PREMIER MEMBERS CREDIT UNION

Online Banking User Guide

Updated 12/11/2020

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Introduction

Online Banking is an electronic product that Members use to manage, monitor, and move their money; it is an electronic representation of PMCU's commitment to service and quality.

Supported Browsers

- Google Chrome*
- Firefox*
- Microsoft Edge*
- Internet Explorer v11 (Not recommended)
- Safari*
- iOS*
- Android v5.O and above

*Latest 2 versions

Login Tips

Clearing cookies and old passwords can assist in resolving issues logging into online banking. The following are general steps to clear your computer. These steps may change based on the version of the browser and computer used.

Important: If these steps do not help please try using a different browser as this often resolves login issues.

Chrome: how to delete cookies and passwords in Chrome on a Windows or Mac computer

1. Open Chrome.
2. In the top right corner of the browser you will see three dots, which indicates a settings menu.
3. Scroll down to the bottom of the page and click on “Advanced.”
4. Click on the section “Clear browsing data.” You can complete the deletion by clicking “Clear data.” You can also clear your cache, which is where your computer stores previously viewed websites so they can be loaded faster on future visits.
5. In Autofill select “Passwords” and remove any saved passwords for the previous online banking

Firefox: how to delete cookies and passwords in Firefox on a Windows or Mac computer

1. Open Firefox on your computer.
2. In the upper right-hand corner of the browser, click the menu bars which look like three parallel lines, open up Preferences, and click the “Privacy and Security” tab.
3. In Cookies and Site Data select “Clear Data”
4. In Logins and Passwords “Remove” any saved Passwords for the previous online banking
5. Double check your selections to make sure that other items you want to keep are not selected, and then hit “Clear now.”

Safari: how to delete cookies and passwords in Safari on a Mac computer

1. Open Safari on your computer.
2. Open up Clear History and click Clear History button to clear cookies and other website data
3. In Passwords Remove any saved Passwords for the previous online banking

Internet Explorer: how to delete cookies and passwords in Internet Explorer for Windows 10, Windows 8.1, and Windows 7 on a Windows PC

Important: Internet Explorer is not compatible with PMCU Online Banking

Edge: how to delete cookies and passwords in Microsoft Edge on a Windows PC

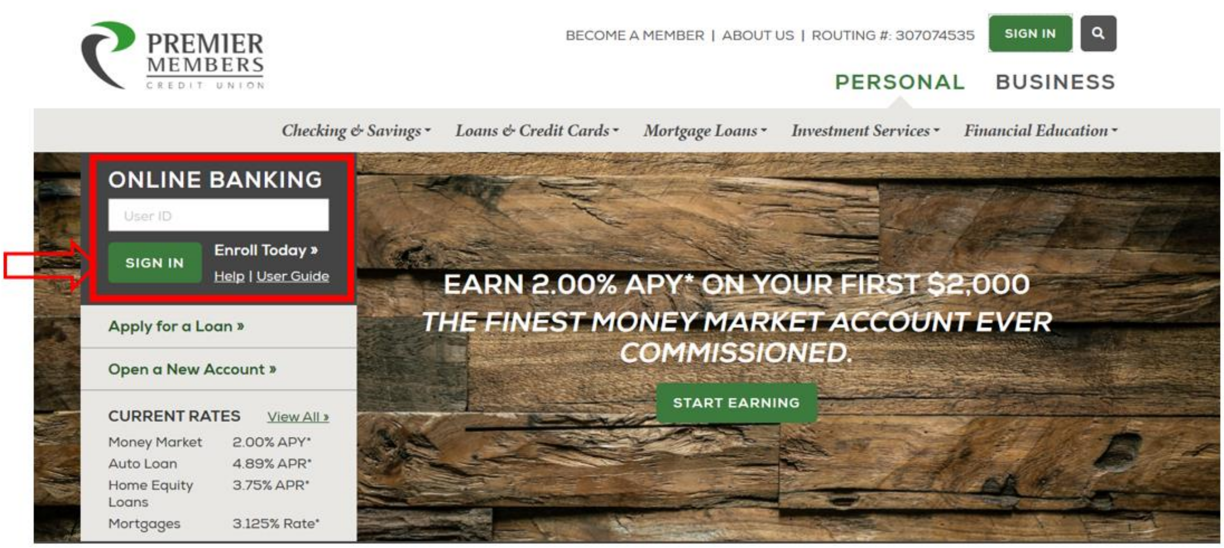
1. Open Edge.
2. In the top right corner of the browser you will see three dots, which indicates a settings menu.
3. Click on Privacy and Security
4. Click on Choose what to clear in the section “Clear browsing data.” You can complete the deletion by clicking “Clear”.
5. In Passwords and Autofill select “Manage Passwords” and remove any saved passwords for the previous online banking

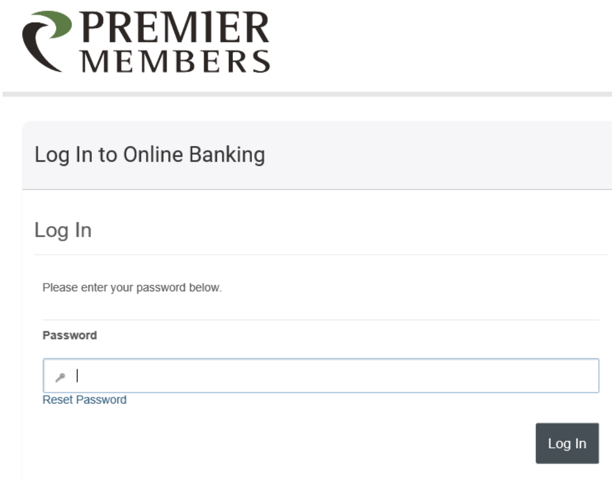
Logging into Online Banking

With Online Banking, Members will enter their Login information on two pages:

- Main Website
- Password Page

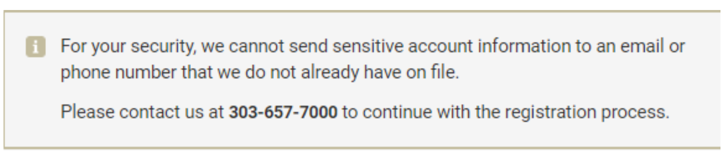
1. Enter your User Id in the login box on the PMCU website
2. Click Sign In
3. Members will be directed to the password page to enter their password
4. A Member will enter their Password and then click "Log In"
    a. The "Password" must contain letters, numbers, and symbols.
5. Members may need be prompted to complete an authentication
    a. Choose how to receive one-time passcode
        i. Email
        ii. SMS (Text)
        iii. Phone
    b. Click Send code
6. Enter one-time passcode

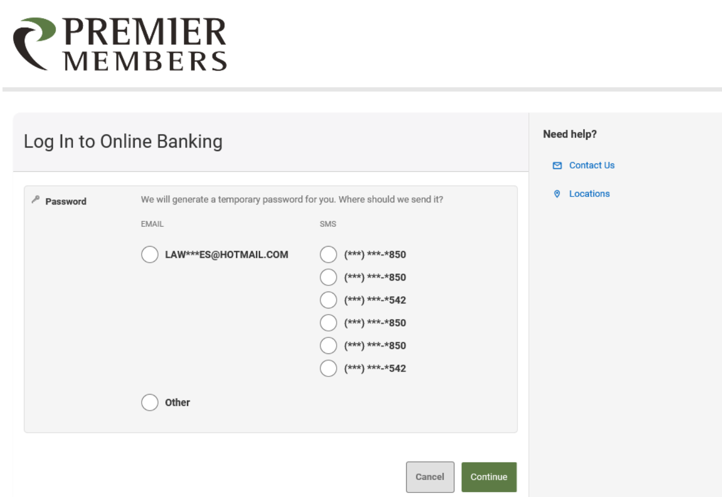




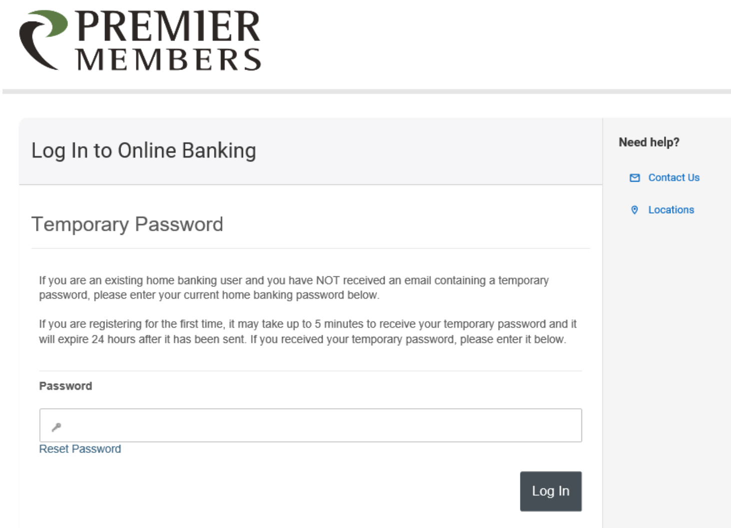
Forgot Password

1. Click Rest Password option
2. Select how you want to receive your temporary password
    - Email
    - SMS (Text)
    - Other – Members will see this message when selecting Other





3. Enter temporary password on temporary password page
4. Click Log In



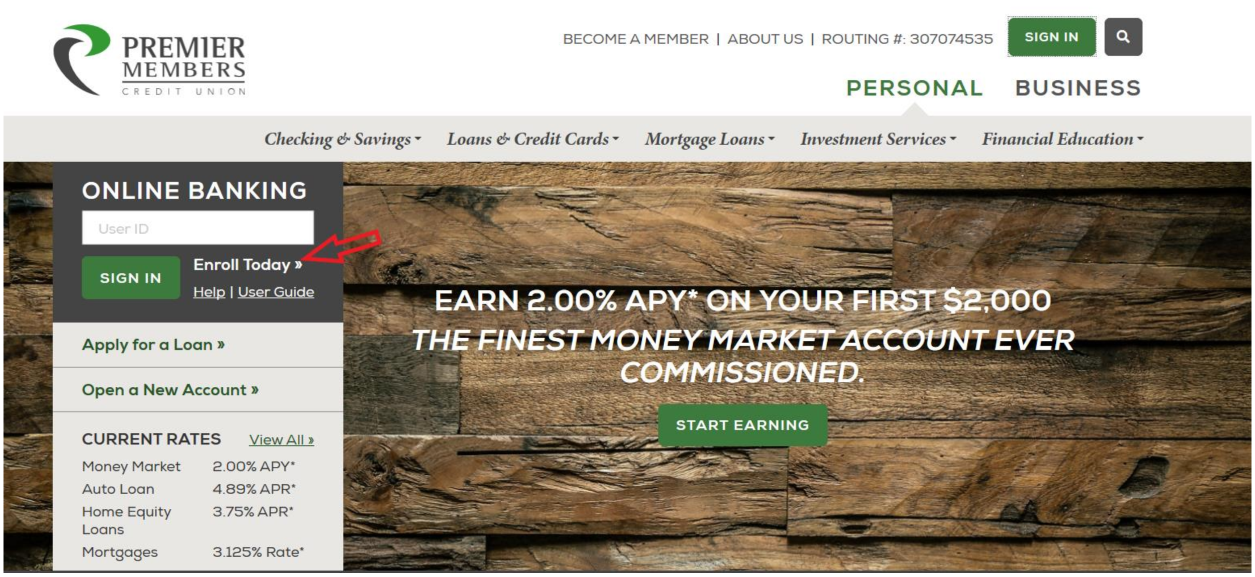
5. Create new password
    a. Your password must be at least eight characters in length, contain at least one lowercase letter, at least one uppercase letter, and at least one number.

Note: If you should need assistance logging in please contact us at 303-657-7000

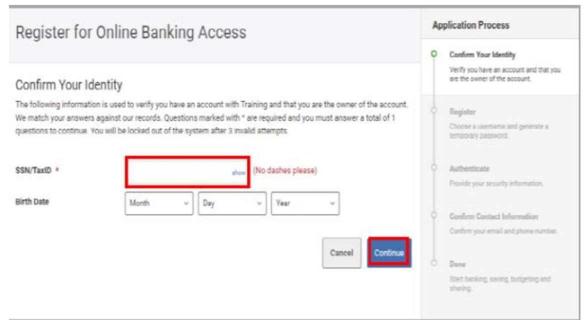
First Time Log On - New User Registration

The first time a new user logs onto Online Banking, they will create an Online Banking User ID and Password.

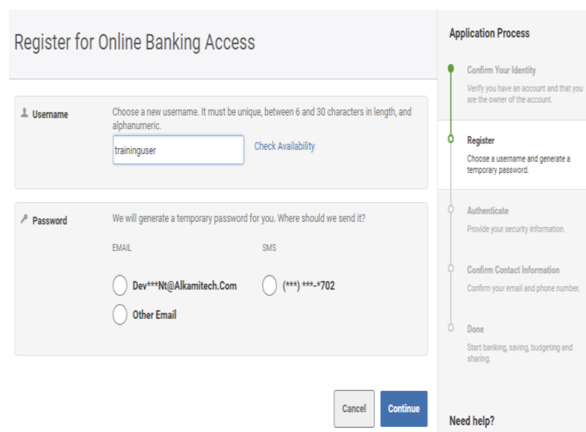
To register for Online Banking, click on the "Enroll" link that appears under the User ID Login box.

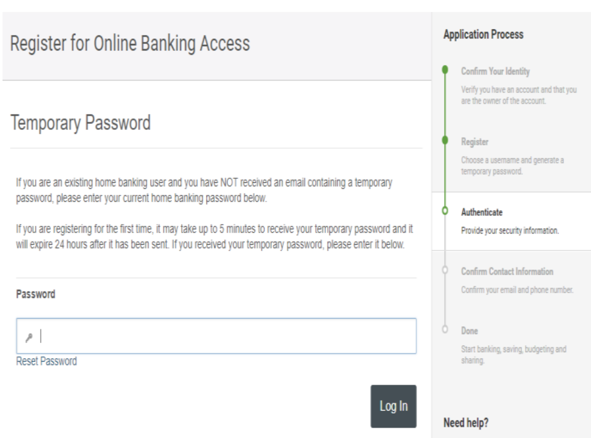


After the member has clicked “Enroll,” they will be presented with an Electronic Services Agreement Disclosure. To proceed with using the Online Banking system, the member must accept the agreement by clicking on the check box at the bottom of the page and clicking “I agree” and continue.

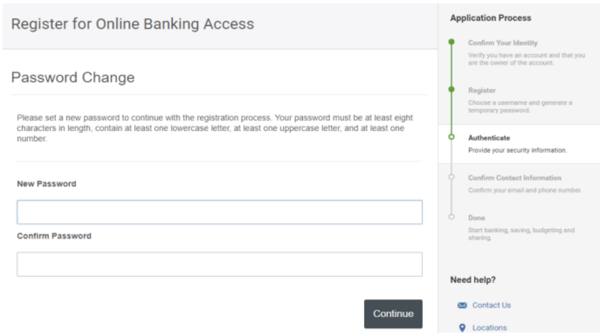


1. Next, enter the requested information in the appropriate fields and click Continue.
    a. Account Number
    b. SSN/TaxID
    c. Birth Date
2. Create a Username (Min 6 characters and max 30 characters)
    a. Usernames can be letters, numbers, special characters or a combination.
        i. Only the following special characters can be used: ^[._]{,}$
    b. Usernames cannot contain a member’s: Social Security Number/Tax ID, Member Number or Account Number
3. Click Check Availability
4. Select how temporary password will be delivered
    a. Email
    b. SMS (Text)
    c. Other (Not available for SMS or emails not currently in the system)
5. Click Continue
6. Enter temporary password received

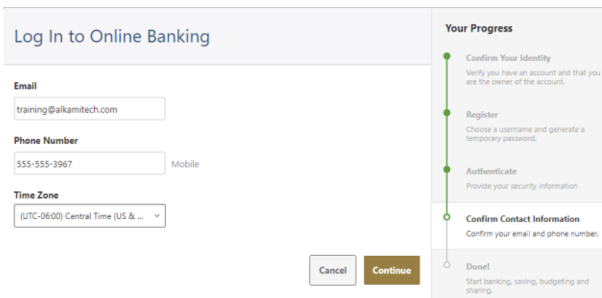




7. Create New Password (Min 8 characters and max 32 characters)
    a. Your password must be at least eight characters in length, contain at least one lowercase letter, at least one uppercase letter, and at least one number.
    b. Passwords are case sensitive



8. Click Continue
9. Confirm Contact Information and click continue

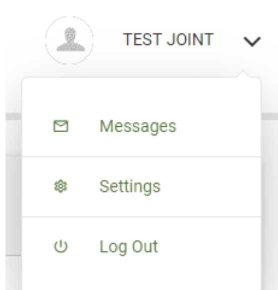


10. Select which accounts to display
11. Click Finish Registration

Online Banking Header

The header will contain the members first and last name. Clicking on name in the profile will display three options for a member.

- Messages
- Settings
- Log Out



Messages

Messages will open the message center. Members can create messages to send to the credit union for help, or can view any message responses for any messages they have sent.

Settings

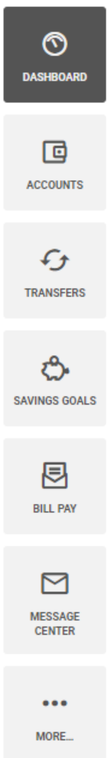
The Settings is where the member can configure their profile, security, theme, widgets, contact information, notifications, and accounts.

Log Out

The “Log Out” button should be used when the Member has completed their Online Banking session; by clicking on “Log Out” the Member signs out of Online Banking and securely ends their session.

Online Banking Menu (Site Navigation)

Within Online Banking a Member can select any widget option to navigate to the selected item. The widget bar can be customized in settings. Please review the settings section for more details.



