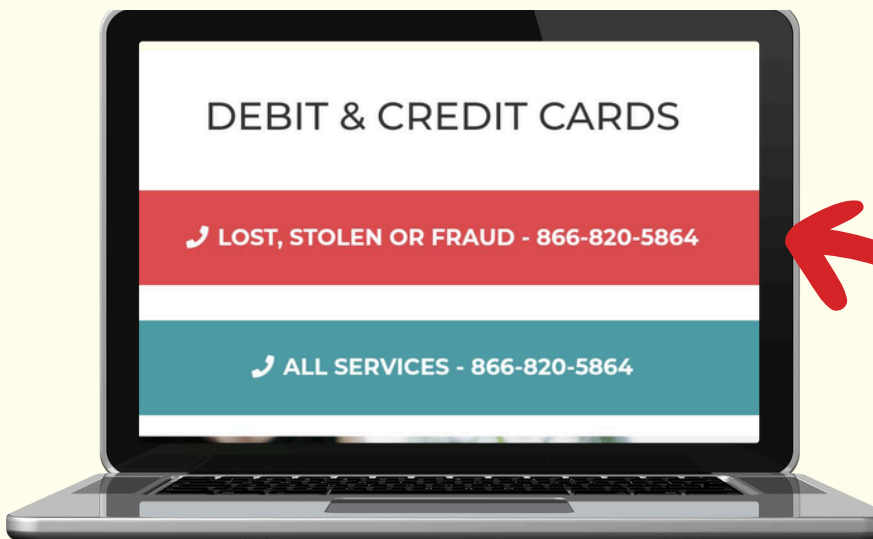
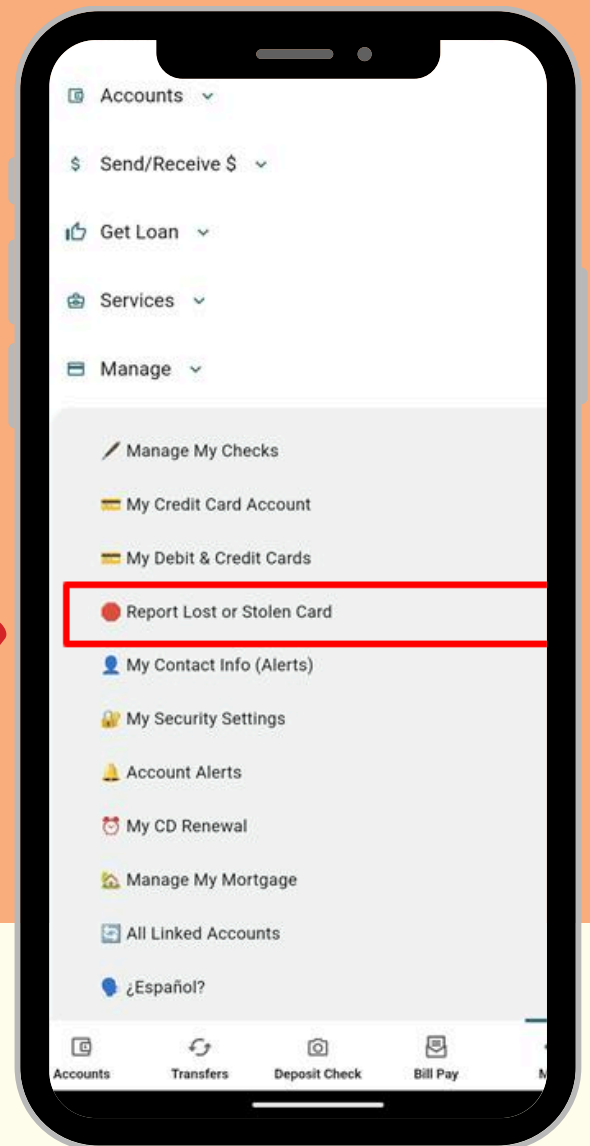
[Fee Schedule](#)

# App Updates

## Report a Lost or Stolen Card

We've made it simpler than ever to get help if you encounter issues with your debit or credit cards. Our latest update includes new buttons on our website and mobile app that allow you to quickly connect with our support team for immediate assistance.

Simply go to the [Mobile App](#), press manage, and report a lost or stolen card.



For help on our website, go to the Contact Us page, scroll down to Debit & Credit Cards, and click the red button.

# 3 Steps To Dispute a Transaction

1

Transaction	Amount
Internet Company July 9, 2024	-\$147.66
Subscription July 10, 2024	-\$132.05
Gas July 11, 2024	-\$75.50
Electricity July 11, 2024	-\$120.45
Restaurant July 12, 2024	-\$65.30
Pharmacy July 12, 2024	-\$23.60
Bookstore July 13, 2024	-\$38.90
Hotel Booking July 15, 2024	-\$179.00

2

Internet Company

Amount

## -\$147.66

Description

**Internet & Cable Bill**

Posting Date

07/09/2024

Transaction ID

215

Memo

Enter a memo

**Need Help?**

**Dispute**

I want to report an error or fraudulent activity

3

Dispute Transaction

DESCRIPTION Internet & Cable

TRANSACTION ID

TRANSACTION TYPE

Retain

**SUSPECT FRAUD? FIRST BLOCK THIS CARD!** (ON MOBILE) > MANAGE > MY DEBIT & CREDIT CARDS > BLOCK. THEN CONTINUE HERE.

Disputes must be received within 60 days from the closing date of the statement in which the transaction occurred. Please submit only ONE report per transaction. Multiple submissions will delay processing. If you prefer to report by Phone 24x7, call 888-918-7753 (Debit Cards) or 888-449-7728 (Credit Cards). [See less](#)

**DISPUTE DETAILS**

Why are you disputing this transaction?

