



## **About your chapter Vibrant Account**

If you have signed and returned your account documentation and ID, you're all set up with your new account! **Here's what you can expect next:**

- You will receive checks and your chapter debit card in the mail. The card will come in an unmarked envelope – it's not junk mail, so don't accidentally throw it away!
- Vibrant will send all communications via email and mail to ensure you receive the next steps.

### **Setting up your debit card**

To activate and set the PIN on your card you will call the number printed on the sticker attached to the card. Enter information as prompted via the automated system. *NOTE: The answers you'll provide are associated with your **personal** information (SSN, date of birth, ZIP, etc.), not the Chapter.*

### **Other Items coming your way**

Your starter checks will be printed and mailed to you.

Look for additional notifications coming soon with your online banking login information. You'll receive a username specific to **each** Chapter(s) you are a designated coordinator on. Once you receive the online banking notification, you will be able to log in to online banking following the directions indicated on the notification!

Once you have received your card, checks, and online banking credentials, know we've made it easier than ever to manage your money through our online banking platform.

### **Monitor Your Account**

View your balance and account details at home via our online banking or the Vibrant app on your phone. More details on how to access online banking are coming to you soon!

### **Deposit Checks from Anywhere**

Download the Vibrant app for [Apple](#) or [Android](#) to access mobile deposit on your phone.

### **Find Your Account Details**

The Vibrant routing number is 271183646.

(You'll find it at the bottom of every page on Vibrant's website.)

Vibrant only displays the last four digits of the chapter account number on your statements and on your online banking dashboard.

Of course, there may be times when you may need your full account number. You can find it by:

- Referencing your Business Service Agreement
- Locating the middle set of numbers (after the routing number) on the bottom of your checks.
- Emailing [MWChapters@VibrantCU.org](mailto:MWChapters@VibrantCU.org) to get the number.
- Sending a secure message to our team through our online banking platform
- Call our member services team at 1-800-323-5109.

### **Vibrant email addresses to watch for**

Emails from Vibrant will come from [MWChapters@vibrantcu.org](mailto:MWChapters@vibrantcu.org). DocuSign information will come from [dse@docusign.net](mailto:dse@docusign.net).