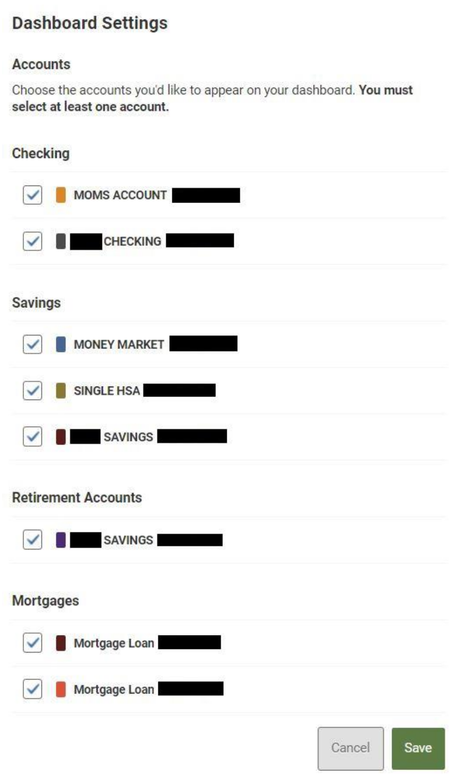
Dashboard

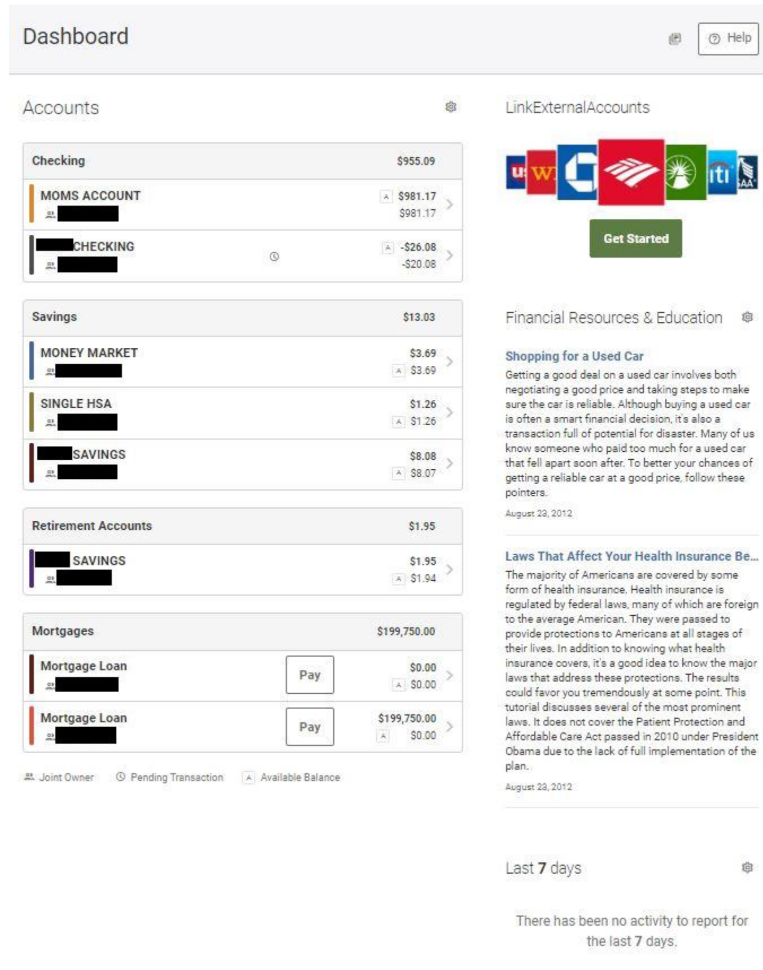
The Dashboard is a required widget because it is the landing page in Online Banking. The dashboard will display any account alerts (Pending External Account Verification, Payment and Delinquent Loan Reminders) on all accounts the member has, such as deposit accounts, loans, mortgages, or retirement accounts (IRA). On the right side of the page recent and future activity will be displayed. Quick links for the following will be displayed as well:

- Apply for a loan
- Loan and Account Rates
- Financial Calculators
- Credit Card Reward Redemption
- Apply for a Mortgage
- Make My Loan Payment

Accounts

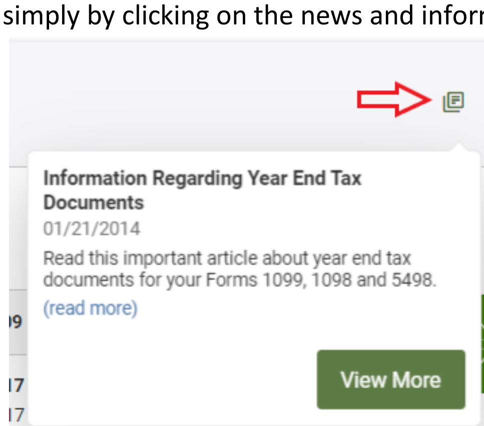
Members can click on any of the listed accounts showing in the dashboard. Clicking on an account will take the member to the accounts widget. If a member selects pay for a loan it will take them to the transfer widget to start the payment. Members can click on the gear icon to choose which accounts will display in the dashboard, at least one account must be selected.





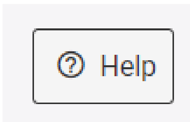
News and Information

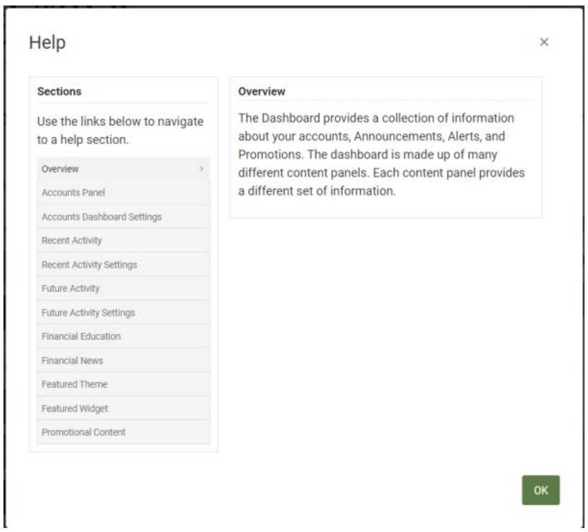
Important information or news will be displayed, simply by clicking on the news and information button.



Help

The help button be displayed on every page the member visits. Depending on the page the member is on, it will display different help options. The help button will be in upper right side of the page with a "?" and the word Help.



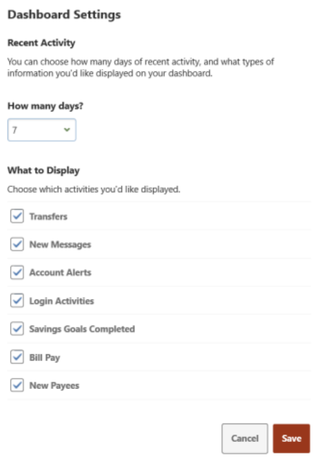


Recent Activity

The recent activity option automatically displays the last 7 days of recent account activity; however, this option can be customized based on the members preference.

- Transfers
- New Messages
- Account Alerts
- Login Activity
- Savings Goals Completed
- Bill Payments
- New Payees

Clicking on the gear icon, members can choose the amount of days for recent activity and which items to display.

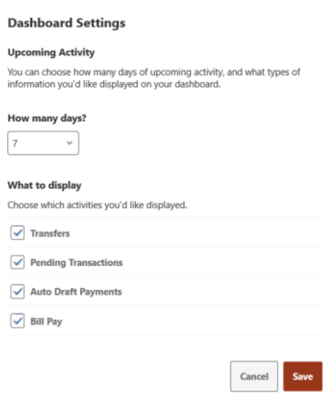


Future Activity

The Future activity option automatically displays the last 7 days of future activity; however, this option can be customized based on the members preference.

- Transfers
- Pending Transactions
- Auto Draft Payments
- Bill Payments

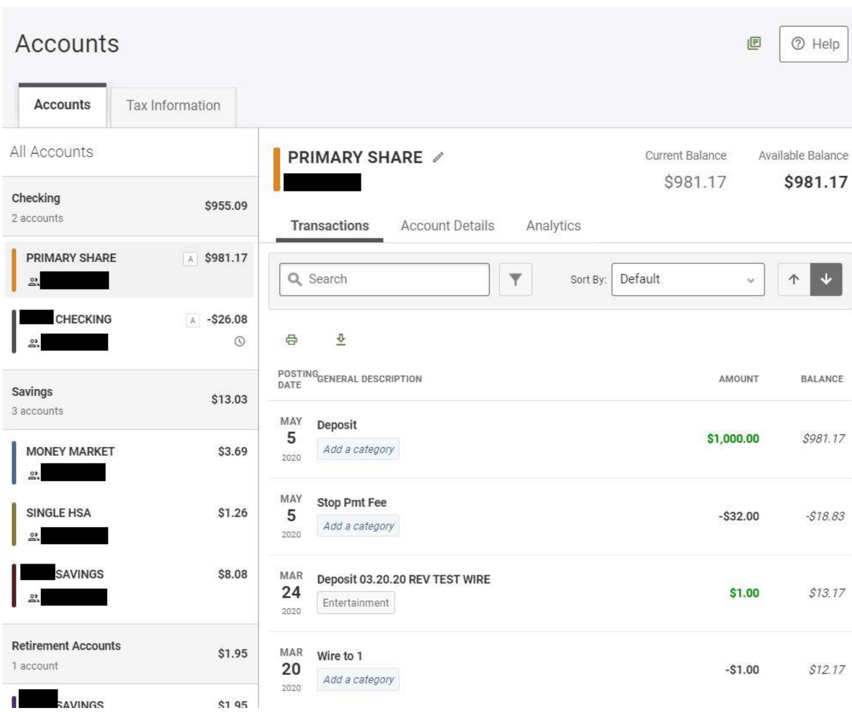
Clicking on the gear icon, members can choose the amount of days for future activity and which items to display.



Accounts Widget

The Accounts widget displays the member's accounts and provides the member the ability to:

- View current and available balances for all of their accounts
- View any recent alerts or pending transactions for those accounts
- View transaction history for their accounts
- Search and filter for specific transactions
- View account details
- View account analytics (account balance history, spending breakdown)
- View balance history for their accounts
- Print Transactions
- Download transactions



Accounts displayed will be by the following:

- Checking
- Savings
- Retirement Accounts (IRA)
- Loans
- Mortgage

Account Transaction History

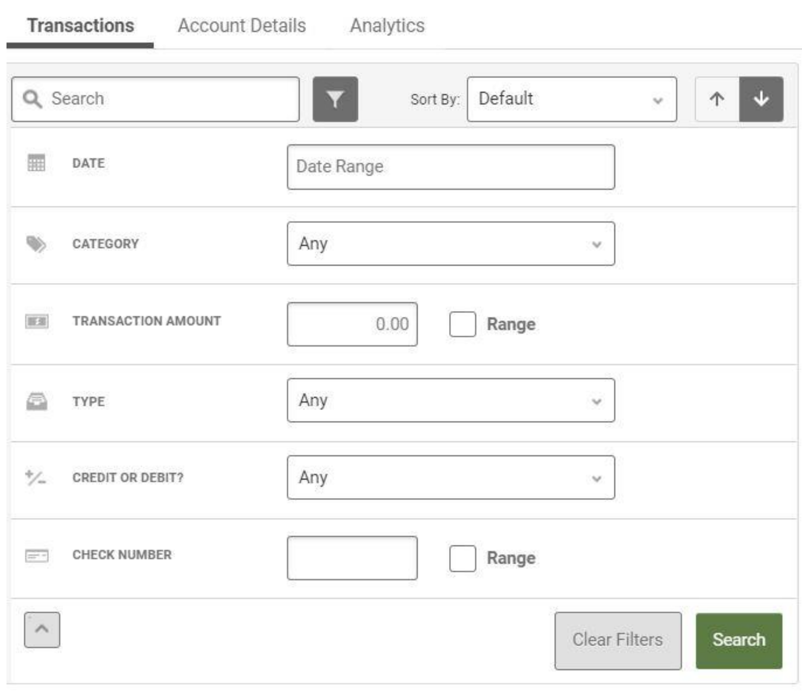
Transaction history allows the member to view their transaction history for a specific account. Selecting an account in the left pane displays account history (transactions) in the adjacent pane. Pending transactions are separated and displayed above posted transactions. Pending transactions are reflected in an account's available balance.

Transaction Searching

Use the search box to search for keywords in transaction history. Select the funnel icon next to the search box for more advanced search options.

Advanced Search Options available are:

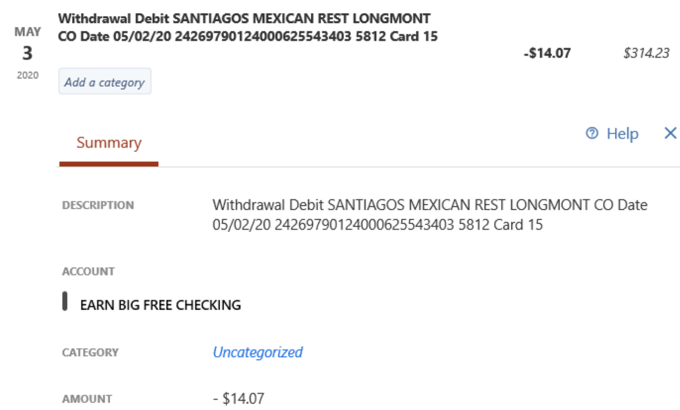
- Keywords
- Date
- Category
- Transaction Amount
  - Range
- Type
  - ACH
  - ATM
  - Bill Pay
  - Card
  - Check
  - Dividends
  - Fees
  - Interest
  - Online Banking
  - Other
  - Payroll
  - POS
  - Retail ACH
  - Transfer
  - Wire
  - Withholding
- Credit or Debit
- Check Number
  - Range



Transaction Details

Clicking on any transaction will show the transaction summary. The following will appear in the summary:

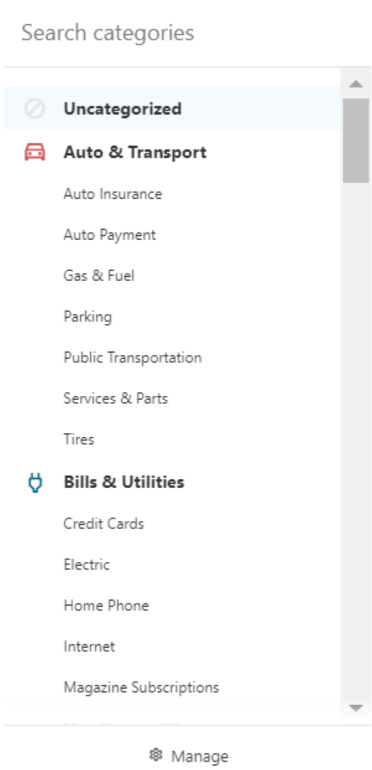
- Description
- Amount
- Help
    - Can click and send a message to the Credit Union for assistance
- Account
- Category



Transaction Categories

Transactions can be categorized and edited per the preference of the member. This can be done by simply clicking add a category or if a transaction has been labeled, click on the name of the category. Once the category box appears choose the category you would like.

Note: Any transactions categorized or edited will only be visible to the member who customized the transaction.

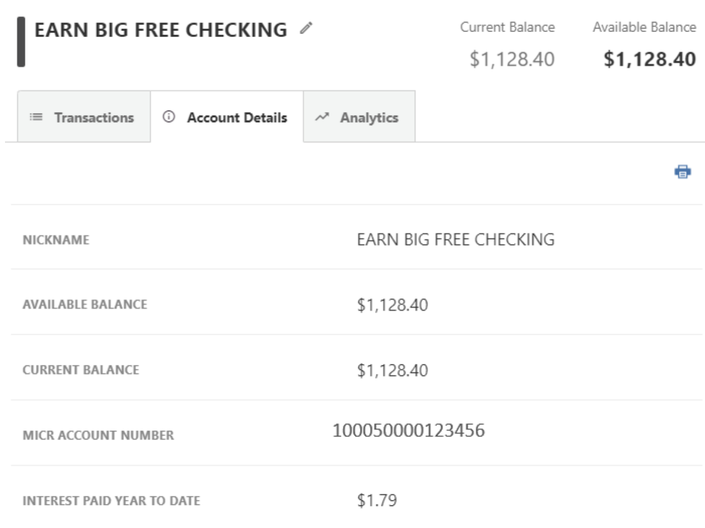


Account Details (Deposit Accounts)

Members can view additional account details by selecting an account in the left pane and then choosing the Account Details tab at the top of the right pane. The following will be displayed:

- Nickname
- Available Balance
- Current Balance
- MICR Account Number
  - Used for Direct Deposits or Payments to Merchants
- Interest Paid Year to Date

Clicking the printer icon will print the page.

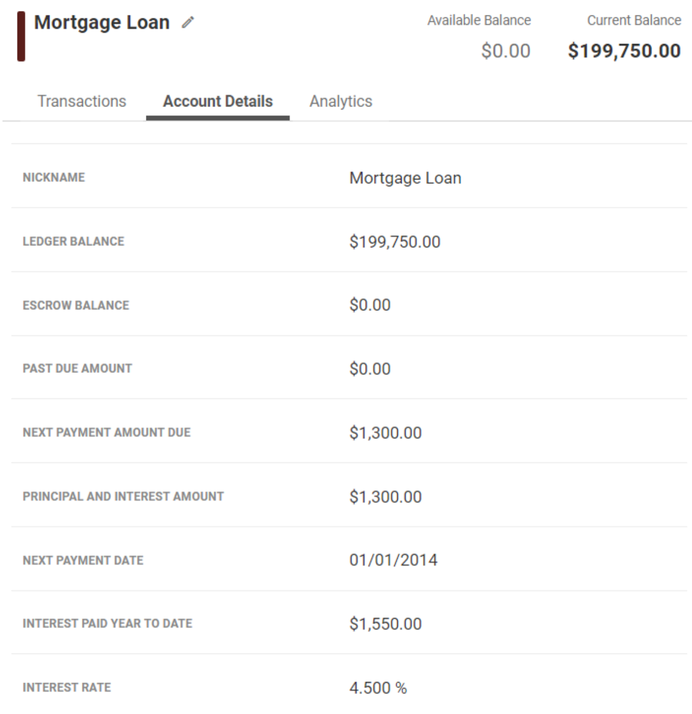


Account Details (Loans)

Members can view additional loan details by selecting a loan in the left pane and then choosing the Account Details tab at the top of the right pane. Some or all of the following will be displayed:

- Nickname
- Ledger Balance
- Escrow Balance
- Available Balance
- Current Balance
- Past Due Amount
- Next Payment Amount
- Principal and Interest Amount
- Next Payment Date
- Interest Paid Last Year
- Interest Rate
- MICR Account Number
- Credit Limit Amount
- Current Loan Payoff Amount
- Last Statement Balance

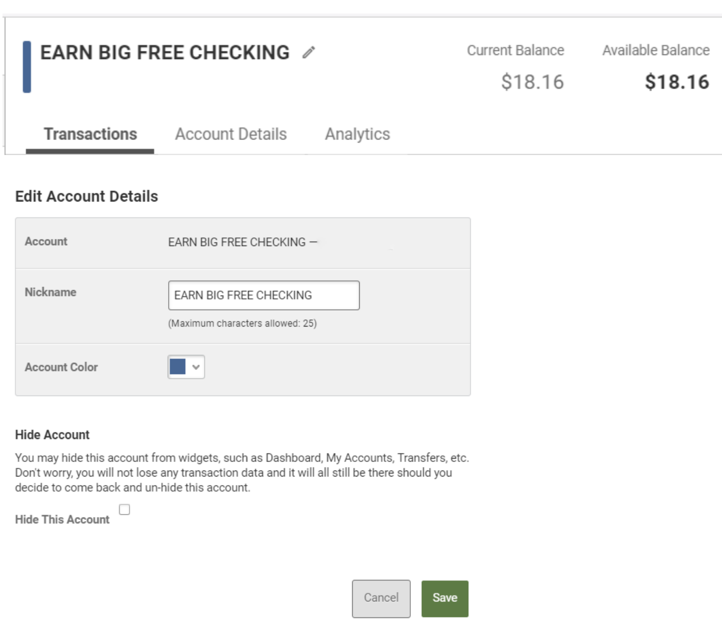
Note: Some of the details listed above will not appear based on the type of loan.



