

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

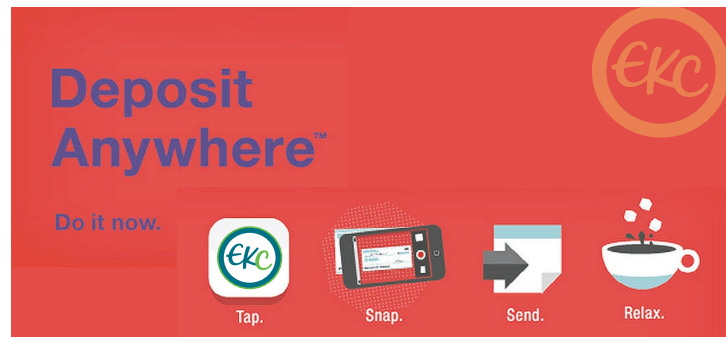
1.877.251.5230 (in North America)
or email Technical Support.

Technical Support services include:

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

HOW TO:

DEPOSIT ANYWHERE™



A feature on our mobile app, Deposit Anywhere allows you to quickly and securely deposit cheques using your smartphone or tablet. That means no more lining up at EKC or our ATM to deposit your cheques.

It is easy! Simply open the app, tap “deposit”, select your account, enter the amount, and take a picture of the front and back of your cheque. Confirm the details and submit. That’s it. The funds can be seen in your account. Four day holds may apply.

It is a free, fast and secure service and just as secure as physical cheque cashing. Most people complete their deposit in less than a minute and can do it from anywhere and at any time, day or night.



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GET STARTED

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

MemberDirect

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, you may have to visit your branch
- 3 the branch will email you a link:
 - 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 EKC 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 go to WWW.EKCCU.COM
- 7 go to the "LOGIN TO ONLINE BANKING" near the top right corner; you will sign in using your member number and the temporary password
- 8 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:
 - a. please ensure you commit your password to memory
 - b. do not use a password you have used for other websites
 - c. 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
- 9 you will be prompted to read and accept a disclaimer before using the *MemberDirect* online banking service
- 10 EKC staff will ask you to logout 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





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- 11 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

- 1 download EKCCU Mobile to your mobile device to get started; EKCCU Mobile APP is a free app available for the iPhone, iPad and Android
 - a. for Android, search Google Play for East Kootenay Community Credit Union
 - b. for iPhone or iPad from Apple, search the App Store for East Kootenay Community Credit Union
 - c. view the Deposit Anywhere video <http://www.depositanywhere.ca/>
- 1 open the app on your smart phone or tablet
- 2 login using your account number and personal access code
- 3 from the app home page, select 'Deposit Cheque'
- 4 select the account you want to deposit to and enter the amount of the cheque
- 5 snap a photo of the front and back of your cheque (the app will make 3 attempts to automatically take the photo; if unsuccessful you will be asked to take the photo manually)
- 6 confirm the details and tap "Submit"; your cheque is now deposited

The updated version, launched in April 2020, will no longer have issues if you have a Google Pixel or Samsung device.

After your deposit

- 1 write "deposited" across front of cheque
- 2 store it for 90 days (do not send it to us)
- 3 destroy the cheque within 120 days
- 4 funds appear in your account right away, but standard, automatic hold times may apply

