



Sending a Secure Message to CEFCU

Use our secure message form to contact us with specific questions about your account.

1. Login to your CEFCU account with eBranch.
2. Click on **Contact Us**.

CALTECH EMPLOYEES
Federal Credit Union

Account Summary

Co-Browse User Options **Contact Us** ? Help Log Out

Accounts Online Services Apply for a Loan

Font Size A A A You Have New Alerts Print

Member #: *****56
Member ID: [cefcuskye](#)
Address: 44** OCE** VI** BL'
E-Mail Address: [asincla**@](#)

Insured Accounts Summary*

Account Title	Suffix	Account Type	Account Balance	Available Balance
REGULAR SHARE ACCT	00	Regular Share	12.91	7.00
Total Insured Accounts			12.91	

* Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Gov

3. Click on **Send a Message**.

CALTECH EMPLOYEES
Federal Credit Union

Contact Us

Co-Browse User Options **Contact Us** ? Help Log Out

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Contact Us

VIEW MESSAGES
Read or respond to existing messages.

SEND A NEW MESSAGE
Use our secure online form to contact us with your specific questions.

TELEPHONE NUMBERS
Contact us directly through our call center.

FIND A 24-HOUR ATM
A Caltech Employees Federal Credit Union ATM card provides access to your accounts 24-hours a day at many locations around town and around the world.

FIND A BRANCH
Caltech Employees Federal Credit Union has a Campus Office, JPL Office, and La Canada Office.

[Accounts](#) | [Loans](#) | [Online Services](#) [Home Page](#)
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4. Select appropriate category for your message from the drop-down menu.
5. Enter in a subject.
6. Enter your message. You may include confidential information in this email as it is secure.
7. Click **Submit Message**.

Send a New Message

Use our secure message form to contact us with specific questions about your account.

We will respond to your message within 2 business days. If you supply an email address you will receive an email notification when a message has been posted within your account. For immediate assistance please call 800-592-3328 or 818-952-4444, option 3. We are available Monday through Friday from 8:00am to 5:00pm (Pacific Time).

Category:

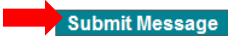
Subject:

Email: (Optional) This email will only be used to send you a notification when you receive a response to your message.


My Message:

This is a test message to CEFCU

Message Length: 31/1000



8. Confirmation screen will appear letting you know your request has been received.




[Co-Browse](#) [User Options](#) [Contact Us](#) [? Help](#) [Log Out](#)

[Accounts](#) [Online Services](#) [Apply for a Loan](#)

Message Sent

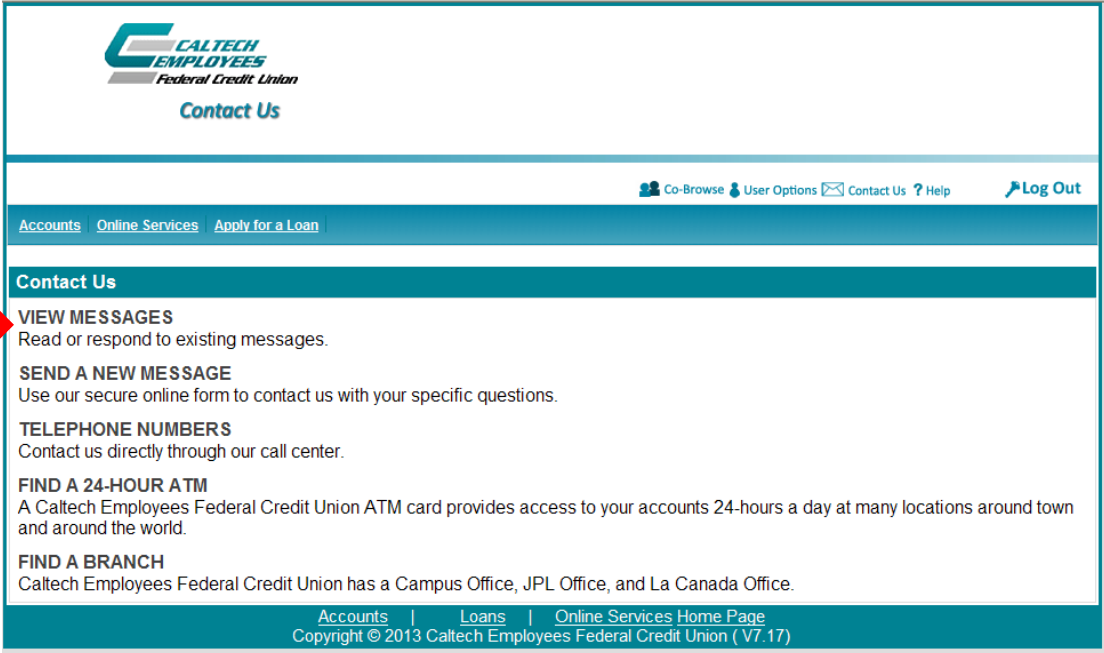
Thank you.
We've received your request and will reply within 2 business days.



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We will respond to your message within 2 business days. If you supply an email address you will receive an email notification when a message has been posted within your account. For immediate assistance please call 800-592-3328 or 818-952-4444, option 3 then option 2. We are available Monday through Friday from 9:00am to 4:00pm (Pacific Time).

To view your messages simply return the Contact Us screen and click on VIEW MESSAGES.



The screenshot shows the 'Contact Us' page of Caltech Employees Federal Credit Union. At the top left is the logo with the text 'CALTECH EMPLOYEES Federal Credit Union' and 'Contact Us' below it. A navigation bar at the top right contains links for 'Co-Browse', 'User Options', 'Contact Us', 'Help', and 'Log Out'. Below this is a secondary navigation bar with links for 'Accounts', 'Online Services', and 'Apply for a Loan'. The main content area is titled 'Contact Us' and contains several sections: 'VIEW MESSAGES' (highlighted with a red arrow), 'SEND A NEW MESSAGE', 'TELEPHONE NUMBERS', 'FIND A 24-HOUR ATM', and 'FIND A BRANCH'. At the bottom, there is a footer with links for 'Accounts', 'Loans', and 'Online Services Home Page', along with the copyright notice 'Copyright © 2013 Caltech Employees Federal Credit Union (V7.17)'.