Editing Account Details

Members can create nicknames, color code, or hide an account. This can be done by clicking on the pencil icon next to the account name. Once you have completed any changes, click save.

Nicknaming an account within Online Banking and will not appear on Member Statements, Notices, or other Credit Union documentation.

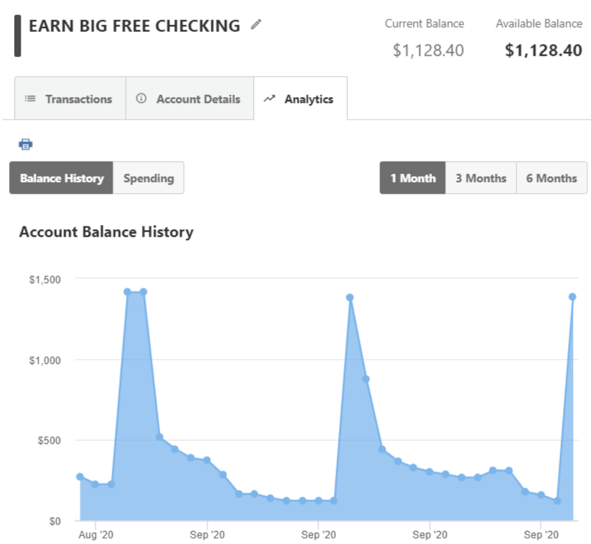


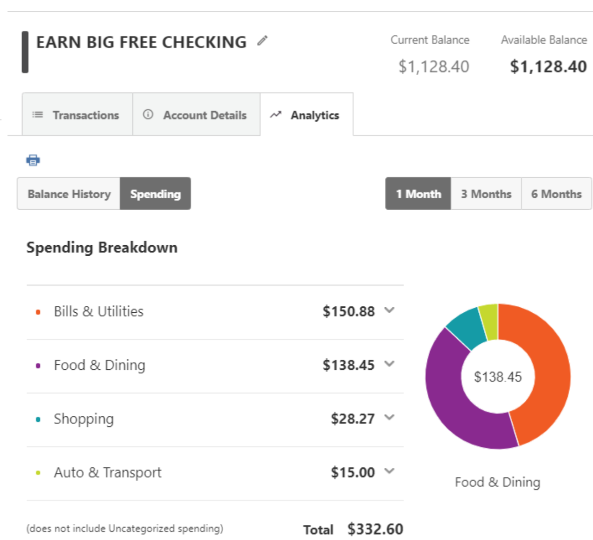
Account Analytics

Members can view account analytic details by selecting an account in the left pane and then choosing the Account Analytics tab at the top of the right pane. Members will be able to view balance or spending analytics for the specific account.

- Balance
  - Displays a graph of the selected account's balance over the specified date range.
- Spending (Only for Deposit Accounts)
  - Displays a breakdown of categorized expenses over the specified date range
- Timeframe
  - 1 Month
  - 3 Months
  - 6 Months

Clicking on the printer icon will print the current page.



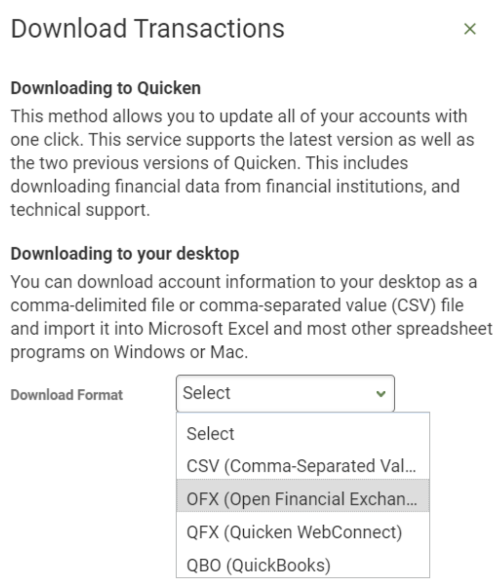


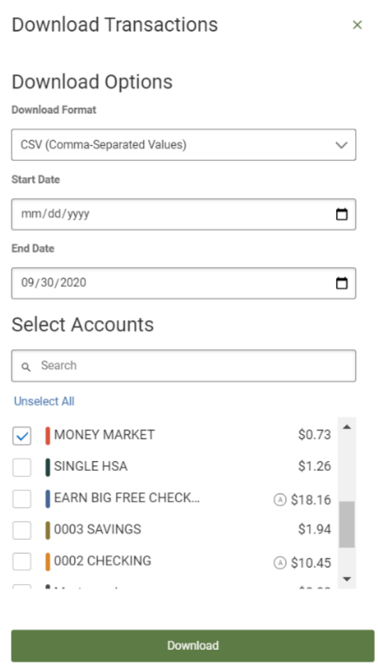
Export Transactions

You can export your transactions by clicking on the download icon at the top of the list of transactions. You can download a comma-separated value file (CSV), a file formatted for Microsoft Money, a file formatted for QuickBooks, or a file formatted for Quicken. You can select the download version type in the Format dropdown box.

Exporting Transactions

1. Select Download Format
2. Select Start Date
3. Select End Date
4. Select Account(s)
5. Click Download





Quicken and Quickbooks Tips

Important: Deactivating the old connection to Premier Members and re-establishing it is a critical step in the process. Also, ensure that your accounts are mapped to the existing accounts in Quicken or QuickBooks and new accounts are not created inadvertently.

Please refer to the Export Transactions section in this guide for manual file downloading to Quicken and QuickBooks. The QuickBooks desktop app does not support automated updates

Contact information for Quicken and QuickBooks for additional support:

QuickBooks: 1-800-446-8848, Quicken: 1-888-311-7276

Quicken Windows Express Web Connect

1. Deactivate online banking connection for accounts connected to the financial institution that is requesting this change.
    a. Choose **Tools > Account List**.
    b. Click **Edit** on the account to deactivate.
    c. In Account Details, click **Online Services**.
    d. Click **Deactivate**. Follow prompts to confirm deactivation.
    e. Click the **General** tab.
    f. Delete Financial Institution and Account Number information. Click **OK** to close window.
    g. Repeat steps for any additional accounts that apply.
2. Reconnect the online banking connection for your accounts. a. Choose **Tools > Account List**.
    a. Click **Edit** on the account you want to activate.
    b. In Account Details, click **Online Services** and then choose **Set up Now**.
    c. Type your institution's name in the search field and click Next.
    d. Enter your financial institution credentials.

Express Web Connect uses the same credentials you use for your institution's online banking login.

Important: If your credentials do not work, contact us.

Ensure you associate the accounts to the appropriate accounts already listed in Quicken. Select **Link to an existing account** and select the matching accounts in the drop-down menu.

Important: Do NOT choose "Create a new account" unless you intend to add a new account to Quicken. If you are presented with accounts you do not want to track in this data file, choose **Ignore – Don't Download into Quicken** or click **Cancel**.

After all accounts have been matched, click **Next** and then **Done**.

MacQuicken Connect

Activate the online banking connection for accounts connected to the financial institution that is requesting this change.

1. Click your account in the Accounts list on the left side.
2. Choose **Accounts > Settings**.
3. Select **Set up transaction download**.
4. Enter your financial institution name in the search field, select the correct option and click **Continue**.
5. Enter your financial institution credentials.
    - Express Web Connect uses the same credentials you use for your institution's online banking login.

Important: If your credentials do not work, contact us.

6. In the "Accounts Found" screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under **Action**, choose **Link** to pick your existing account.

Important: Do NOT select "ADD" in the Action column unless you intend to add a new account to Quicken.

7. Click **Finish**.

Quicken Windows Web Connect

1. Deactivate online banking connection for accounts connected to financial institution that is requesting this change.
    a. Choose **Tools > Account List**.
    b. Click **Edit** on the account to deactivate.
    c. In Account Details, click **Online Services**.
    d. Click **Deactivate**. Follow prompts to confirm deactivation.
    e. Click the **General** tab.
    f. Delete Financial Institution and Account Number information.
    g. Click **OK** to close window.
    h. Repeat steps for any additional accounts.

2. Reconnect online banking connection for accounts that apply. a. Download a Quicken Web Connect file from your financial institution's online banking site.
    a. In Quicken, choose **File > File Import > Web Connect (.QFX) File**.
    b. Use the import dialog to select the Web Connect file you downloaded. An "Import Downloaded Transactions" window opens.
    c. Choose **Link to an existing account**. Select the matching account in the drop-down menu. Associate the imported transactions to the correct account listed in Quicken.
    d. Repeat this step for each account you have connected to this institution.

Quicken Mac Web Connect

Activate online banking connection for accounts connected to financial institution that is requesting this change.

1. Select your account under the Accounts list on the left side.
2. Choose **Accounts > Settings**.
3. Select **Set up transaction download**.
4. Enter your financial institution name in the search field, select the correct option and click **Continue**.
5. Log into your financial institutions online banking site and download your transactions to your computer.

Important: Take note of the date you last had a successful connection. If you have overlapping dates in the web-connect process, you may end up with duplicate transactions.

6. Drag and drop the downloaded file into the box titled **Drop download file**. Choose **Web Connect** for the “Connection Type” if prompted
7. In the “Accounts Found” screen, ensure you associate each new account to the appropriate account already listed in Quicken. Under the Action column, click **Link** to pick your existing account.

Important: Do NOT select “ADD” in the Action column unless you intend to add a new account to Quicken.

8. Click **Finish**.

Tax Information

Members will be able to view dividends earned on deposit accounts, interest paid on loans, withholdings, fees, and penalties. This can be done by clicking on the tax information tab next to accounts.

Accounts | Tax Information

Year-to-Date Totals

ACCOUNT	2020 INTEREST / DIVIDEND	2020 WITHHOLDING	2020 PENALTY	2020 FEES / CAP INT
PRIMARY SHARE	$0.00	$0.00	$0.00	-
0002 CHECKING	$0.00	$0.00	$0.00	-
MONEY MARKET	$0.00	$0.00	$0.00	-
SINGLE HSA	$0.00	$0.00	$0.00	-
0000 SAVINGS	$0.00	$0.00	$0.00	-
0003 SAVINGS	$0.00	$0.00	$0.00	-
Mortgage Loan	$0.00	-	-	-
Mortgage Loan	$1,550.00	-	-	-
TOTAL	$1,550.00	$0.00	$0.00	

Dividends Earned

Interest Paid

Dividends Earned

ACCOUNT	2019 DIVIDEND	2019 WITHHOLDING	2019 PENALTY	2020 DIVIDEND	2020 WITHHOLDING	2020 PENALTY
MONEY MARKET	$0.06	$0.00	$0.00	$0.00	$0.00	$0.00
SINGLE HSA	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
0000 SAVINGS	$0.11	$0.00	$0.00	$0.00	$0.00	$0.00
TOTAL	$0.17	$0.00	$0.00	$0.00	$0.00	$0.00

Interest Paid

ACCOUNT	2019 INTEREST	2020 INTEREST
Mortgage Loan	$0.00	$0.00
Mortgage Loan	$0.00	$1,550.00
TOTAL	$0.00	$1,550.00

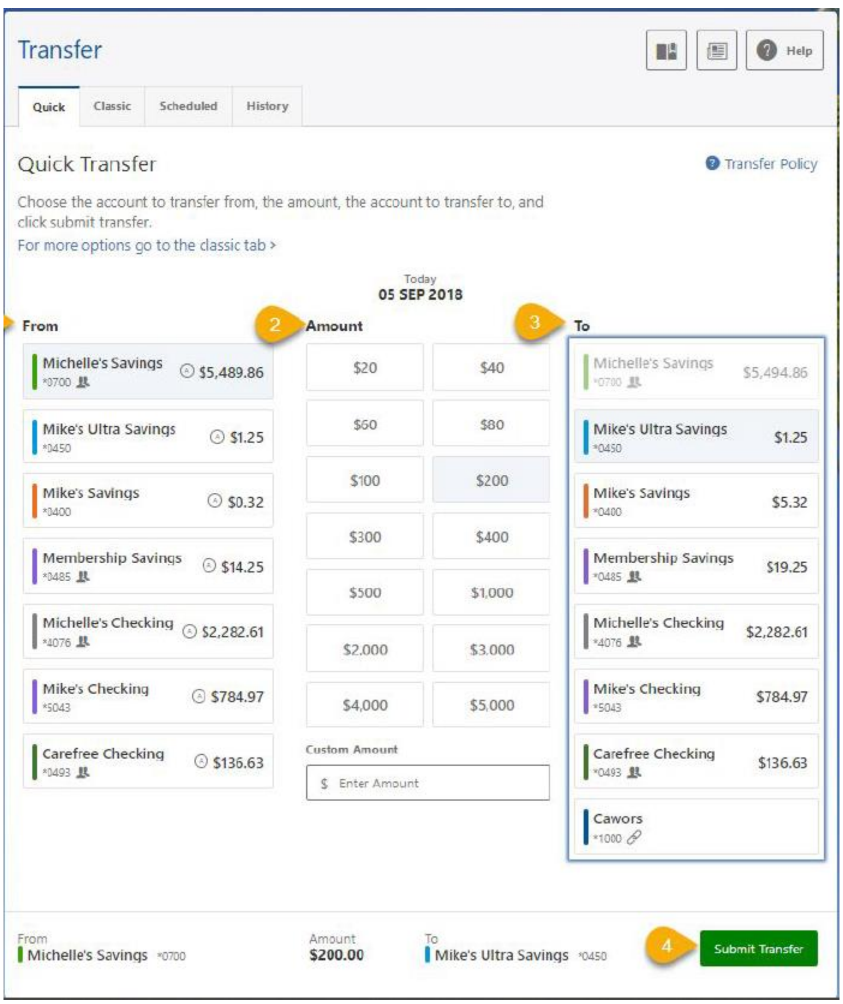
Transfer Widget

The Transfer widget provides the ability to perform an immediate transfer of funds, pay loans, and schedule future or recurring transfers. There are two options to start a transfer: Quick Transfer and Classic Transfer.

Quick Transfer

Quick Transfer offers a streamlined method for members to submit immediate one-time transfers.

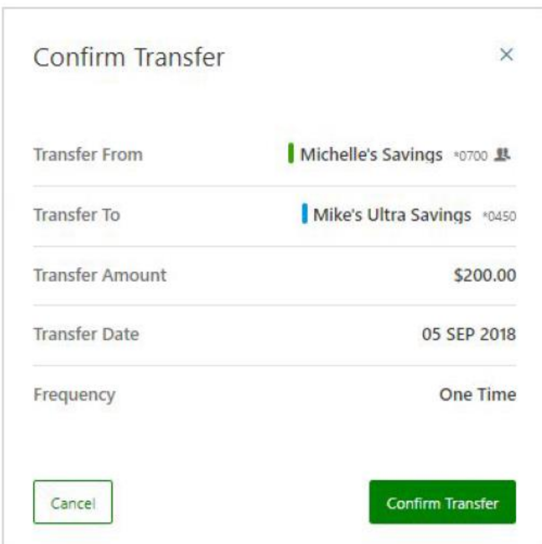
1. Click the account you want to transfer from.
2. Click the amount to transfer from the list of convenient predetermined amounts, or by entering a specific amount in the custom amount section.
3. Click the account you want to transfer to.
   a. Members can make transfers to and from internal and external accounts. Additionally, members can make cash advances and loan payments. However, they cannot select an external account as both the to and from source.
4. Click the Submit Transfer button.

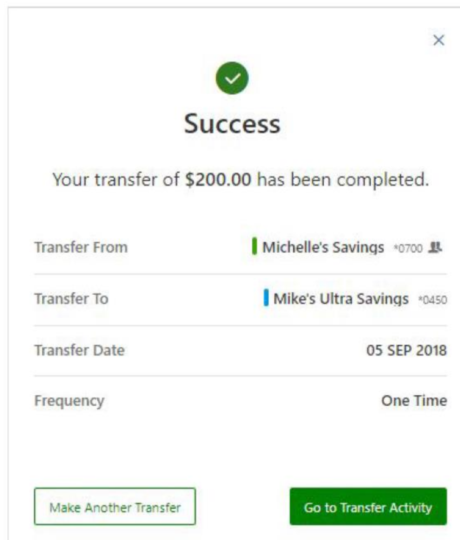


5. The *Confirm Transfer* window will display.
6. Review the transfer details.
7. Click the **Confirm Transfer** button.
8. A *Success* message will display, to confirm your transfer has been completed.
9. Click on the X icon at the top right of the screen to close the *Success* message screen (to exit out)

[OR]

10. Click on one of the option buttons at the bottom of the screen to either **Make Another Transfer** (which will bring you back to the Quick Transfers tab) or to **Go To Transfer Activity** (which will bring you to the **History** tab).





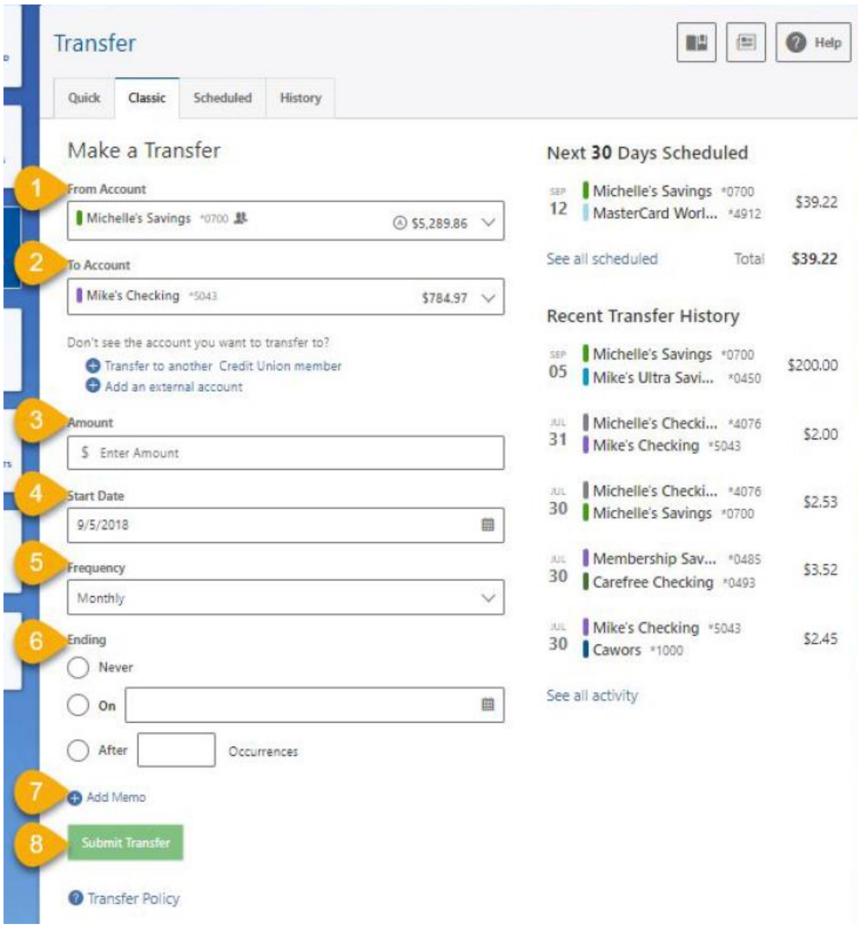
Classic Transfer

The Classic transfers tab allows members to perform both one-time and recurring transfers, as well as loan payments. Members can add external accounts from another financial intuition, or Member to Member accounts for transfers. Scheduled and recent transfer activity up to the five most recent transfers, within the next 30 days. There are links that take the member to the Scheduled or History tabs to see full details.

