East Kootenay COMMUNITY CREDIT UNION

Together through life

EKCCU.COM

- ► banking from home is safe and easy
- ► EKC 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:

MEMBERLINK
TELEPHONE BANKING

Telephone home banking system. You can access account balances, transfer funds between accounts, pay bills and search for a specific transaction.

- ► check balances
- ► check account activity
- ► transfer funds between accounts
- ► pay bills
- ► manage bill payees
- ► manage scheduled transfers and bill payments
- ► change your personal access code
- ► search activity for a specific transaction amount or cheque number
- ► get help via telephone from an EKC staff member by pressing 0 during branch hours

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GET STARTED

MEMBERLINK – telephone banking

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
3. the branch will email you a link, or you may prefer to come in the branch to sign:
   a. review the document
   b. if you agree to the terms you will be easily able to use the electronic signature
   c. the EKC staff member can stay with you on the line to help you through the digital signature process.
4. once you have signed the electronic document and it has been received by the EKC branch, the EKC staff member can initiate your access
5. staff will set up your account for your first access and verbally issue you a temporary password
6. the EKC staff member will ask you to call 1.844.733.6220 on a second phone
7. follow the prompts and enter your member number and the temporary password followed by the # sign
8. you will be prompted to change your password to a unique one of your choosing:
   a. please ensure you commit your password to memory
   b. do not use a password you have used before
   c. your password must be 5 numbers
9. EKC staff will ask you to logout by pressing the * (star) key and then log back in; This will allow the EKC staff member to ensure that you are comfortable getting logged in on your own, and that your password has been successfully changed
10. once you are logged back in, the EKC staff member will take a few moments to help you navigate 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

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MEMBERLINK Telephone Banking
1.844.733.6220

MAIN MENU

1. Account Inquiry	2. Perform a Financial Transaction	3 Change Access Code

Account Inquiry

1. Account Balance
2. Account Activity
3. Search Transaction by Amount
4. Search Transaction by Cheque #

Depending on what accounts you have they could be in the following order (accounts you don't have will not be listed)

- Chequing
- Savings
- US Dollar
- Term Deposit
- Loans

Perform a Financial Transaction

1 Transfer Function

2 Bill Payment Function

Transfer Function

1. Set up Transfer
2. List Transfer on File
3. Cancel previously set up transfers

Set Up Transfer

Set Up Within this Account
Set Up Inter Member Transfer
1. Chequing
2. Savings

COMMANDS

Press 0	to speak to a member service representative during business hours (Tuesday to Saturday)
Press 8	to repeat options
Press 9	to return to the main menu
Press *	to end call

1. Bill Payment Function

1. Pay a bill
2. Hear a list of scheduled bill payments
3. Remove a scheduled bill payment
4. Add a new bill payment account
5. To remove a bill payment account
6. To list bill payment accounts

Pay a Bill - List of Bill Payment Accounts

Enter the amount in dollar and cents followed by the # sign
1. If this is Correct
2. Re-enter Amount

Select Account Type
– Your accounts will be listed

If this Bill Payment...
1. Occurs Once (pay bill)
2. Multiple Times (set up reoccurring)

If This Transaction is
1. Effective Immediately
2. Scheduled for Future Date

3 Change Access Code

3 Change Access Code
- Enter new access code

-Re-enter new access code for verification

TOLL FREE FROM ANYWHERE IN CANADA 1.844.733.6220

1 choose to perform a financial transaction press 2

2 enter account number

3 enter your phone access code (password) then #

4 follow prompts to complete your business

5 once finished, and to exit from *MEMBERLINK,* press the * (star) key

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HOW TO:
MEMBERLINK TELEPHONE BANKING

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