

EKCCU.COM

- ▶ banking from home is safe and easy
- ▶ EKCCU 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

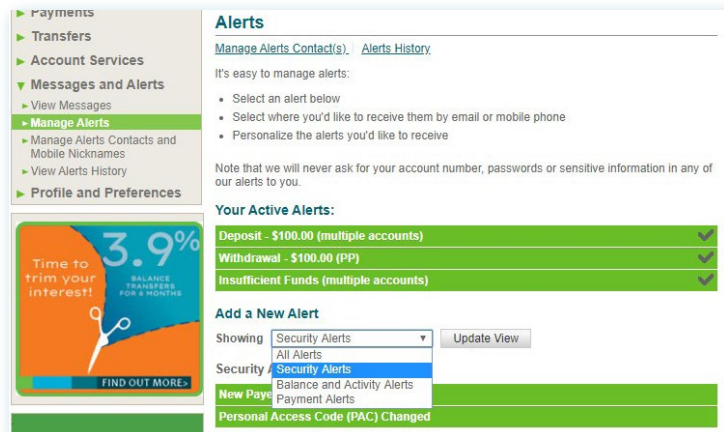
1.877.251.5230 (in North America) or email Technical Support.

Technical Support services include:

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

HOW TO:

BANKING ALERTS



DO YOU NEED BANKING ALERTS?

MemberDirect Alerts are an optional extra layer of security for our members using online banking. Through EKCCU's app or on EKCCU.COM when logged into *MemberDirect*, you can set up custom alerts to receive a text or email anytime certain activities are taking place in your account. This feature allows you immediate understanding of your account, and potential suspicious activities. For example, a text will be sent to you for all withdrawals over \$100.



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How do I sign up for alerts?

- 1 log in to online banking
- 2 messages and alerts
- 3 register for alerts
- 4 add a mobile phone number or email address where you would like to receive your alerts
- 5 select the alerts you would like to receive, payment, security and/or balance and activity
- 6 click on manage your alert history if you want to make any changes

For more information and to watch the video

- ▶ go to EKCCU.COM and locate the About Online Banking page

ALERTS AND NOTIFICATIONS

- ▶ security alerts
- ▶ balance and activity alerts
- ▶ payment alerts