Completing a Transfer

1. Click the account you want to transfer from.
2. Click the account you want to transfer to.
    a. Members can make transfers to and from both internal and external accounts. Additionally, members can make cash advances and loan payments.
3. Select the Amount you want to transfer.
4. Choose the Date (or Start Date) you want the transfer to take place.
5. Select the Frequency the transfer will repeat on. (See Frequencies)

6. Select the Ending date of the recurring transfer, if prompted. (Depending on which frequency you chose.)
7. Add memo (optional).
8. Click the Submit Transfer button.



Members can set up transfers or payments based on any of the following four transfer scenarios:

- One-time immediate transfer
    - Creates a one-time, immediate transfer. When a transfer is executed, a confirmation screen will appear to confirm the details of the transfer
- One-time future-dated transfer
    - Specify a future date as to when that transfer should execute.
- Immediate recurring transfer
    - Create an immediate recurring transfer, specify the frequency and when the recurring transfer should end.
- Future-dated recurring transfer
    - Specify a future date as to when a transfer should execute and specify the frequency and when the recurring transfer should end.

Recurring Transfer Options

The following frequencies can be selected for a recurring transfer:

- Yearly
- Monthly
- Semi-Monthly
- Weekly
- Daily
- Biweekly
- End of Month
- Quarterly
- Every Other Month
- Every 4 Weeks
- Every 6 Months

The following recurrence end options can be selected:

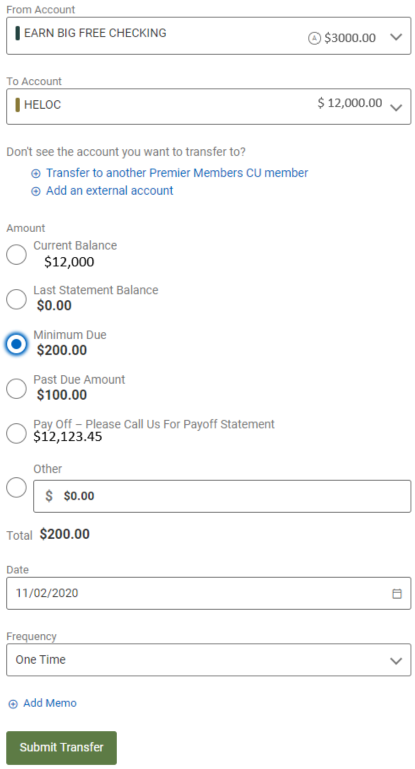
- Never
- On Certain Date
- After X (number of) Occurrences

Loan Payments

Completing a Payment

1. Click the account you want to transfer from.
2. Click the loan you want to make a payment to.
    a. Members can make payments from both internal and external accounts.
3. Select any of the following payment options:
    - Current Balance
        - The current balance of the loan will be paid
    - Last Statement Balance
        - The balance from the previous statement will be paid
    - Minimum Due
        - The minimum amount due on the loan will be paid
    - Past Due Amount
        - The past due amount will be paid
    - Pay Off
        - Will pay off the loan in full
    - "Other"
        - Any dollar amount can be entered to make a payment
4. Choose the Date (or Start Date) you want the payment to take place.
5. Select the Frequency the payment will repeat on. (See Frequencies)
6. Select the Ending date of the recurring payment, if prompted. (Depending on which frequency you chose.)

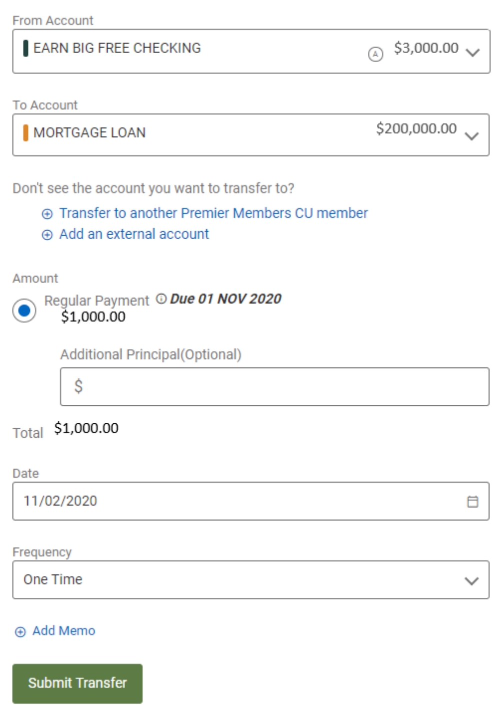
7. Add memo (optional).
8. Click the Submit Transfer button.



Mortgage Payments

Completing a Payment

1. Click the account you want to transfer from.
2. Click the mortgage you want to make a payment to.
3. Select the Regular Payment.
    a. Enter additional principal amount (Optional).
        i. External Accounts will not be able to select this option. Please see additional instructions on the next page.
4. Choose the Date (or Start Date) you want the payment to take place.
5. Select the Frequency the transfer will repeat on. (See Frequencies)
6. Select the Ending date of the recurring transfer, if prompted. (Depending on which frequency you chose.)

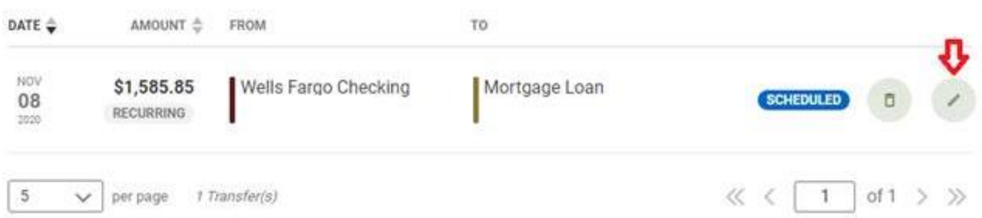


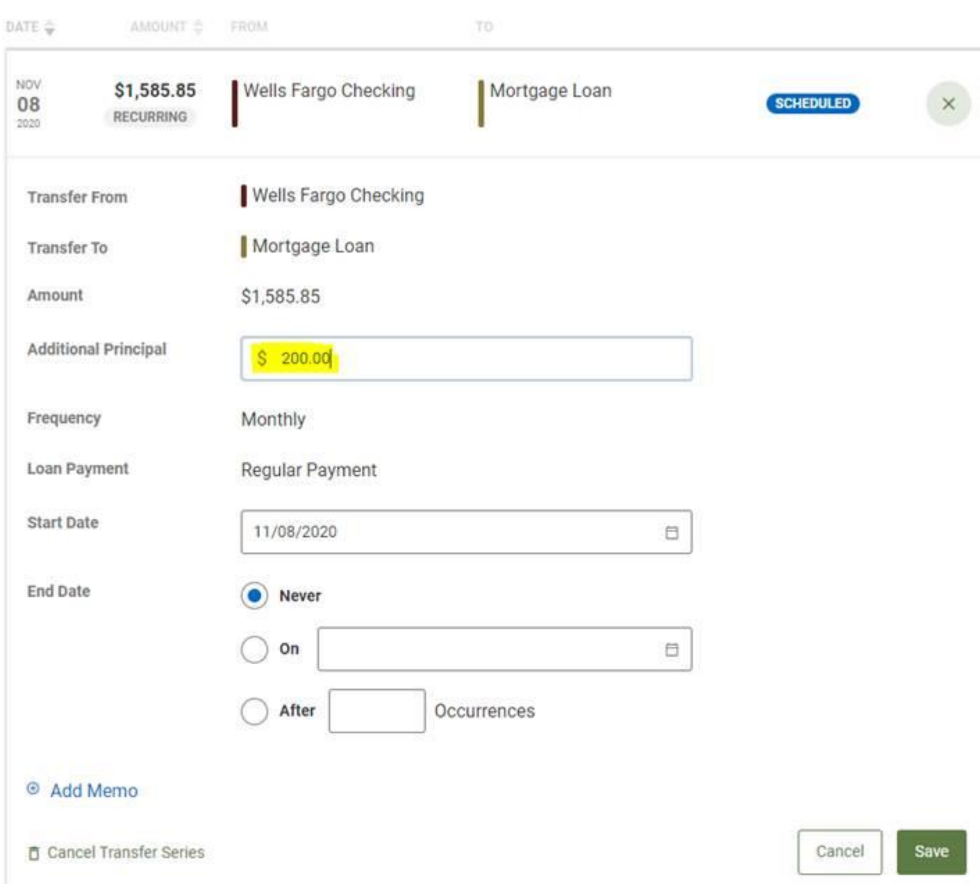
7. Add memo (optional).
8. Click the Submit Transfer button.

Adding Additional Principal to a Mortgage Payment (External Account)

The additional principal option will not display for mortgage payments made from an external account. Once you have created your mortgage payment, please follow the steps below to add additional principal to your mortgage payment.

1. Create Mortgage Payment
2. Click Scheduled
3. Click on pencil icon
4. Enter dollar amount in “Additional Principal”
5. Click Save





Member-to-Member Transfers

Members have the ability to transfer funds to another members account at the Credit Union. *No account balances will be displayed once another member's account has been added.*

Members have the ability to set up member-to-member transfers to other members who also bank with the Credit Union. The member-to-member transfer allows the ability for an account to be transferred to *NOT* from. An email will be sent to the member notifying them of the connection

Note: *No account balances will be displayed once another member's account has been added.*

Adding an Account Number for Member-to-Member Transfer

1. Click Transfers
2. Click Classic tab
3. Click Transfer to another Premier Members CU member
4. Enter the following information:
    a. Last Name or Business Name
    b. Account number
    c. Share or Loan ID Number
    d. Click "Save Account for Future Uses"
        i. At member's discretion
    e. Enter Nickname for added account
5. Click Save

An email will be sent to both members notifying them of the connection.

External Accounts

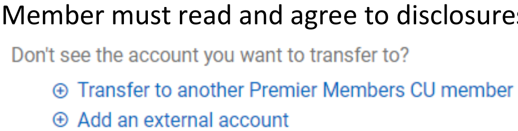
Members can transfer money TO or FROM an Account they own at another financial institution using this option. Members requesting a relationship to an Account Outside of PMCU must be an owner on the Outside Account. Daily and monthly transfer limitations apply and transfers TO/FROM Accounts Outside of PMCU must be scheduled; immediate transfers are not available. Adding an external account be done within the classic transfer tab or in settings.

Note: There is a daily limit of $5,000 dollars and a monthly limit of $15,000.

Adding External Accounts for Transfer

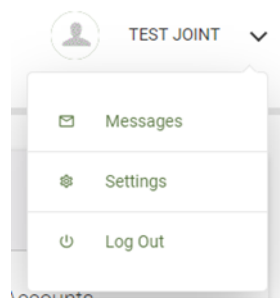
Classic Transfer Tab:

1. Click Transfers
2. Click Classic tab
3. Click Add an External Account
    a. Member must read and agree to disclosures pop up



4. The *Add Account at Another Bank* window is displayed.
    a. Select an Account Type

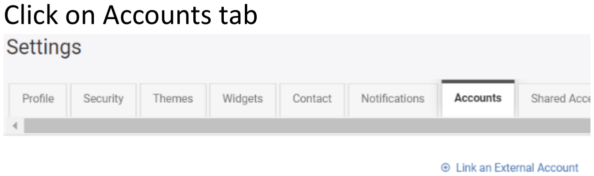
   b. Valid Routing Number
   c. Account Number
   d. Nickname
   e. Click Save
5. Once set up, 2 micro deposits and a withdrawal will be sent to the external account, and will need to verify that $ amount.
   a. The micro deposits take 2-3 business days to appear
      i. This is how the system validates that this is your information/account at the external FI
6. Members can verity the micro deposit by doing the following:
   a. Click on Name in upper right-hand corner
   b. Click on settings
   c. Accounts
   d. Will be under ACH with a Pending status
   e. Click confirm and enter amounts
      i. Member will have 4 attempts to verity the micro deposits.
         1. If the member fails all four, they will need to start the process over again.



7. Once the account has been validated, the member can initiate a transfer.
8. The transfer is NOT immediate.
9. When the member sets up the transfer, the screen will tell them the date that the transfer is expected to occur on.
   a. The transfer will occur via ACH

Settings:

1. Click on your name in the upper right side of the page
2. Click Settings
3. Click on Accounts tab



4. Click Link an External Account
5. Select External transfer account
6. The *Add Account at Another Bank* window is displayed.
   a. Select an Account Type
   b. Valid Routing Number
   c. Account Number
   d. Nickname
   e. Click Save
7. Once set up, 2 micro deposits and a withdrawal will be sent to the external account, and members will need to verify that $ amount.
   a. The micro deposits take 2-3 business days to appear

            i. This is how the system validates that this is your information/account at the external FI

8. Members can verity the micro deposit by doing the following:
    a. Click on Name in upper right-hand corner
    b. Click on settings
    c. Accounts
    d. Will be under ACH with a Pending status
    e. Click confirm and enter amounts
        i. Member will have 4 attempts to verity the micro deposits.
            1. If the member fails all four, they will need to start the process over again.
9. Once the account has been validated, the member can initiate a transfer.
10. The transfer is NOT immediate.
11. When the member sets up the transfer, the screen will tell them the date that the transfer is expected to occur on.
    a. The transfer will occur via ACH

Viewing/Editing an ACH Account

Settings Option:

1. Click on Name in upper right-hand corner
2. Click on settings
3. Go to Accounts
    a. Will be under ACH
4. Click the pencil icon to view account details

More Widget Option:

1. Click the More widget
2. Select Widget Options
3. Click Accounts
    a. Will be under ACH
4. Click the pencil icon to view account details

Deleting an ACH Account

Settings Option:

1. Click on Name in upper right-hand corner
2. Click on settings
3. Go to Accounts
    a. Will be under ACH
4. Click the trash can icon to delete the account

More Widget Option:

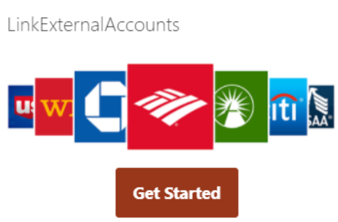
1. Click the More widget
2. Select Widget Options
3. Click Accounts
    a. Will be under ACH
4. Click the trash can icon to delete the account

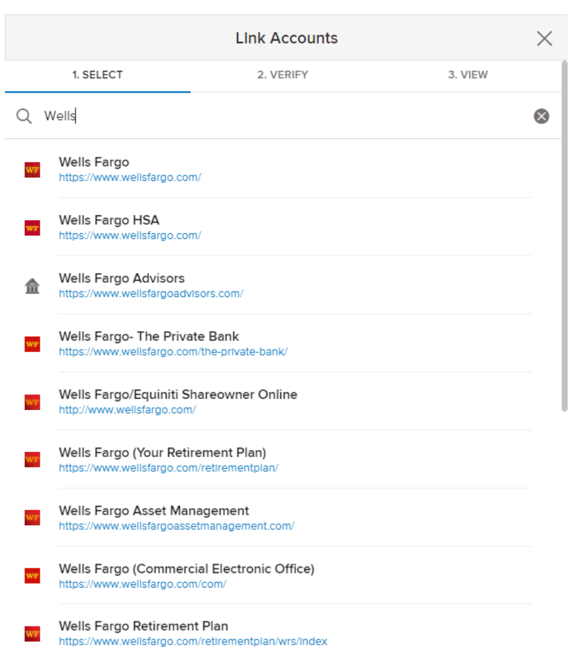
Members will be able to link an external account to view balances, loans, and transactions. A member will not be able to conduct transactions with the linked external account.

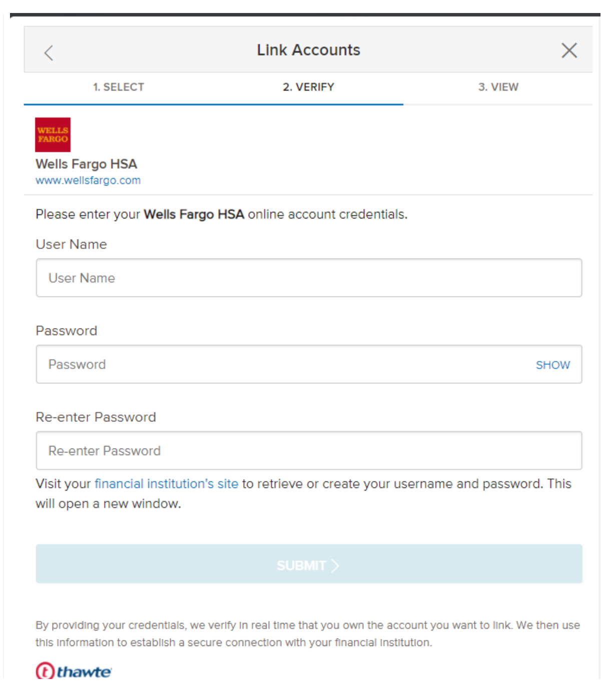
Linking an External Account at Another Financial Institution

Dashboard Widget

1. Click Get Started in the Link External Accounts section of the dashboard widget
2. Search for your External Financial Institution
   a. As you start typing a list will generate
3. Select your Financial Institution
4. Enter the online user name and password for that financial institution
5. Click Submit
6. Click close if you are done or you may link another financial institution





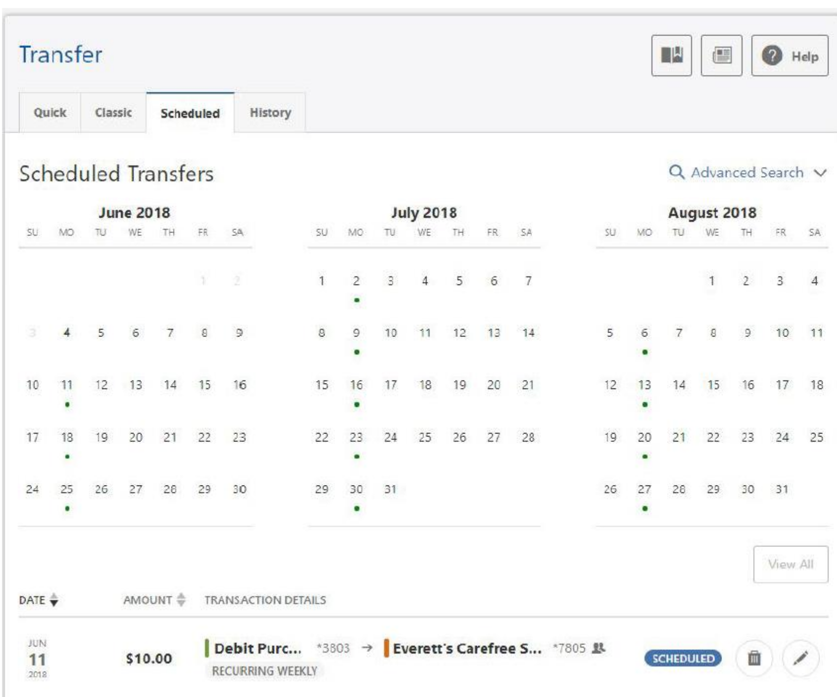


Settings Option:

1. Click on Name in upper right-hand corner
2. Click on settings
3. Go to Accounts
4. Click Link an External Account
5. Select Link Accounts from Another Financial Institution
6. Search for your External Financial Institution
    a. As you start typing a list will generate
7. Select your Financial Institution
8. Enter the online user name and password for that financial institution
9. Click Submit
10. Click close if you are done or you may link another financial institution

Scheduled Tab

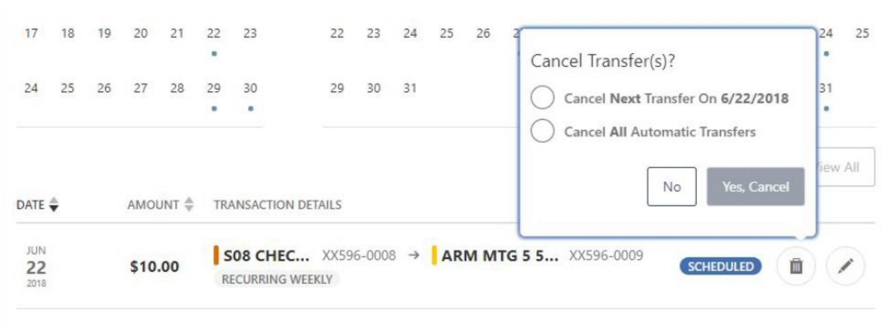
The scheduled tab allows members to view, edit, and delete all future-dated, one-time, and recurring transfers. Selecting a calendar date will filter the list of scheduled transfers specifically to the list of transfers scheduled for that day.



