

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:

**MEMBER CARD
(ATM/DEBIT CARD)**

Cash may not be accepted – use your **MEMBER CARD**



EKC's ATM *MEMBER CARD* (ATM/debit card) is safe and convenient. In addition to using as a payment option, at a full-service ATM you can:

- ▶ deposit
- ▶ withdraw cash
- ▶ pay bills
- ▶ print a mini statement
- ▶ transfer funds between accounts
- ▶ check your account balances

What is Interac Flash?

Interac Flash is the tap feature that allows you to make purchases up to \$100. You do not need to insert your card into a Point of Sale (POS) terminal and enter your PIN each time. Simply hold your card in front of the reader and wait for the beep, indicating your transaction has been approved. It is a safe way to make small purchases.



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Key features

- ▶ each purchase has a limit of \$100
- ▶ the cumulative limit is \$200: this means once you reach a spending total of \$200 you will have to insert your card into the machine and enter your PIN to reset it; it's now ready to tap next time you make a purchase under \$100
- ▶ *Interac Flash* uses EMV secure chip processing to store and process data – this means you're protected against not-so-great things like fraud and card skimming
- ▶ the tap feature can be disabled at any time by calling or visiting any branch

GET STARTED

To get started you will need to go to your branch.

What to expect from your branch?

- 1 go to your branch and ask at reception
- 2 at reception you will sign the required form
- 3 EKCCU will give you a new *MEMBER CARD* and a temporary PIN
- 4 the staff person will accompany you to EKCCU's ATM, and ask you to insert your card
- 5 the ATM will prompt you to enter the temporary PIN
- 6 enter your new PIN and then enter new PIN again (must be done twice)
- 7 members must ensure they select a PIN that is easy for them to remember, but not easily guessed by others; they must also ensure that they keep their PIN confidential and do not share it with anyone else
- 8 members may link their card to ONE chequing account and ONE savings account
- 9 your *MEMBER CARD* is now ready to use