

Video Banking

Frequently Asked Questions

Is Video Banking secure?

Yes, Insight's Video Banking platform is a safe, secure, and easy to use. Video Banking works much like Skype or Zoom and is an effective way for you to communicate with us from the privacy of your own home or anywhere you are.

What hours is Video Banking available?

Video Banking is available Monday through Thursday 9am to 5pm, Friday 9am to 6pm and Saturday 9am to noon.

What are the benefits of Video Banking?

Video Banking allows you to connect face-to-face with an Insight Representative from wherever you are. You can use Video Banking to open new accounts, apply for loans, add joint owners, change your address, even order a new debit card. Now there's no need to make a trip to the branch when you can do so much at the kitchen table.

Can anyone use Insight's Video Banking?

Yes, Video Banking is available to everyone. Whether you already bank with us or you're thinking you might like to, Video Banking is a great way to connect with us. You can use Video Banking to become a member, check the status of a loan application, place a stop payment, even troubleshoot Online Banking issues.

Can I deposit a check via Video Banking?

The ability to deposit a check is not currently available via Video Banking. However, our Mobile Banking app allows you to deposit checks with ease right from your smartphone. [Learn more about our Mobile Banking app](#) or download it from the [App Store](#) or [Google Play](#) today.