The scheduled tab defaults to display five transfers per page, however members can choose to display up to twenty transfers per page.

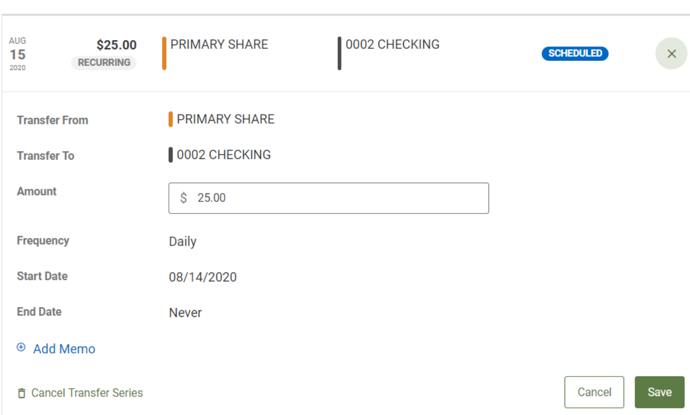
Members have the option to delete (cancel) one-time transfers, a single instance of recurring transfers, or the entire series. Clicking on the delete (trash can) icon a member can delete the transfer or cancel the next transfer in the series.

Note: In order to cancel the next transfer in a series the recurring transfer must have processed at least once.



Clicking on the penicil icon will allow members to edit the transfer based on the transfer type.

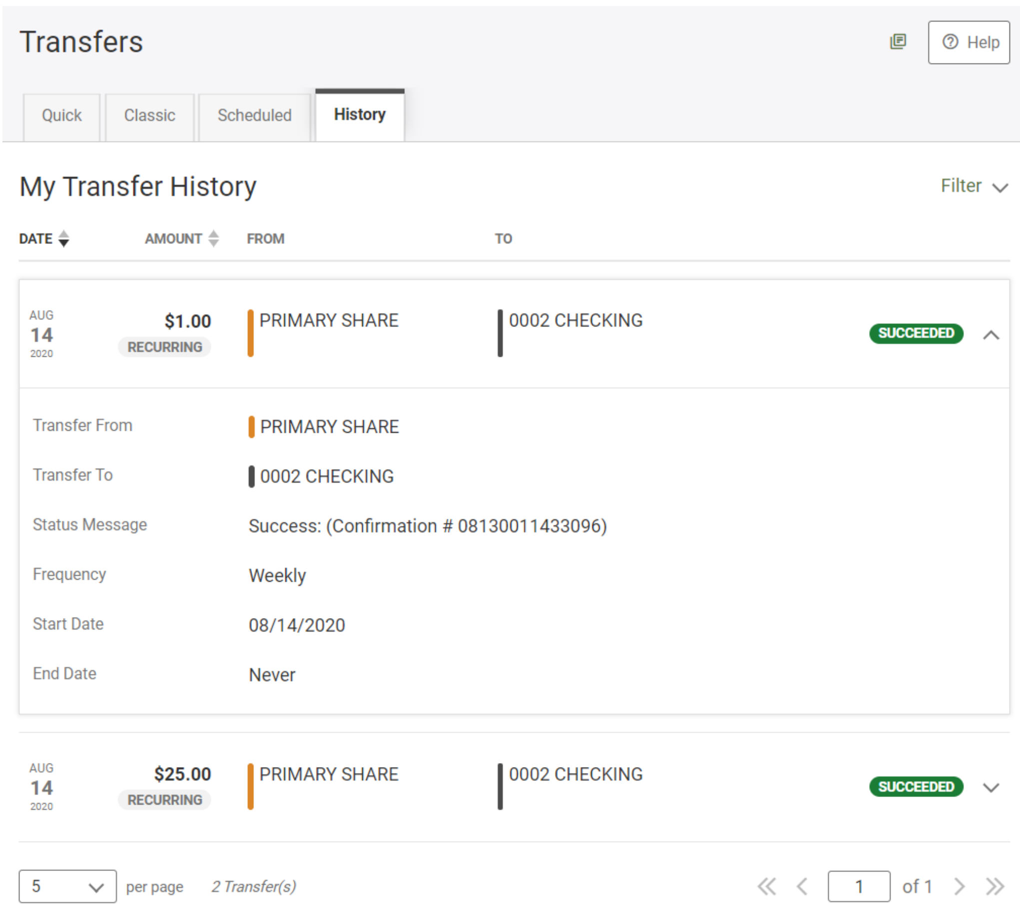
- One-time Future-dated
  - Amount
  - Start Date
  - Memo
  - Cancel Transfer Series
- Recurring Future-dated
  - Amount
  - Start Date
  - End Date
    - Never
    - On specific date
    - After (X) Occurrences
  - Memo
  - Cancel Transfer Series
- Recurring Series Started Amount
  - Amount
  - Memo
  - Cancel Transfer Series



History

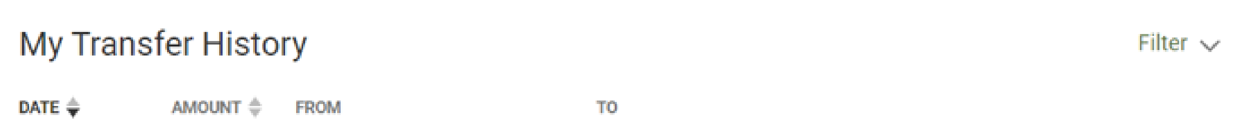
Members can view transfer history, for both successful and failed transfers. The history tab defaults to display five transfers per page; however members can choose to display up to twenty transfers per page.

Members can view detailed information by clicking next to the status of the transfer.



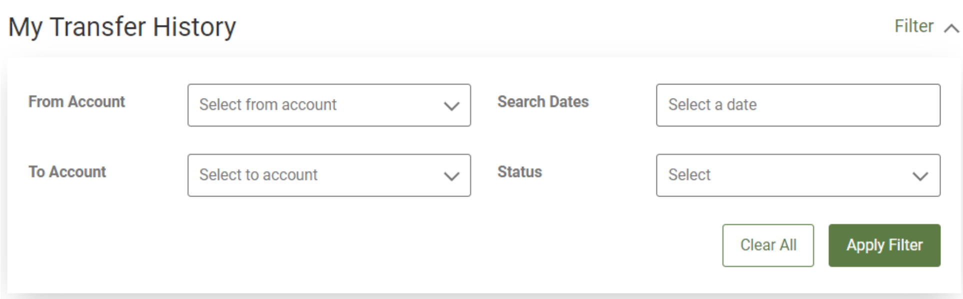
Members can filter transfers by clicking any of the following:

- Date
- Amount
- From Account
- To Account



Members can do an advance search by clicking Filter and enter any of the criteria:

- Date
- Status
- From Account
- To Account

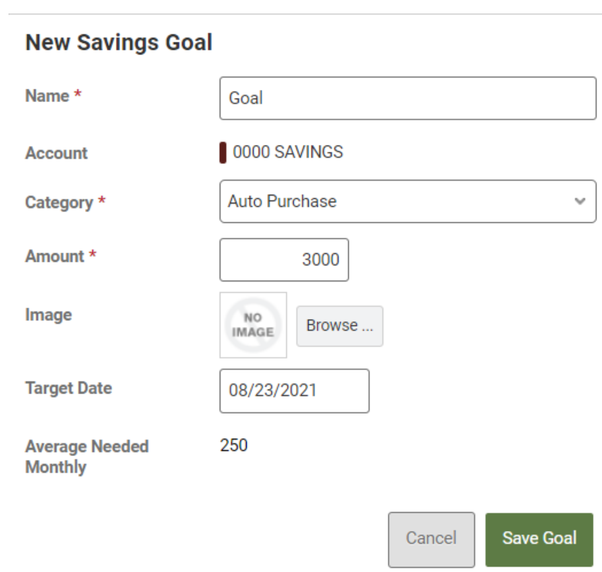


Savings Goal

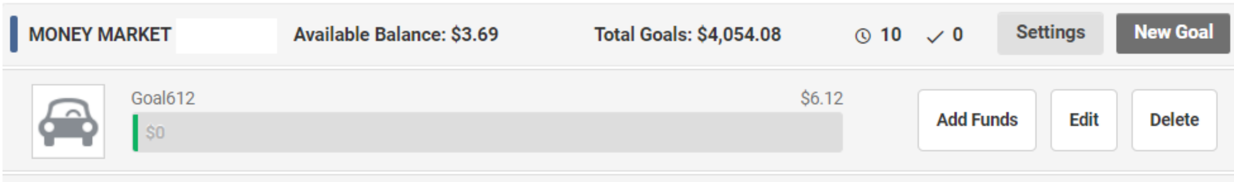
Members are able to create savings goals and track their progress. Members can set up multiple goals per account and allocate funds to those goals in different ways. Each savings goal is associated with a savings account.

To add a new goal, select the account which you would like to create the goal. Your existing balance is automatically applied to the new goal.

1. Select the New Goal button to the right of your chosen account to create a new savings goal.
2. Name your goal.
3. The goal will be tied to the displayed account.
4. Select the category that best describes your goal.
5. Enter a dollar amount.
6. Upload an image that relates to your goal (optional).
7. Designate a date when you would like to reach your goal (optional).
8. Average Needed Monthly is the amount you will need to save each month to achieve your goal by the Target Date.
9. Select Save Goal

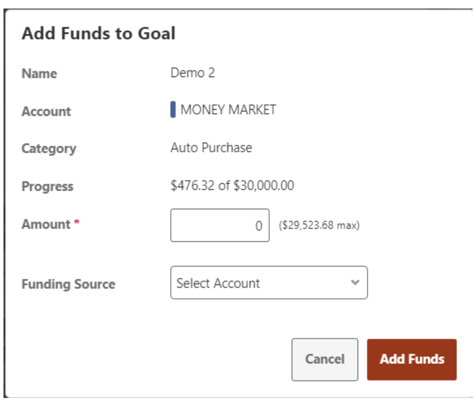


Members can add funds, edit, or delete their goal by clicking on the appropriate button.



To add funds to a goal please do the following:

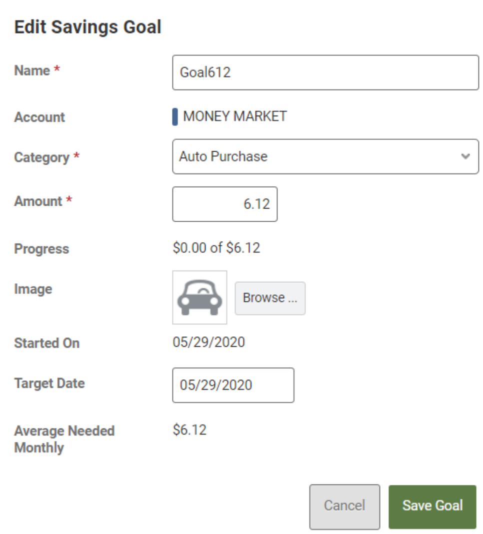
1. Click Add Funds
2. The "Add Funds to Goal" page will display
3. Enter a dollar amount
4. Select funding source
    a. Transfer from an account
5. Add funds



Clicking edit will allow a goal to be edited by any of the following:

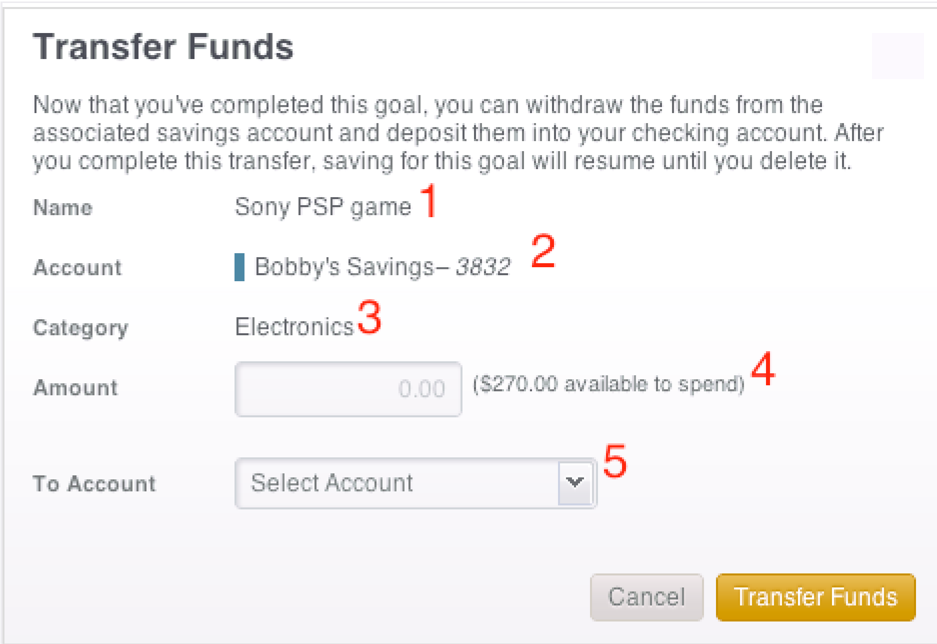
- Goal Name
- Category
- Dollar amount
- Image
- Target Date

Once you have made your changes click Save Goal



Deleting a goal can be done by selecting delete and clicking yes.

Once you have met your goal, you can spend your savings by transferring your goal amount to your checking account(s). You can transfer all or part of your completed goal amount by selecting the Spend Funds button next to your completed goal.



The following will be displayed on the transfer funds page:

1. Goal Name
2. Account
    a. The account linked to your goal
3. Category
    a. The category assigned to your goal
4. Amount
    a. Enter an amount to transfer out of your completed savings goal. Be sure to delete the goal if you want to stop allocating funds to the goal.
5. To Account
    a. The account to which your funds will be transferred to.

Bill Pay

The Bill Pay feature of Online Banking is a very useful online tool for organizing a Member's monthly bills. The feature can be used for paying bills electronically, tracking payments, and monitoring expenses in a safe and secure format. In order to use Bill Pay members must have a checking account, money market account, or savings account. Members will need to read and agree to disclosures the first time they access bill pay.

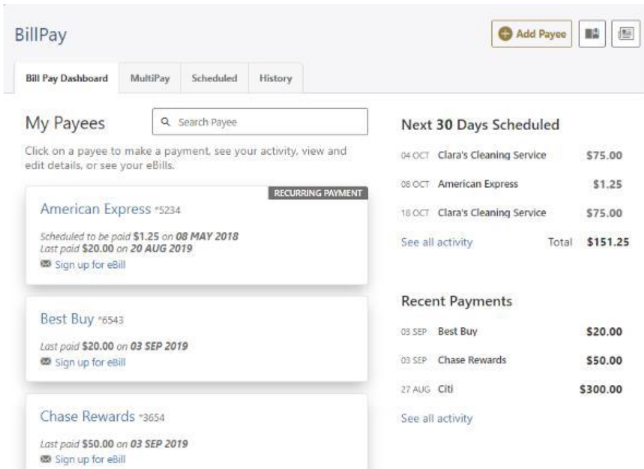
Bill Pay Dashboard

The Bill Pay dashboard will display all payees, the next 30 days of scheduled payments, and recent payments.

Clicking on a payee a member will be able to do the following:

- Make a payment
- Manage the payee's information and details
- View payment history or scheduled activity

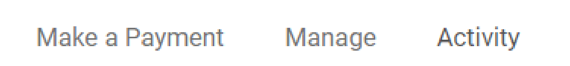
- Manage eBills



Adding a Payee

1. Click add payee button at the bottom of page or in the upper right corner of the page
2. Select business or person
    a. Persons can only be paid by check
3. Enter required information based on payee type
    a. Person
        i. Name
        ii. Payment Method
        iii. Select Funding Account
        iv. Click Next
        v. Enter Address
        vi. Click Add Payee
    b. Business
        i. Name
        ii. Zip Code
        iii. Select Funding Account
        iv. Enter Account Number
        v. Enter Address
        vi. Click Add Payee

Clicking on a payee, members can make a payment, manage, or view activity for that specific payee.



Making a Payment

1. Click on desired payee
2. Select Pay From account
3. Enter dollar amount

4. Select frequency
5. Select Start Date
6. Select Delivery Method
    a. There is a fee for expedited payments
        i. Check $20.00
        ii. ACH (Electronic) $9.95
7. Add Memo
8. Submit Payment

Note: Funds will leave the members account on the due date. If a check payment is being sent, the check will be sent out in the mail next day to the payee after the due date.

Managing a Payee

1. Select Payee
2. Click Manage
3. Click on the pencil icon to make changes for the following:
    a. Payee Information
        i. Nickname
        ii. Categories
        iii. Account Numbers
        iv. Address
        v. Phone Number
    b. Sender Information (Funding Account)

A payee's status can be changed to Inactive or Active. If a payee is changed to inactive the payee will no longer be displayed in the Bill Pay Dashboard.

