



VIDEO BANKING FAQ

Q: What is Video Banking?

A: Video Banking allows you to do live, one-on-one banking from wherever you are. Live tellers can help you via video chat from the convenience of your own home, car, or anywhere you are!

Q: What can I do through Video Banking?

A: You can apply for loans, new accounts, sign forms and do almost any of the other things you would normally do in person, directly from your mobile device or desktop.

Q: How do I do a Video Banking call from my computer?

A: If you're on a desktop computer, click on our Video Banking icon and follow the prompts.

Q: How do I do a Video Banking call from my smart phone or tablet?

A: Download the Holy Rosary CU Video Banking app from your app store.

Q: Is Video Banking secure?

A: Absolutely, this technology uses secure communication based on industry encryption and software. Mechanisms are in place to authenticate users and ensure privacy of all the information exchanged during video calls. Your information is safe at the Video Banking Center.

Q: Can my spouse join the call if we are calling in from different locations?

A: That is one of the beauties of this technology. It creates efficiencies that almost seem miraculous. Another party can be invited to the call with ease and can answer from their computer or cell.

Q: What else do I need to know?

A: Make sure that your device has a camera and sound capabilities so that we can hear and see you!