

First Florida Credit Union | Appointment Concierge

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The appointment concierge service is easy to find and use. You can visit [FirstFlorida.org](https://www.FirstFlorida.org) and click on Make an Appointment in the top right corner or visit the more menu of our mobile app.

To begin, you can select the type of appointment you're looking for. You can click on any of these categories to see the list of services. Each type has the appointment duration and a short description listed under the title. After you've selected an appointment type, you'll be brought to the location screen. You can use the search bar at the top to type in your specific location using city or a zip code. You can also zoom in and out on the map over to the right to find a location. When you see the branch you're looking for in the list to the left, just click to select it.

Next, you'll see the meeting preference screen. Here you can determine if you'd like this meeting to happen in person or over the phone. Please note some of the appointments we offer are not available over the phone. Additionally, if you are a business looking to inquire about a loan, this is a phone only appointment.

Once on the date and time screen, you can select a date up to two weeks in advance. Once you've picked a date, the available appointment times will populate to the right. Any of the times that appear in green are still available. Any that are grayed out have already been chosen. Please note that if you don't see an available time here that works for you, you can still walk in to one of our branches to receive help as long as it's during business hours.

All you have left to do is fill in your information to finish booking this appointment. We only need your first and last name, your email address, and phone number. On this screen, you can opt in to receive a text message confirmation right after you book the appointment and a reminder text message one hour prior to your appointment. This is completely optional but might serve as an additional helpful reminder.

You will also receive an email confirmation once you book the appointment and a reminder email 24 hours in advance of your appointment. In the additional details box, you can provide any information we need to know for your appointment. Please do not include any sensitive bank account or personal information here.

Now just hit book appointment and you're finished. Now you'll see a confirmation screen with all of

the appropriate details. As I previously mentioned, all of this information will also be sent to you in an email and a text message if you opted in for that.

On the screen, you can choose to add this appointment to a digital calendar on Outlook, Google, or Apple. You can also book another appointment or cancel the one you just made. In the confirmation email, you will see a list if applicable to your appointment of items that you need to bring with you to your appointment. If you have any questions or need any additional assistance, please don't hesitate to call our member support center at 800-766-4328, extension 1.