

EKCCU.COM

- ▶ banking from home is safe and easy
- ▶ EK is here to support you – including from your home

if you do not know your account number or password please phone your branch

Your digital security is our priority. We keep your information secure.

We can help you get started and support your future needs.

If you have questions or would like assistance please call your branch and we would be happy to assist you.

Cranbrook 250.426.6666 or
1.866.960.6666

Elkford 250.865.4661

Fernie 250.423.9222

Sparwood 250.910.9222

After hours technical assistance

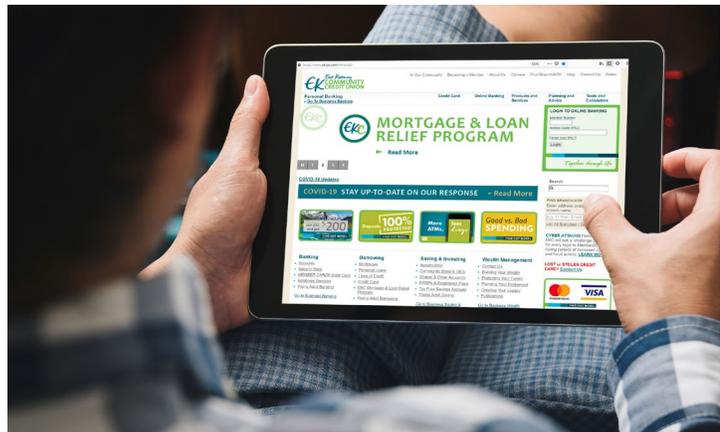
1.877.251.5230 (in North America)
or email Technical Support.

Technical Support services include:

- ▶ online banking issues
- ▶ lost/stolen *MEMBER CARD*
- ▶ ATM support

HOW TO:

MOBILE BANKING



EKC Mobile APP is a free app available for the iPhone, iPad and Android

Easy and secure access to your everyday banking needs.

- ▶ view account activity and recent transactions
- ▶ deposit cheques
- ▶ transfer funds
- ▶ view and edit post-dated payments
- ▶ schedule transfers
- ▶ pay bills now or set up payments for the future
- ▶ find branches and other ding free ATMs

GET STARTED

If you don't have a personal access code, please call us and we'll set you up.

What to expect from your branch when requesting your Personal Access Code:

- 1 please phone your branch
- 2 EKC will confirm your identify
 - a. if your branch does not have your up-to-date ID on file, you may have to visit your branch



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- the branch will email you a link:
 - review the document
 - if you agree to the terms you will be easily able to use the electronic signature
 - the EKCCU staff member can stay with you on the line to help you through the digital signature process
- once you have signed the electronic document and it has been received by the EKCCU branch, the EKCCU staff member can initiate your access
- EKCCU staff will set up your account for your first access and verbally issue you a temporary password
- the EKCCU staff will ask you to go to WWW.EKCCU.COM
- go to the “LOGIN TO ONLINE BANKING” near the top right corner; you will sign in using your member number and the temporary password
- after you have successfully logged in with your temporary password, you will be prompted to change your password to a unique one of your choosing:
 - please ensure you commit your password to memory
 - do not use a password you have used for other websites
 - your password must contain a least one capital letter, a lower-case letter, a number and a symbol and must be between 8 and 30 characters long
- you will be prompted to read and accept a disclaimer before using the *MemberDirect* online banking service
- EKCCU staff will ask you to logout and then log back in; this will allow the EKCCU staff member to ensure that you are comfortable getting logged in on your own, and that your password has been successfully changed
- once you are logged back in to online banking, the EKCCU staff member will take a few moments to help you navigate through the *MemberDirect* site, and highlight some of the functions you can now perform from the comfort of your home; this will also be the time when you can ask any further questions you may have

What's next

- download the free EKCCU Mobile APP to your device to get started, available for iPhone, iPad and Android
 - for Android, search Google Play for East Kootenay Community Credit Union
 - for Apple iPhone or iPad, search App Store for East Kootenay Community Credit Union
 - or go to EKCCU.COM and view Ways To Bank

