FedEx Employees Credit Association

ONLINE & MOBILE
INFORMATION AND FAQ'S

REX is the name of our online banking service. REX Anywhere is the name of our mobile services (or what's available on our app). RAD (REX Anywhere Deposit) is our mobile check deposit feature.

FEATURES/CAPABILITIES
- Transfers between FECA and non-FECA accounts
- Account Inquiries
- Loan and Visa payments
- View check images
- Online Bill Pay
- Loan or Visa Application
- E-statements
- Credential resets and personalization
- Account alerts
- Transaction history

FAQs: LOGIN & CREDENTIALS

How do I access REX?
Go to fecca.com. At the top of the homepage is a "View My Account" box. This is where you can login or enroll.

How do I change my REX ID or password?
To change your ID: under the "Options" tab, go to "Modify Login Information" and enter your new ID, then click "Submit."
To change your password: under the "Options" tab, go to "Modify Login Information" and enter your current password. In the next two fields, enter your new password, then click "Submit."

What if I forget my password?
REX has a "Forgot Password" feature, where a temporary password is emailed to you if you're ever locked out of your account. You can enable this feature by setting up a security question and answer set: under "Options" locate the "Password Reset Question" box. Enter a question and answer that you will remember and click "Submit".

How do I update my address or my email address?
To update your address: click the "Additional Services" tab, and beside "Contact Information," click "Continue."
To update your email address: click the "Options" tab and enter your email address in both fields. Then click "Submit."

FAQs: PAYMENT SERVICES

How do I enroll in Online Bill Pay?

"Bill Pay Auto Enrollment" is located under the "Additional Services" tab. Just follow the prompts to enroll. A draft (checking) account is required for this service.

How do I make an online loan payment?

From the REX Home screen, locate your loan account and click the dropdown to its immediate right. Choose "Transfers," then follow the prompts for the "from" and "to" accounts (the "to" account will be your loan account), the amount and payment frequency. Click "confirm."
Click "edit" if you need to make changes; only click "Cancel" if you choose not to proceed with the payment.

How do I make an online Visa payment?

From the REX Home screen, locate your Visa account and click the dropdown to its immediate right. Choose "Transfers," then follow the prompts for the "from" and "to" accounts (the "to" account will be your Visa account), the amount and payment frequency. Click "confirm."
Click "edit" if you need to make changes; only click "Cancel" if you choose not to proceed with the payment.
Payments made online before 3:00P Central will be posted overnight.

FAQs: TRANSFER SERVICES

How do I make transfers to and from my FECA account/s to accounts at other financial institutions (FIs)?

From the REX Home screen, click "Messages" in the upper right-hand corner and click "Request FI to FI Transfer" service. We'll activate the service and send you a message within REX when it's done. Then you'll simply click on the "FI to FI Transfer" tab and fill out the information for your other FI (you will need the FI's routing number and the account number at the other FI). Finally, you will be prompted to complete a verification procedure to grant access to the external account before you are able to begin your transfers.

How do I transfer funds between my FECA accounts?

From the REX Home screen, locate the account you wish to transfer from and click the dropdown menu to its immediate right. Choose "Transfers," follow the prompts for the "to" account (entering the amount, frequency and transfer date). Click "Submit," then "Confirm."
Click "edit" if you need to make changes; only click "Cancel" if you choose not to proceed.
Remember: your share (savings) accounts are non-transaction accounts, meaning there are federal regulations in place (Regulation D) that limit the number of electronic transfers you can make in a month. See our Membership Booklet for limitations.

FAQs: APP SERVICES

How do I begin using your app?

Log in to your account online and select "Options," then select "REX Anywhere Settings." Following the enrollment prompts (enter your mobile phone number, select your wireless provider, select the accounts you wish to access, etc.) Once enrolled, you'll receive a message prompting you to

download our app at your store.

Can I deposit checks from my phone?
Our mobile deposit service (i.e. RAD [REX Anywhere Deposit]) is by request only. Within the app under "Deposits," just follow the registration prompts to enroll. RAD will be available for your first deposit 24 hours after registering.

FAQs: MISCELLANEOUS

How do I check my account and loan balances? (obtain payoff?)
Available balances appear on the REX Home screen in green. For payoff on a loan, click the dropdown menu to the right of the loan account and choose "account info."
The payoff displayed is as of the date you are viewing. For a different date, please call our Contact Center.

Are account alerts available?
You can set up email alerts for loan payments, payment confirmation, and even reminders for custom events, such as birthdays. Go to "Options" and click the "Alerts" sub-tab. Schedule the alerts you wish to receive, and you'll receive a text confirmation once they're set.
Service provider charges may apply.

How do I find and view an image of a cleared check?
Click your Share Draft (checking) account link, then click the "Search" sub-tab. Enter the check criteria. From the search results, click on the check number and the image will display (if available) in a pop-up window (pop up blocker must be turned off). Or you can go to "Transaction History" to locate the check number link.

How do I request information, ask a question, or send a message?
Click "Messages" in the upper righthand corner of the REX Home screen to contact us via our secure messaging service.

How do I stop payment on a check?
Locate your checking account from the REX Home screen and click the dropdown menu to its immediate right. Selected "Stop Payments," and follow the prompts (you will have the option to stop payment on a single check or a range of check numbers).
The stop payment feature is for paper drafts only; applicable fees will be displayed on the screen.

For questions, call (800) 228-8513 or (901) 344-2500 (from the Memphis area). You may also email us at esolutions@fecca.com, or submit a question from the "Contact Us" page at fecca.com.