



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

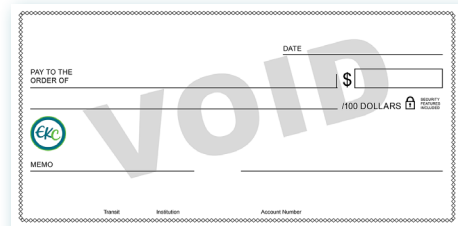
1.877.251.5230 (in North America) or email Technical Support.

Technical Support services include:

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

HOW TO:

DIRECT DEPOSIT AND CANADA REVENUE AGENCY (CRA) DIRECT DEPOSIT



Direct deposit your payroll or government cheques!

- ▶ get your money sooner when it is deposited directly into your EKC account
- ▶ the most convenient way to deposit your pay or pension to your EKC account with no special trips to pick up and deposit cheques, and no holds on your funds
- ▶ it's simple, safe and automatic
- ▶ peace of mind: no worries about mail delays or having cheques lost or stolen

GET STARTED

Payroll direct deposit

Ask your employer (or former employer if you are receiving a pension) if direct deposit is available to you, and, if so, what information is required to set up direct deposit into your EKC account(s).

The information you need to provide to your employer can be found in two ways:

- ▶ an existing cheque from the account you wish to use
- ▶ write "VOID" on the cheque
- ▶ log into EKC's *MemberDirect* online banking
- ▶ select the account you wish to use
- ▶ click on the icon "Click here to print a void cheque"
- ▶ a letter with a void cheque will be downloaded to a PDF





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

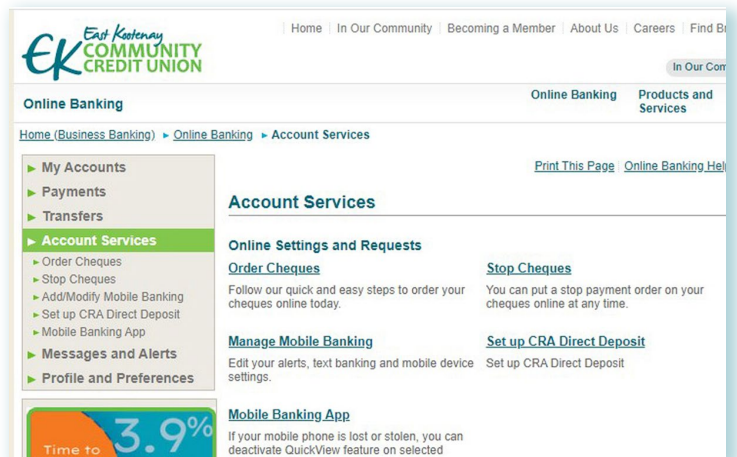
Sparwood 250.910.9222

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



CRA direct deposit

- ▶ log into EKCCU's *MemberDirect* online banking site
- ▶ go to Account Services menu
- ▶ select **set up CRA direct deposit**
- ▶ follow the prompts

The Canada Revenue Agency (CRA) will deposit the refunds and payments you're eligible for in your account, including:

- ▶ Canada Emergency Response Benefit
- ▶ Income Tax refunds
- ▶ Goods and Services Tax Credit, Harmonized Sales Tax Credit and any similar provincial or territorial payments
- ▶ Canada Child Benefit and any similar provincial or territorial payments
- ▶ Canada Workers Benefit
- ▶ deemed overpayment of tax

You only need to register once to receive any type of refund or payment.

If you have already registered for direct deposit you do not need to register again. Doing so will overwrite your existing registration settings.

To change contact information provided to the CRA or to deregister from direct deposit, please call them at 1-800-959-8281