Note: Payees can only be changed to inactive if there are no scheduled payments

Payees can be deleted by clicking "Delete Payee"

Activity

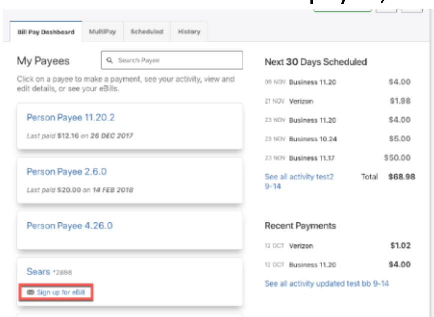
A graph, payment history, and scheduled payments will display for the payee selected.

eBills

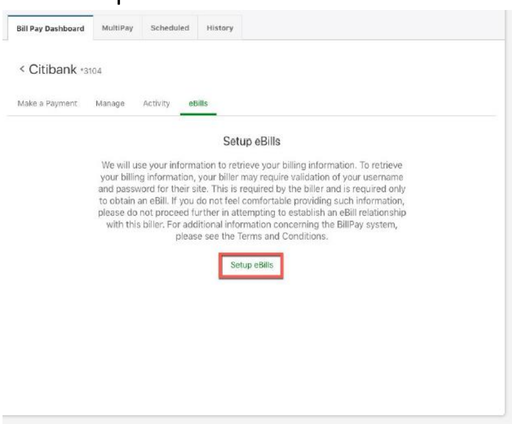
Some payees will have an eBill relationship with the bill pay. Once these payees are added, members will have the option to register for eBills. Members will be asked to provide merchant-specific information to continue with the eBill registration process. Once the information is entered, members will typically wait a couple of days before the registration is complete.

Set up eBills

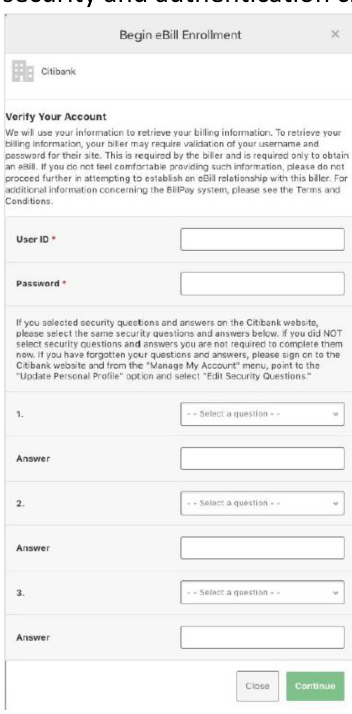
1. If eBill is available for the payee, click sign up for eBill.



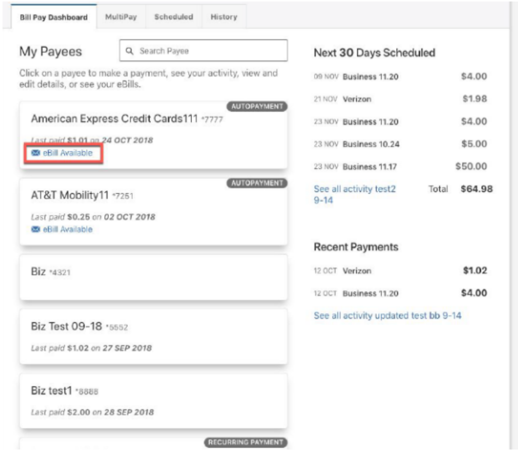
2. Click setup eBills.



3. Verify your account information on the Begin eBill Enrollment pop-up box by entering your security and authentication credentials.



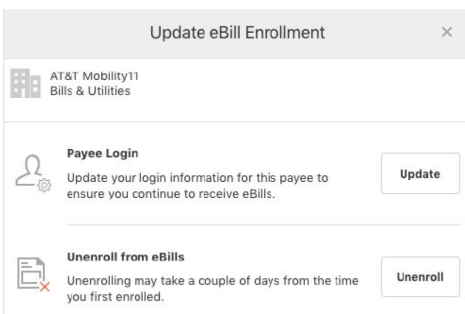
4. Click the Continue button and complete the registration process.

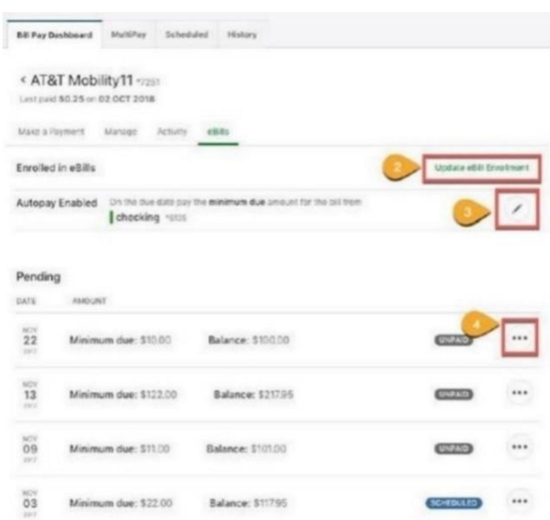


Note: Once eBill registration is complete, eBill available will display on the payee

Manage eBills

1. Click eBill Available or select payee, then eBills
2. To update your Payee Login information or Unenroll from eBills, click the Update eBill Enrollment button.



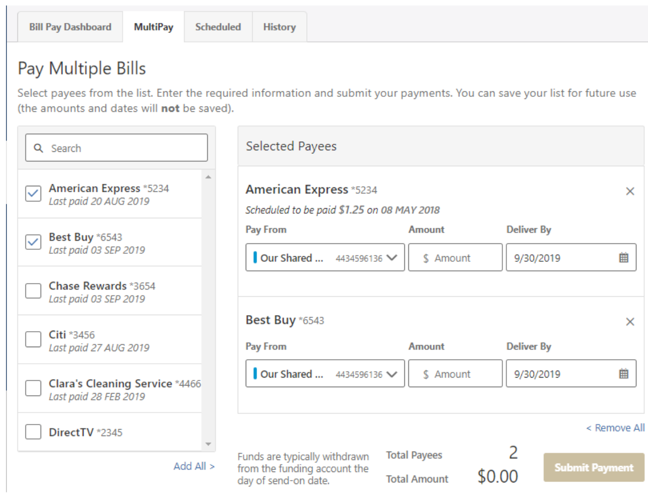


3. To update Autopay Settings (enable or disable autopay, choose a payment amount, delivery options, or the account from which to pull funds) in the Autopay Enabled section, click the Edit (pencil) icon.
4. For eBills with Pending payments, click the Ellipsis (...) dropdown menu to select View Bill, Pay Now, or Archive.

MultiPay

Members can make one-time payments to several payees in one transaction.

1. Select Payees
2. Select Pay from Account
3. Enter Dollar Amount
4. Select Deliver by Date
5. Click Submit

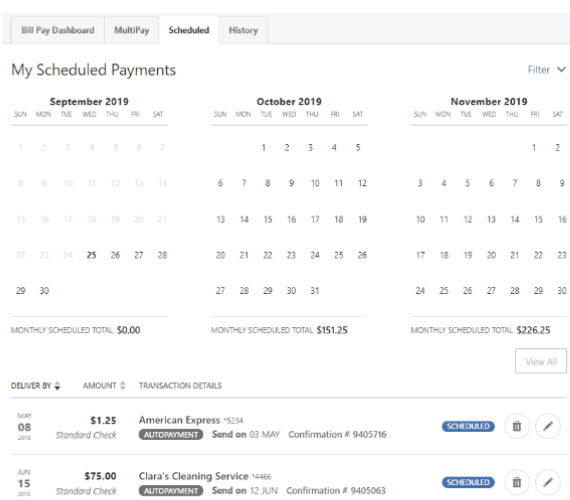


Scheduled

A calendar that displays a monthly total as well as a three-month outlook of scheduled payments.

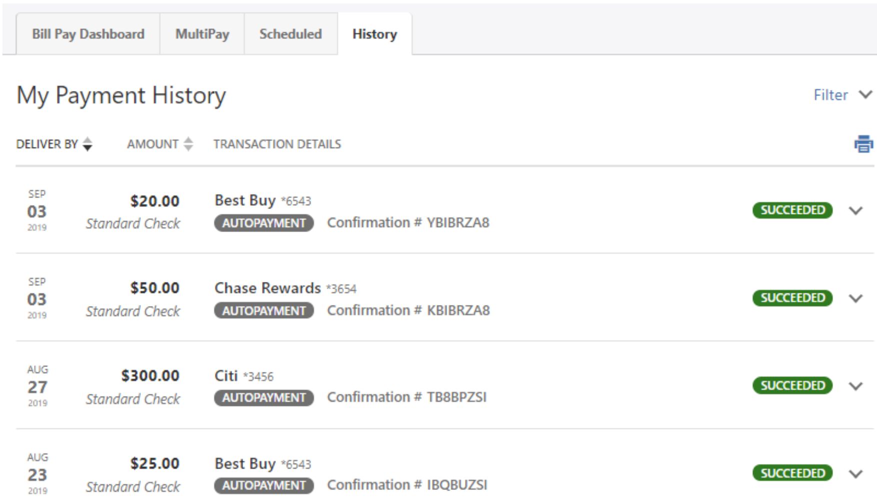
Members can do the following:

- Edit single payments
- Manage recurring payments
- Edit recurring payments
- Cancel recurring payments



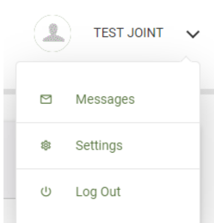
History

Members will be able to view their payment history for their payees.



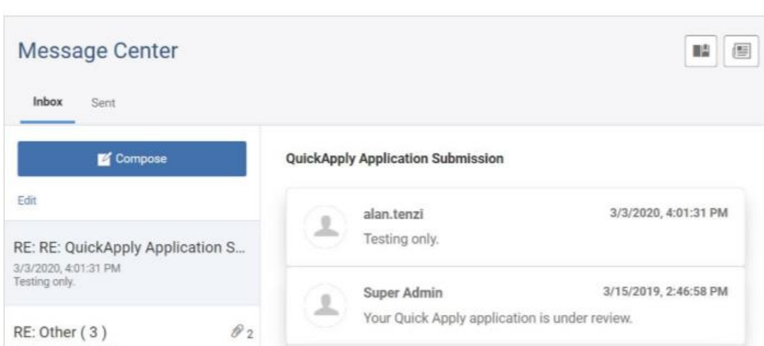
Message Center Widget

The Message Center provides members with the ability to compose (create), send, receive, and reply to secure messages to/from the Credit Union. The message center can be accessed by clicking on your name in the upper right corner and selecting messages. Notifications for unread message will be seen here. Once a response has been sent an email notification will be sent.



Inbox

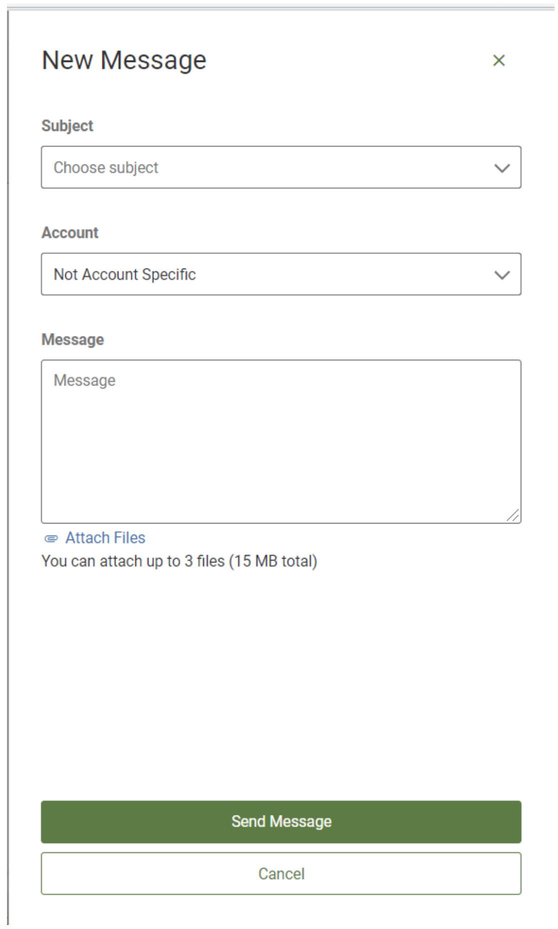
Members can view messages and message threads, compose a new message, and respond to a message using the Inbox tab of Message Center. Message threads containing new messages will be highlighted.



Compose a New Message

To compose a new message:

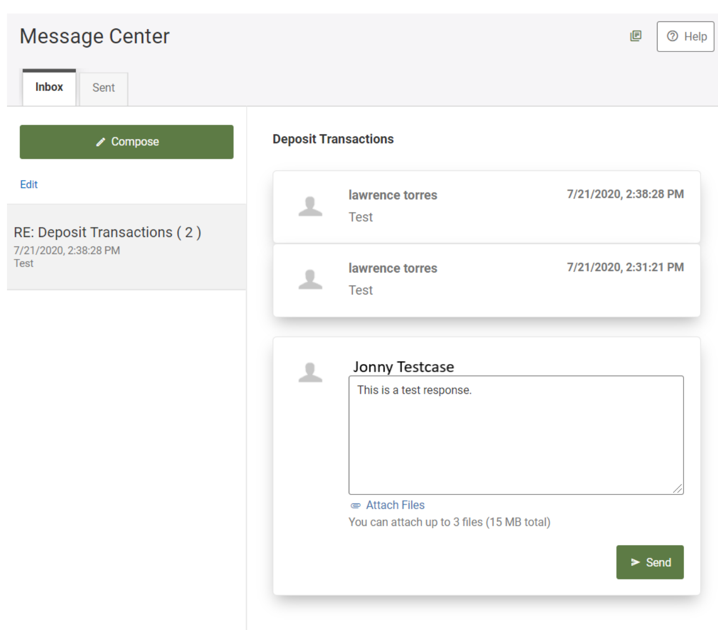
1. Click the Compose button on the Inbox tab of Message Center.
2. Select the message Subject from the dropdown menu.
3. Select the Account the message refers to from the dropdown menu.
    a. A Not Account Specific option is also available for general questions.
4. Type message in the message body section.
5. Optional: Click Attach Files link to attach files to the message.
    a. Attachments cannot exceed three files totaling 15 MB.
6. Click the Send Message button to send the message, or click the Cancel button to close the New Message window without sending the message.
7. A Message Sent success message will display



Reply to a Message

To reply to a message:

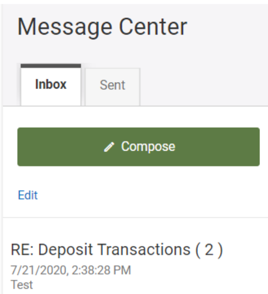
1. Select the message thread you wish to respond to.
2. View the messages within the thread.
3. Type a response in the message.
4. Optional: Click the Attach Files link to attach files to the message.
    a. Important: Attachments cannot exceed three files totaling 15 MB.
5. Click the Send button to send the response.
6. A Reply Sent success message will display.



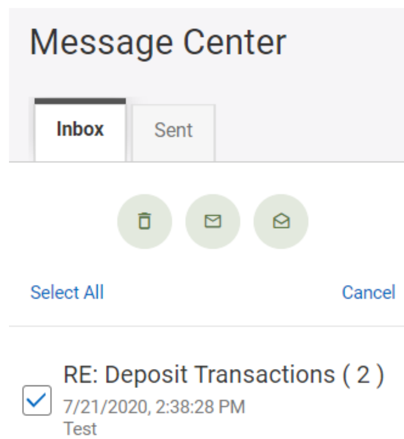
Message Actions

Members have the ability to mark a message as unread, read, or delete a message.

1. Click the Edit link to view the message actions.

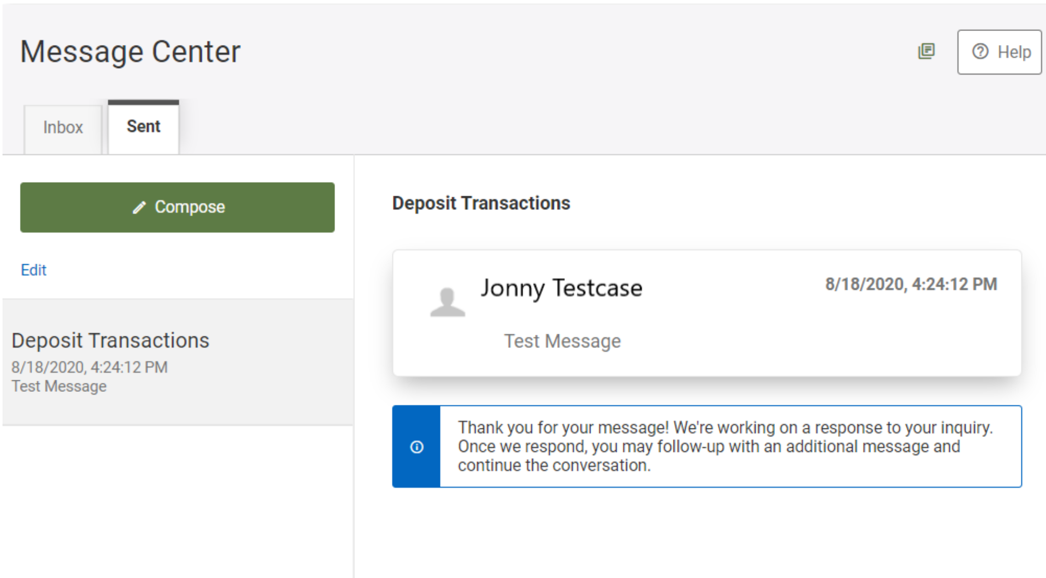


2. Click the checkbox next to the message you wish to take action on.
   a. Note: Click the Select All link to select all messages in the inbox, or click the Cancel link to exit the message action options.
3. Select the desired action:
   - Click the delete (trash can) button to delete the message threads.
   - Click the unread (envelope) button to mark the message threads as unread.
   - Click the read (open envelope) button to mark the message threads as read.
4. A Message Updated success message will display.



Sent Tab

The Sent tab allows members to view and delete messages they have sent to the Credit Union.

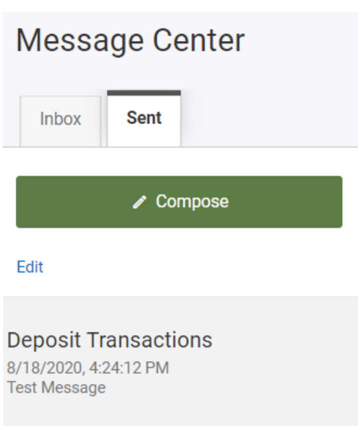


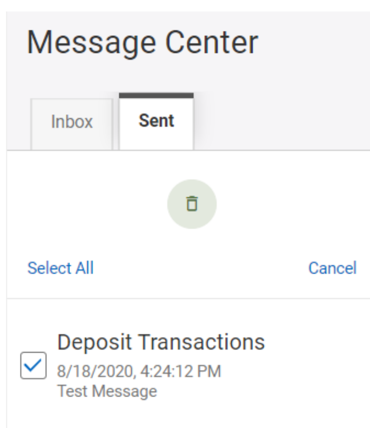
Deleting a Sent Message

To delete a sent message:

1. Click the Edit link

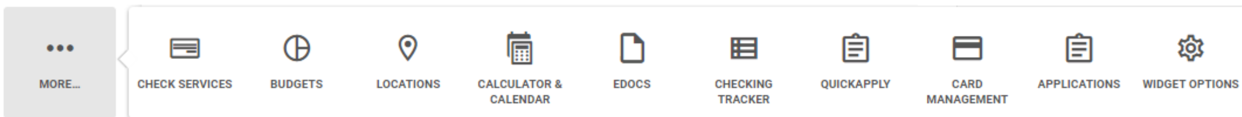
2. Click the checkbox next to the message(s) to delete.
    a. Click the Select All link to select all messages in the sent box, or click the Cancel link to exit the message action options.
3. Click the delete (trash can) button to delete the selected sent messages.
4. A Message Deleted success message will display.





