

Q2 Goals FAQs

Member Specific

Q How many Goals Accounts can I have?

A Each member can set up three goals.

Q Will it let me attempt to open a fourth Goals Account?

A Yes, but you will receive this error and will be prevented from completing the setup.

Customize your goal



We were unable to open your goal account at this time. Please try again later.

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Close

Q I have a joint owner on my membership. Will they be able to see my Goals Accounts?

A No, these accounts are visible only to your specific online banking login. However, transfers from your HFCU account to your Goals Accounts will be visible within your online/mobile banking and monthly statements.

Q A joint owner on my account passed away and had Goals Accounts set up. How do I transfer those funds?

A Please contact an HFCU Representative for assistance.

Q I have a recurring transfer set up to fund my Goals Account. How can I edit or stop the transfer from happening?

A In online/mobile banking, click on Activity→Online/Mobile Activity. Locate the recurring transfer. Click on the  icon. You can choose to Edit or Cancel.

Q How do I close my Goals Account?

A Simply click on the Goal Coin from online/mobile banking and choose “Transfer and Close a Goal.”

Q I have reached my Q2 Goal! How will the funds be placed into my account?

A When you have reached your goal, select the goal coin from your online/mobile banking and choose “Transfer and Close Goal.” You will then be able to select the account you would like your goal funds to be deposited to.

Q Will funds continue to transfer after I reached my goal?

A When a goal is closed, recurring transfers associated with your goal account will automatically be cancelled.

Q Can I fund a Goals Account with more than one HHCU account?

A Yes! You can transfer from multiple HHCU accounts via one-time or recurring transfer.

Q How do I view statements for my Goals?

A Your Goals eStatements will appear in the Activity section of your menu in your online banking.

