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Video Advisor

  
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## Video Advisor

### Live Service from Anywhere.

You can now get the personalized American Heritage experience you know and love right from your smartphone, tablet, or computer! **Meet VANA (Video Advisor Network Associates)**, our NEW Video Advisor service that provides members with a virtual face-to-face experience. This new service uses face-to-face video technology to connect members with one of American Heritage’s VANA representatives. The new service allows members to manage their finances wherever they are, at their convenience, all while staying safe.

Can’t get to a branch or need more assistance than a simple phone call can provide? No problem. VANA connects you to one of our helpful Member Representatives live from our headquarters here in Pennsylvania.

#### Available Hours

**Monday - Friday 8:00 AM - 7:00 PM**  
**Saturday 9:00 AM - 3:00 PM**



#### Download Our Mobile App!

Deposit checks, pay bills, manage your accounts, view transaction history and more - right from your phone!



- Become a member
- Set up a new account
- Apply for a loan or credit card
- Check loan application status
- Check mortgage rates and apply
- Electronically sign documents
- Learn about and set up our other eServices

GET CONNECTED WITH VIDEO ADVISOR

You can use Video Advisor with your computer's internet browser if you have webcam and microphone use enabled. If using your smartphone or tablet, you must download the Video Teller app to use this feature.



## Frequently Asked Questions

- ✓ What happens if I don't have a webcam or camera phone? Can I still use this service?
- ✓ Do I need to schedule an appointment for a virtual meeting?
- ✓ What documentation should I have prepared in advance of initiating a video interaction?
- ✓ Will my account joint-owner be able to participate in a video interaction as well, even if we aren't physically together?

### READY TO GIVE VIDEO ADVISOR A TRY?

Have your device with webcam and microphone enabled ready to video chat. We can't wait to serve you!

CHAT USING WEB BROWSER



### STAY IN CONTROL WITH OUR OTHER ESERVICES.

It's easy to manage your account at home and on-the-go with our online banking tools.

GO DIGITAL



#### Download Our Mobile App!

Deposit checks, pay bills, manage your accounts, view transaction history and more - right from your phone!





800-342-0008  
Routing Number #236082944

2060 Red Lion Road  
Philadelphia, PA  
19115

## About Us

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Why American Heritage

News

Careers

In The Community

Membership Benefits

Open an Account

## Member Services

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Locations

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Contact Us

Report a Lost or Stolen Card

Account Maintenance Request Forms



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