

**Western Union Speed Pay  
First City Credit Union Loan Payment Help**

**Question. What is Western Union Speed Pay?**

**Answer.** Speed Pay allows you to make loan payments to your First City loans via the credit union's web site at [www.firstcitycu.org](http://www.firstcitycu.org); by phone during business hours by calling (800) 944-2200, ext. 0; or on our 24-automated phone system by calling (800) 934-2489.

**Q. Speedpay requires an Account Number to log in. Where can I find this number?**

**A.** To make a payment, you must include your First City member number and loan ID in the account number field. Your Member Number (or Account Number) is shown at the top of your statement. The Loan ID is shown in the heading for each of your accounts on your statement.

**Q. Is this service the same as the FirstCitylink free online banking and bill payment service?**

**A.** No. Western Union Speedpay is exclusively intended for payments on your First City loans. On the other hand, our online bill payment service allows you to make payments to almost anyone. To sign up for online banking and bill payment, click on the Sign-up link below the FirstCitylink logo on the home page of [www.firstcitycu.org](http://www.firstcitycu.org).

**Q. Will I be charged a fee for using Speed Pay?**

**A.** Yes. There is a \$5.00 service charge for each transaction.

**Q. Can I use this service for loan payments to other Financial Institutions?**

**A.** No. Western Union Speedpay is only intended for First City loan payments.

**Q. I keep getting the following error message: "Sorry, no match was found for that login information. Please try again." What should I do?**

**A.** The Member Number/Loan ID filed may be incorrect, or contain unnecessary characters or spaces. Please verify that the Member Number and Loan ID are properly noted in the required field. Do not add spaces or characters. For example, if your Member Number is 12345 and your Loan ID is 45, the proper format should be 1234545. If you need additional assistance, or continue to get an error message, please call 800-944-2200, ext. 0.

**Q. Who should I call if I have questions?**

**A.** Please call (800) 944-2200, ext. 0, Monday-Friday, 8 am – 6 pm.