**LAST FOUR DIGITS ON CARD**

Enter last four digits

**MERCHANT NAME (OPTIONAL)**

Enter merchant name

**DID YOU AUTHORIZE OR PARTICIPATE IN THE TRANSACTION LISTED ABOVE?**

Yes

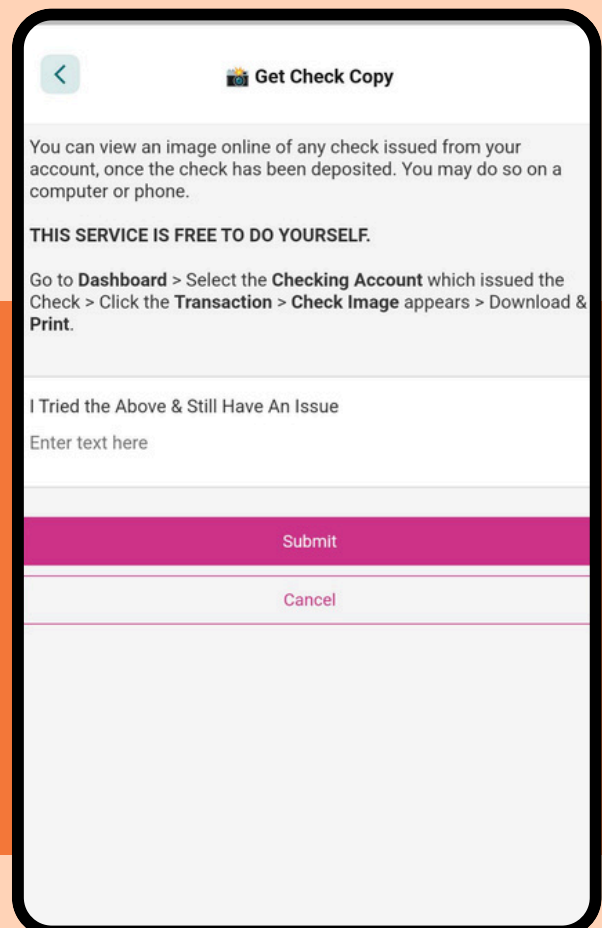
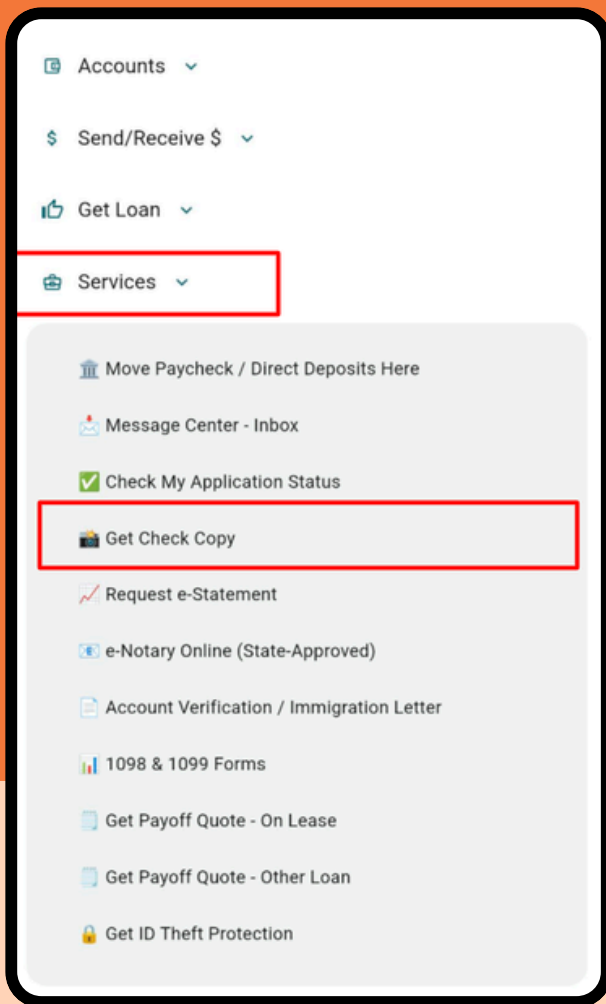
Reporting unauthorized transactions just got easier and quicker. Previously, you could only dispute fraudulent debit card transactions. Now, you can report nearly every type of unauthorized transaction directly through Online Banking!

You can now use the 'Dispute' tool for unauthorized ATM withdrawals, ACH debits, transfers, and wire transfers. Simply log in to Online Banking, go to the transaction in question, and use the 'Dispute' feature. Your report will go straight to our Fraud Department for prompt resolution.

# Check Copies

Did you know that you can now access check copies for free, anytime?

Simply log in to the app, navigate to services, then "Get Check Copy", and you'll be able to view both the front and back of cleared checks directly within the Transaction Details.



Going forward, instead of submitting internal requests, you can use this new self-service feature in Online Banking. It's FAST, FREE, and AVAILABLE 24x7, making it a better option for you.