More Widget Options

Clicking on the More Widget will display hidden widgets. Members can click on any of the hidden widgets.

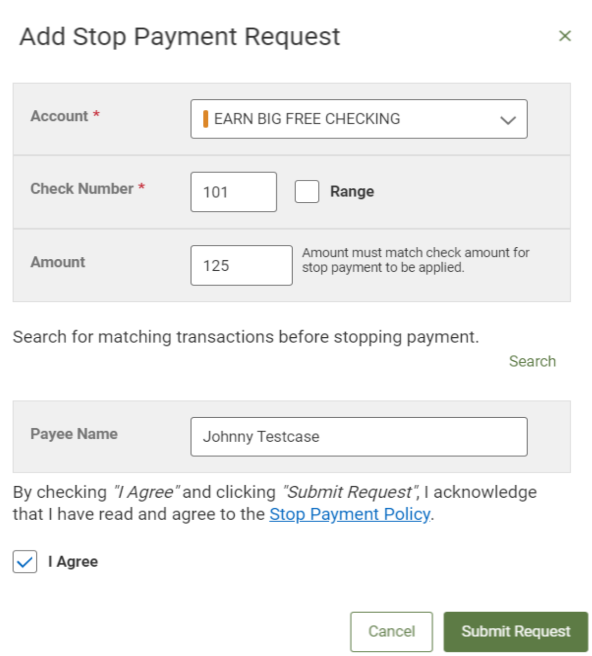


Check Services

Members have the ability to put a stop payment for a check or order new checks.

Stop Payment

Members can place a stop payment on a check if the specified check has not already cleared the account. Members must provide the account number, dollar amount, and the check number of the check. Stop payment requests performed in online banking can be seen here. If a stop payment is done in person at a branch or over the phone those stop payments will not be seen in online banking.



Placing a Stop Payment

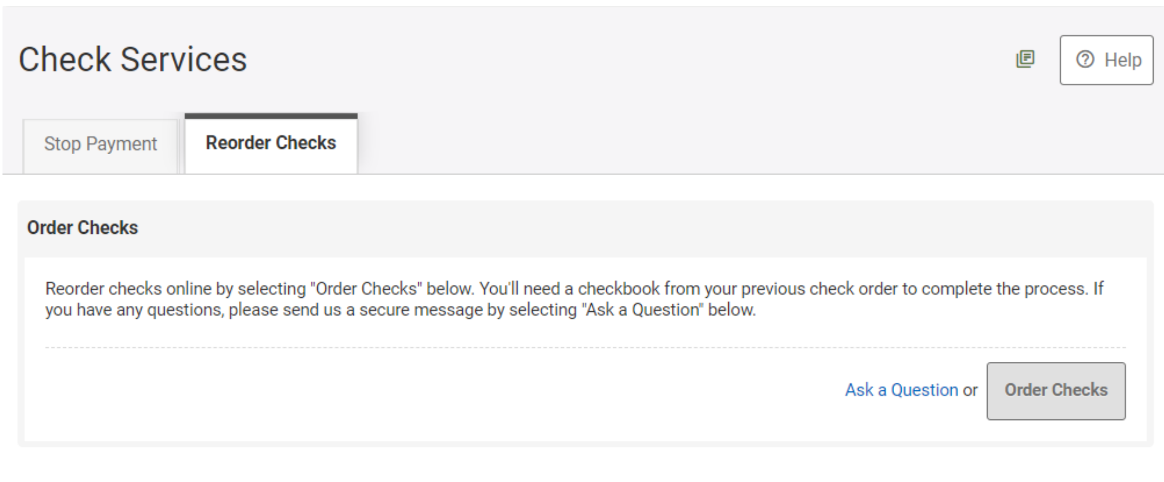
1. Click New Stop Pay Request
2. The Add Stop Payment Request window will display
3. Select Account
4. Enter Check Number
    a. Range can be selected if there are multiple checks in a series
5. Enter dollar Amount
6. Click Search for matching transaction
    a. If there is a match a stop payment cannot be placed
7. Enter Payee NAME
8. Read and Agree to terms and conditions
9. Click Submit Request

Reorder Checks

Members can reorder checks by clicking on the order checks button. Members will be redirected to a third-party website to complete their order.

Members will need the following information:

- Your 13- or 15-digit account number as it appears on your checks today.
  - Can be found in online banking, under the “Account Details” tab of your checking account.
- PMCU Routing Number (307074535)
- Your zip code

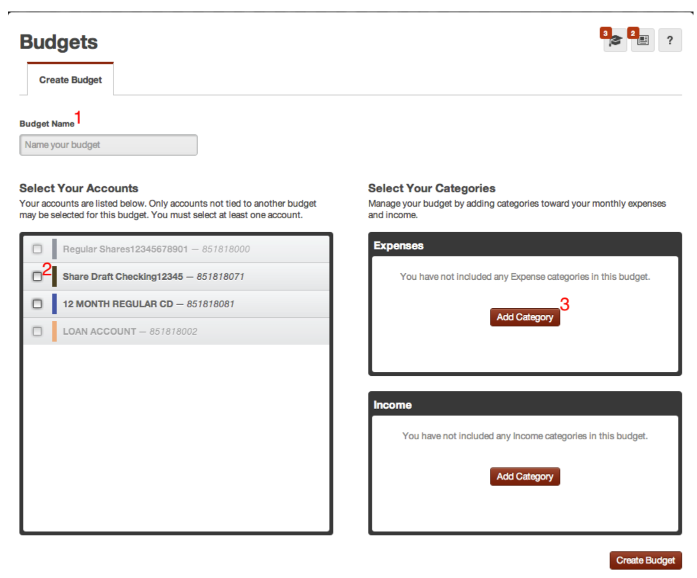


Budgets Widget

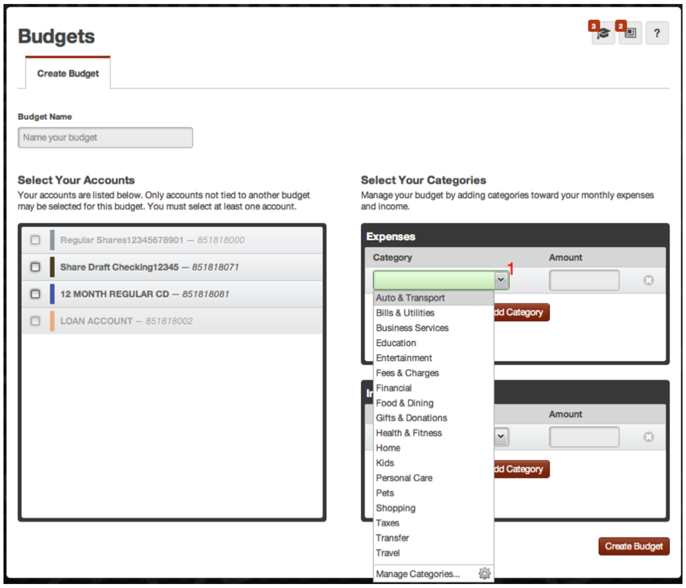
Members have the ability create and monitor budgets. To create a budget, members will have to choose an account that will be associated with the budget. Members can assign income and expense transaction categories with the budget.

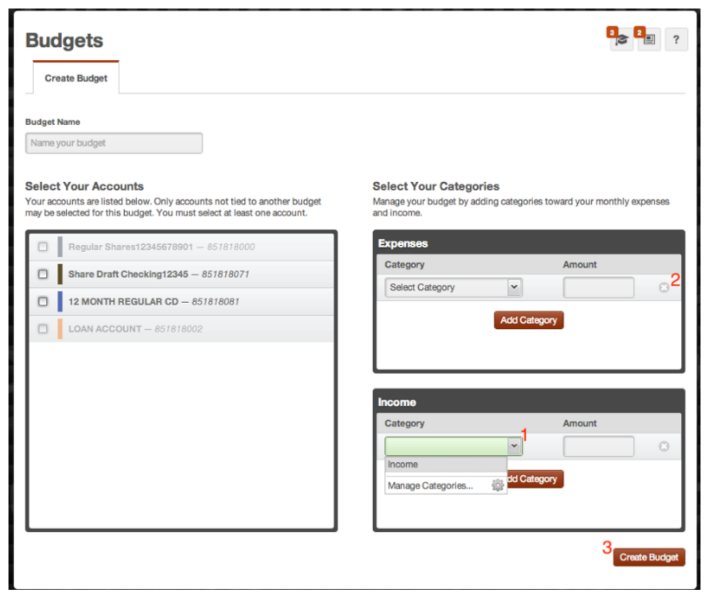
Creating a Budget

1. Name your budget
2. Select accounts for your budget.
   a. At least one account must be selected.
3. Add categories and amounts to the Expenses and Income sections by selecting the Add Category button from either section.



1. Choose an item from the Expenses Category drop down list and enter an amount. Select Manage Categories to create your own category.



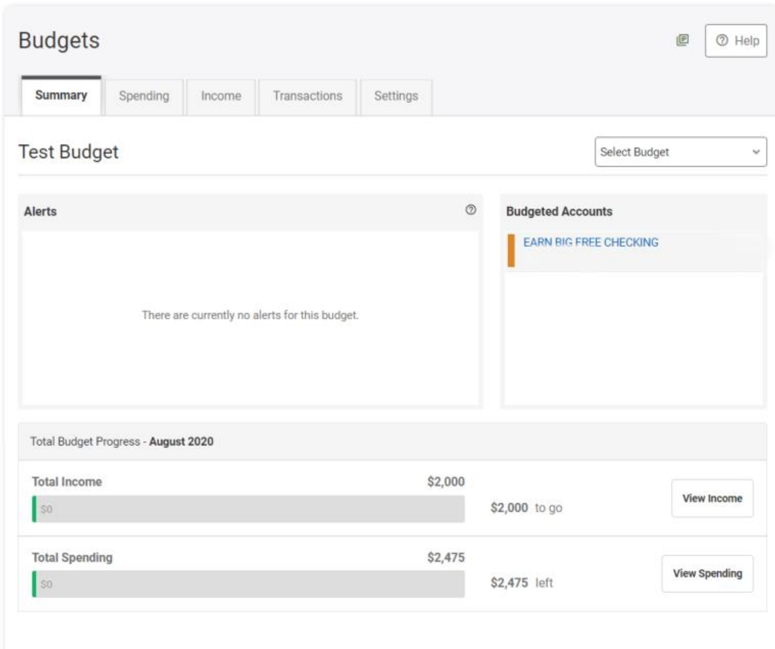


1. Choose an item from the Income Category drop down list and enter an amount. Select Manage Categories to create your own category.
2. Remove a category and amount by selecting the "X" icon located to the right of each category and amount for Expenses and Income.
3. Select the Create Budget button to complete the setup of your budget.

Budget Summary

The budget summary page provides information about the selected budget. Use this screen to review alerts, balances, recent transactions, total income for the month, and total spending for the month for the accounts that are part of the selected budget.

Alerts will be issued when your spending exceeds the amount budgeted for a given category, or if you current spending habits my exceed your budget for the category. Advice is provided when you have gone over a spending category budget for three consecutive months.



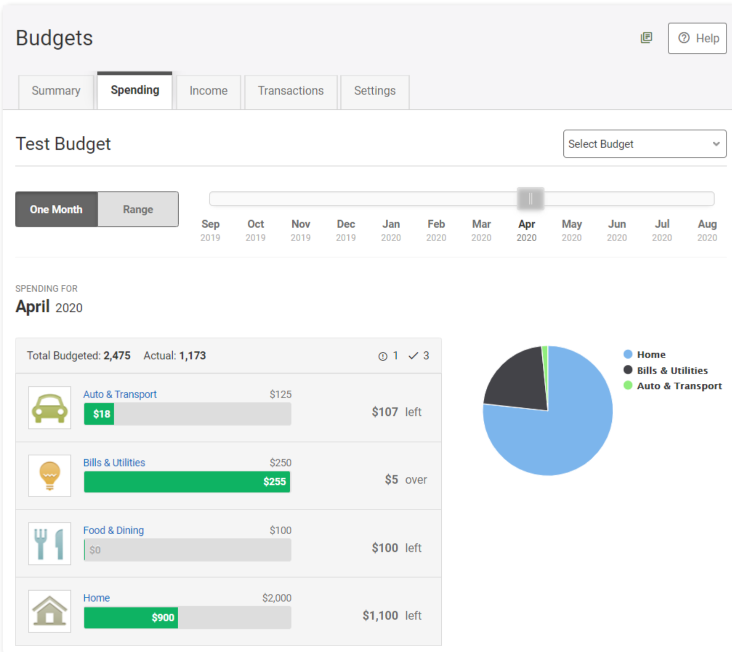
Budget Spending

The spending page provides a detailed look at your spending habits compared to your budget over a selected time period. The current month will be the default, but this can be changed by selecting range.

The spending section of the page will show the following:

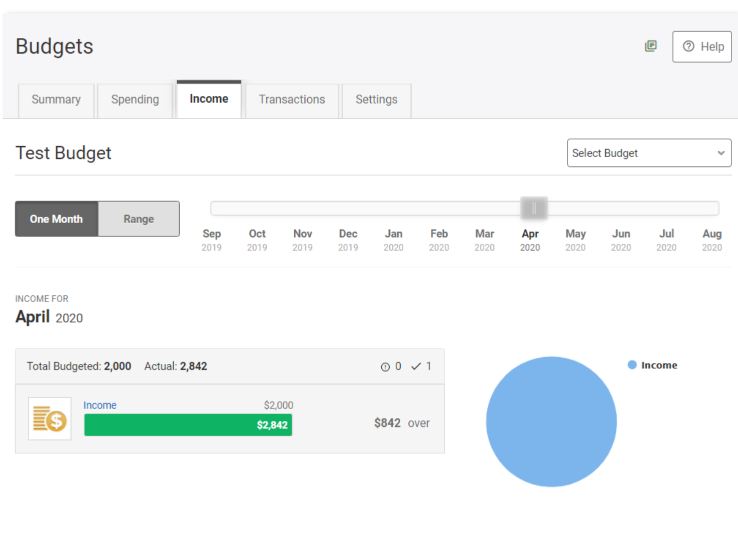
- Total Budgeted
  - Displays the sum of your categories for the selected time period
- Actual
  - Displays your total spending across all budgeted categories for the selected time period
- Categories for budget
  - Each category will have progress bar
- Over Budget
- Under Budget

A pie graph helps you determine where your money is going. Up to seven different spending categories are represented on the graph



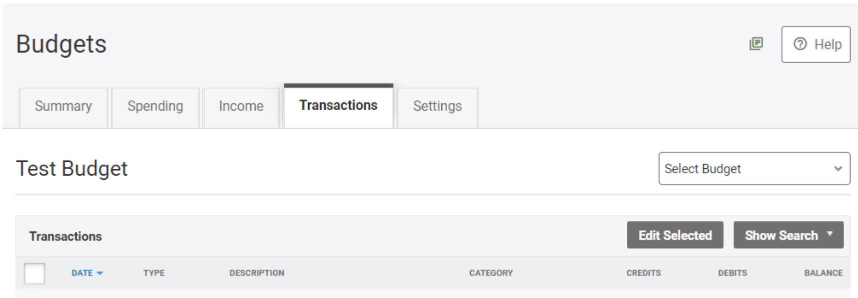
Income

The income page provides a detailed look at your actual income compared to your expected income over a period of time. The default will be for the current month, clicking on range will show more months.



Transactions

The transactions page can be used to review transactions associated with a specific budget. Members can edit transactions and do an advance search for specific transactions.

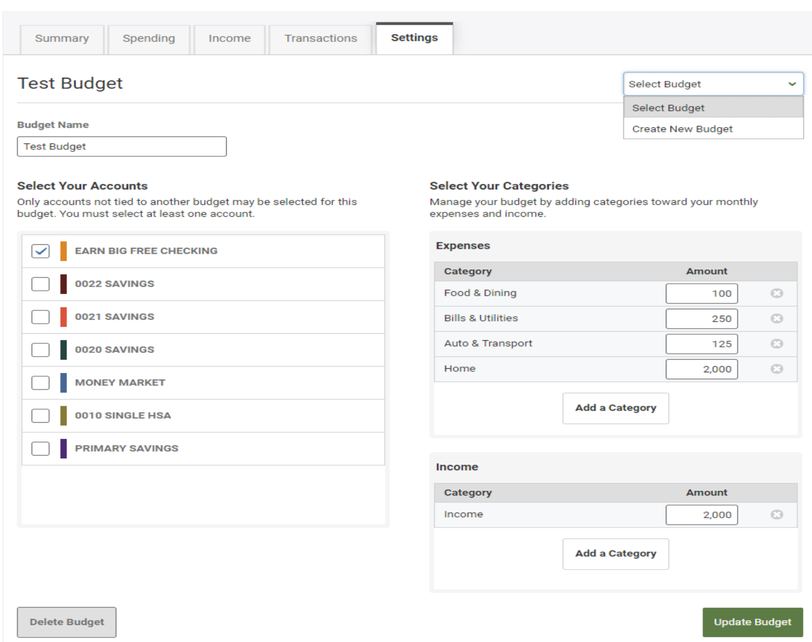


Settings

The settings section will allow members to adjust their current budget by any of the following:

- Rename Budget
- Add additional Accounts
- Add, Adjust, or delete Categories
  - Click add a category to add a new one
  - Enter a new dollar amount to adjust a current category
  - Click the "X" button to delete a category
- Add, Adjust, or delete Income
  - Click add a category to add a new one
  - Enter a new dollar amount to adjust a current income
  - Click the "X" button to delete income
- Delete Budget
- Create a New Budget

Any changes made a member must select "Update Budget" in order to save any changes.

