

Important Notes About First Line

- The first time you call First Line, your PIN will be set to the last four digits of your social security number. During your initial call, the system will require you to change your access code. You may change your access code to any 4 to 8 digit combination.
- Balances quoted do not include items that have not yet cleared.
- Should you need to enter a dollar amount, be aware that no decimal points are needed. However, you do need to enter both dollars and cents. For example, enter \$250.00 as “25000.”

(Continued on reverse)



Member Resource Center

Hours of Operation

Monday-Friday
7:30 am to 7 pm

Saturday
9 am to 3 pm

Albuquerque
(505) 766-5600

Gallup
(505) 722-6608

Portales
(575) 356-5530

Farmington
(505) 327-4478

Toll-free contiguous U.S.

1-800-342-8298

Web site
www.ffnm.org

Mobile banking
www.ffnm2go.mobi

Mailing Address
PO Box 25587
Albuquerque, NM 87125-0587

First Financial Office Addresses

Albuquerque/Rio Rancho
Downtown
601 Tijeras NW

San Mateo
2700 San Mateo NE

Coors
2929 Coors NW

South Valley
1625 Rio Bravo Blvd SW

Rio Rancho
2201 Rio Rancho Blvd SE

Gallup-area
Boardman
313 South Boardman

Mesa View
1382 North Highway 491

Zuni
1202 NM 53

Pine Hill
Pine Hill Market, Rte. 125

Portales
700 W 2nd

Farmington
3024 East Main

FOLD

- Cross account transfers are limited to those accounts which you have designated on your First Line application.
- If you are making a loan payment, you will use the transfer feature to do so. Once you are in the transfer section, you have two ways to make your payment. If you are making a full loan payment (i.e. the payment amount due on your next payment date), select the “Make a loan payment” option. The system will deduct the next payment amount from the account you select, and you won’t need to enter an amount into the system. If you are making a payment amount that is different from the amount next due (for example, a partial payment), then select the “Transfer” option. You can indicate the amount you want to transfer to your loan account.

First Line Phone Numbers

Albuquerque

768-7126

Gallup

722-7447

Portales

359-1263

Farmington

327-5300

Zuni

782-2800

Toll-free (lower 48 states)

1-800-344-8115

For the most part, First Line will provide instructions verbally (no need to enter transaction codes), but you may need to enter information like amounts or select accounts using the buttons on your phone. Just listen and follow the instructions.

You’ll be first asked to choose a language option (English or Spanish). The system will then give you the following options:

- Press 1 for account access (balance, transaction info, transfers, change your PIN, etc.).
- Press 2 for business hours.
- Press 3 for rate information.
- Press 4 for instructions on how to use the system.
- Press 0 to speak with a Member Services Representative. This option is Available during our regular telephone center business hours (7:30 am to 7 pm M-F, 9 am to 3 pm Saturday).
- To exit, press the * (star) key.
- To repeat this menu, press 8.