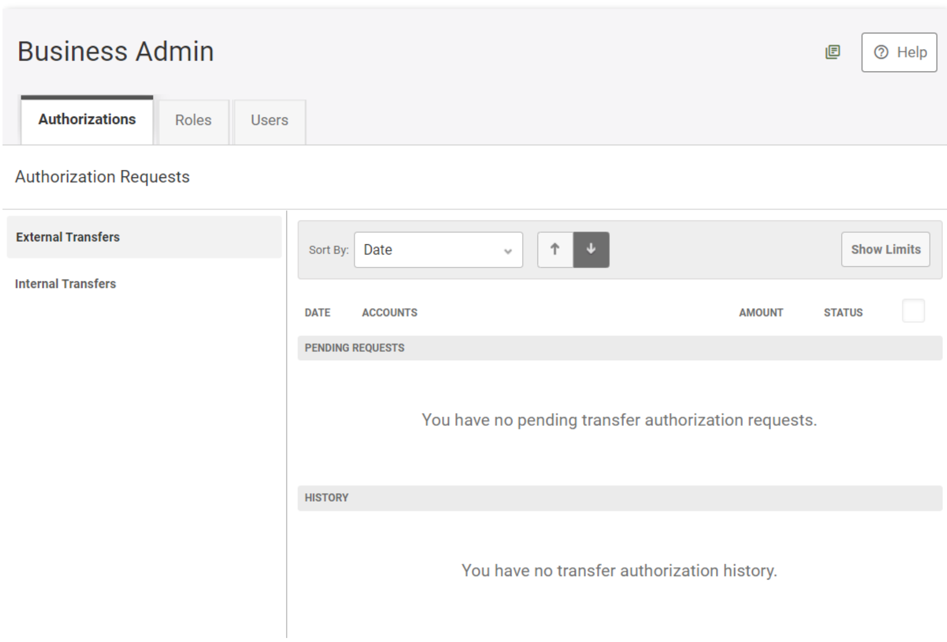


Business Admin Widget

The Business Admin widget provides business users with the tools to set up, maintain, and manage the various aspects of their business. The Business Admin widget also serves as the hub for Authorizations, Roles, and Users.

- Master user - This user type is the primary business user with permissions to access and manage sub users. There can only be one master user per business.
- Sub user – This type of user is may be assigned different roles with varying levels of permissions.

Note: A Sub User can have the same permissions as a master user.



Roles

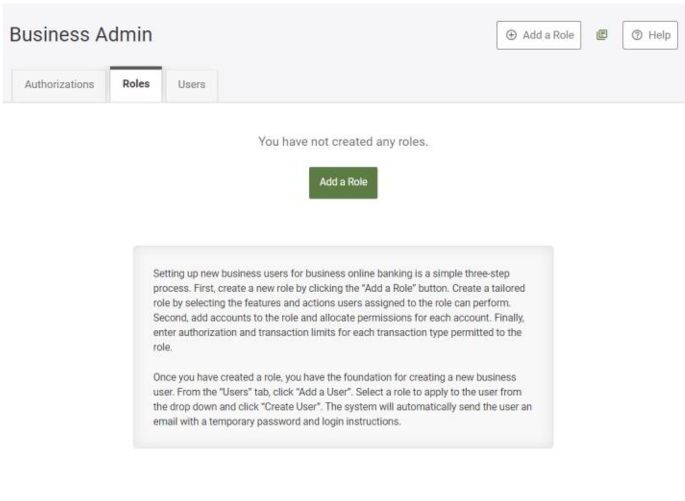
Roles determine the set of features a sub user is allowed to use, the accounts they can work with while in online banking, transaction limits associated with specific transaction types, and whether or not sub users are able to approve transactions. A role may be applied to more than one sub user, allowing your business to create business-specific roles that cover the access requirements of multiple individuals at the business.

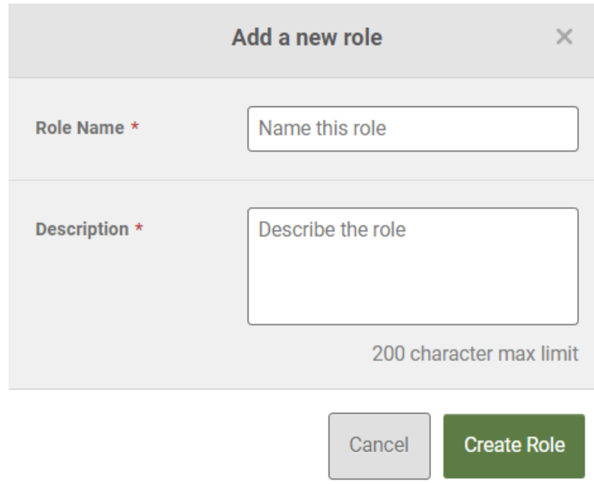
Important: A role must be created before a master user can add sub users in online banking.

Note: If the business is a single user entity, they are not required to create a role.

Creating a Role

1. Click the Roles tab in the Business Admin widget.
2. Click the Add a Role button
3. The Add a new role window will display
4. Enter a description for the role
5. Click create role





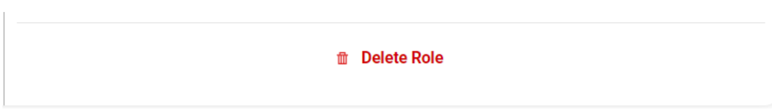
Editing a Role

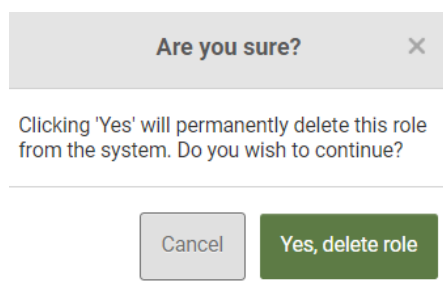
1. Click the Roles tab in the Business Admin widget.
2. Select a role from the role list.
3. Click the pencil icon next to the section name to edit
4. Click Save Changes once edits are complete

Delete a Role

1. Click the Roles tab in the Business Admin widget.
2. Select a role from the role list.
3. Click the Delete Role at the bottom of page
4. Click "Yes, delete role"

Note: If a role is currently assigned to a sub user, the role cannot be deleted until all sub users with the role are assigned another role.





Permissions

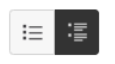
There are two types of role permissions in the Business Admin widget:

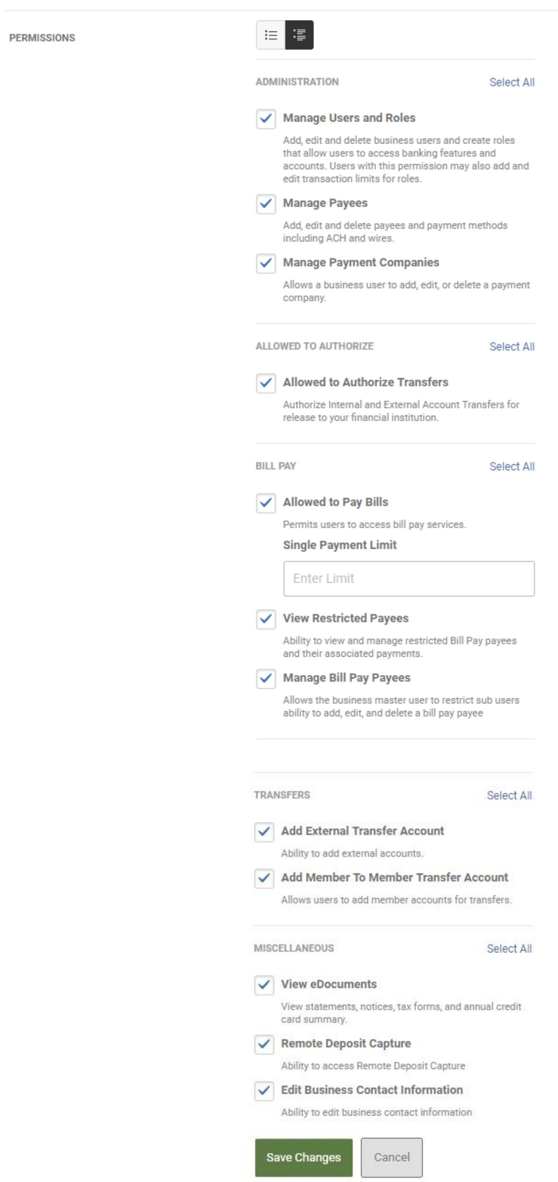
- Role Level permissions - permissions that apply to the sub user and typically turn on or off specific functionality for that sub user.
- Account Level permissions - permissions that apply to the sub user's account and typically turn on or off specific functionality for a given account.

Assign Role Permissions

1. Click the Roles tab in the Business Admin widget.
2. Select the role to assign permissions to.
3. Click the pencil icon next to the Permissions section
4. Click the checkbox next to the permission to add to the role or the select all for all permissions.
    a. Clicking on a checked checkbox next to a permission will remove the permission from the role.
5. Click the save changes

Note: To view a description of the permission, hover over the checkbox or click the list icon to view descriptions for all business banking permissions.

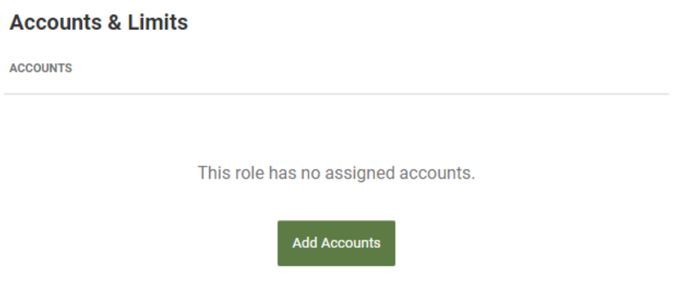


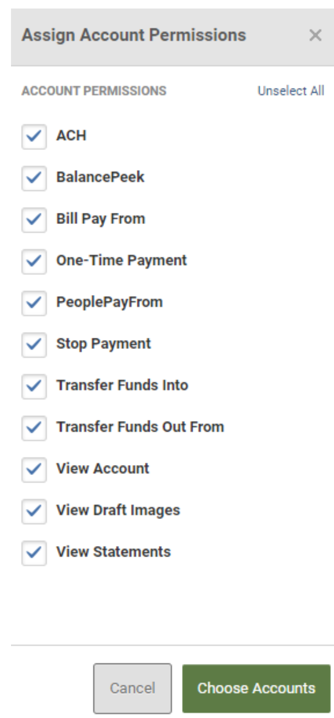


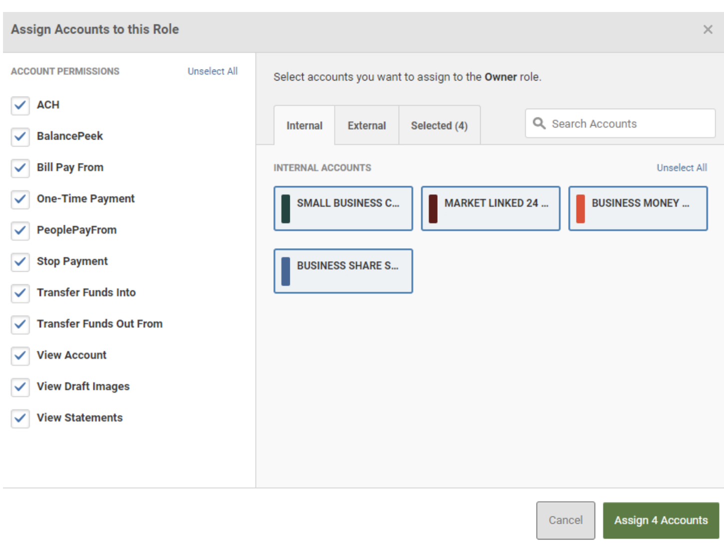
Accounts and Limits

Adding Accounts to a Role

1. Click the Roles tab in the Business Admin widget
2. Click the Add Accounts button
3. Assign Account Permissions will display
4. Click the checkbox next to each account you wish to give permissions to or click select all to add all account permissions.
5. The Assign Accounts to this Role will display
6. Select which accounts you want to assign to the role.
7. Click Assign Accounts







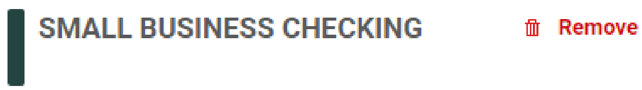
Edit Account Permissions

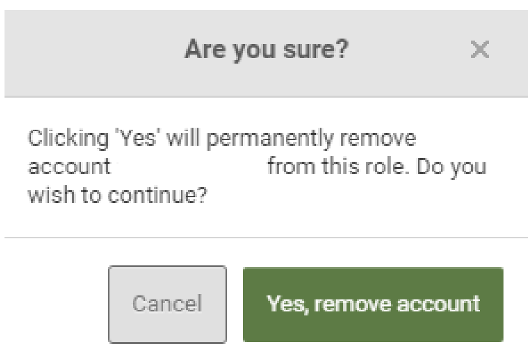
1. Click the Roles tab in the Business Admin widget.
2. Click the pencil icon for the Accounts section
3. Click on the checkbox next to the permission you wish to add or remove.
4. Click Add Accounts to add any additional accounts (Optional)
   a. Click on the checkbox next to the permission you wish to add
   b. Click Assign Accounts
   c. Select Accounts
   d. Click Assign Accounts

5. Click Save Changes

Remove Accounts

1. Click the Roles tab in the Business Admin widget.
2. Click the pencil icon for the Accounts section.
3. Select the account you wish to remove in the accounts list.
4. Click Remove
5. Click Yes, remove account





Limits

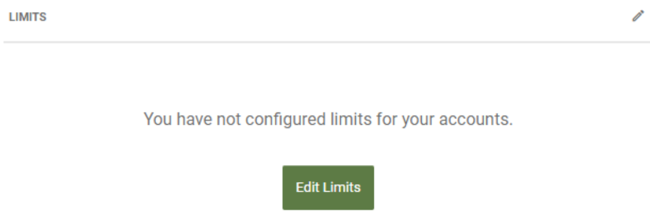
Limits allow master users or any authorized sub user to set thresholds for different transaction methods in different limit categories and set durations that apply to sub users' transactions. Each role supports three sets of cumulative limits (daily, weekly, and monthly).

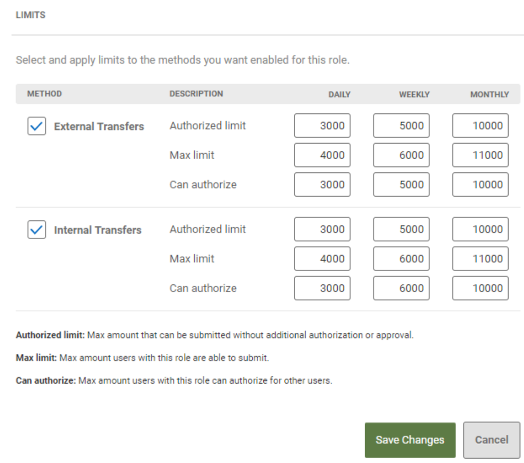
Adding Limits to a Role

1. Click the Roles tab in the Business Admin widget.
2. Click the Edit pencil icon for the Limits section
3. Click on the check box next to method you wish to assign limits
4. Enter the limit amount for each category
5. Click Save

Note: Please review the following definitions

- **Authorized limit:** Max amount that can be submitted without additional authorization or approval
- **Max limit:** Max amount users with this role are able to submit
- **Can authorize:** Max amount users with this role can authorize for other users.





Sub User Management

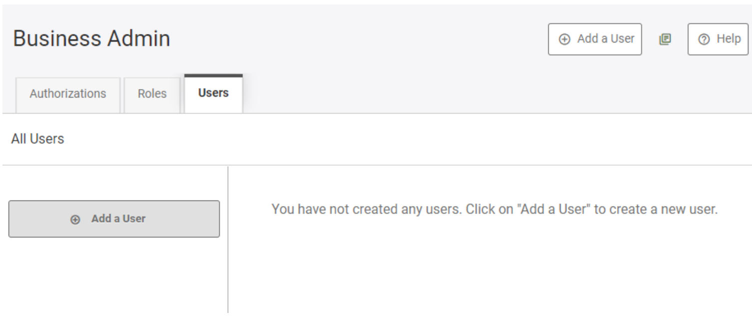
The Business Admin widget allows master users and sub users with the Manage Users and Roles role permission to add, edit, and delete sub user.

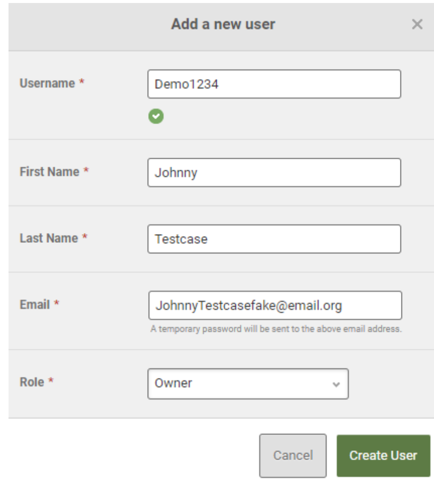
Note: A role must be created prior to creating a sub user

Create a New Sub User

1. Click the Users tab in the Business Admin widget.
2. Click the Add a User button.
3. The Add a new user window will display.
4. Enter a Username using a minimum of 6 characters.
5. Click the Check Availability button.
6. Enter the new sub user's First Name.
7. Enter the new sub user's Last Name.
8. Enter the new sub user's Email address.
9. Select the new sub user's Role from the dropdown menu.
10. Click the Create User button to create the new sub user.

Note: When creating a new sub user, a temporary password is sent to the sub user. The master user must communicate the username that was created for the sub user in order for the sub user to complete the registration process.





Editing a Sub User

A master user can edit a sub user's contact information (name, email, phone, and address) and role. Additionally, a master user can reset a sub user's password or security questions.

Edit a Sub User's Contact Information

1. Click the Users tab in the Business Admin widget.
2. Select the sub user from the user list.
3. Click the pencil icon next to the section to name or contact info.
4. Make desired edits.
5. Click Save Changes.

Change a Sub User's Role

1. Click the Users tab in the Business Admin widget.
2. Select the sub user from the user list.
3. Click the Edit pencil icon next to the role section.
4. Click the radio button next to the role to assign to the sub user.
5. Click Save Changes.

Reset a Sub User's Password

1. Click the Users tab in the Business Admin widget.
2. Select the sub user from the user list.
3. Click the pencil icon next to the Reset Password section.
4. Select how to send the temporary password.
    a. Email Address
    b. Phone Number (SMS)
5. Enter reason for the password reset.
6. Click Save Changes.

Reset a Sub User's Security Questions

1. Click the Users tab in the Business Admin widget.

2. Select the sub user from the user list.
3. Click the pencil icon next to the Reset Security Questions section.
4. Enter a reason why the security questions are being reset.
5. Click Submit

Delete a Sub User

1. Click the Users tab in the Business Admin widget.
2. Select the sub user from the user list.
3. Click Delete User.
4. Click Yes, delete user

Transaction Authorizations

The authorizations feature enables business users to review and approve any transaction requests for release and processing. Only business users with the following role permissions are allowed to authorize transactions: Authorize Transfers Internal and External. Business users assigned to roles that do not include these permissions are not able to see the Authorizations tab in the Business Admin widget.

Transactions in a Needs Authorization status can be authorized or rejected using the Authorizations tab in the Business Admin widget.

Business users with the proper permissions can:

1. Sort pending authorizations by date, or amount.
2. Click the Show Limits button to view the authorization limits for your role
3. Click on the transaction to view details

Note: A number will display next to any transaction types indicating the number of transactions that are in a Needs Authorization status.

Authorize a Transaction

1. The Business Admin widget defaults to display the Authorizations tab.
2. Select the transaction type to view transactions within the transaction type that are in a Needs Authorization status.
3. Click the checkbox next to the transaction to authorize.
4. Click the Authorize button to approve and submit the transaction.

Reject a Transaction

1. The Business Admin widget defaults to display the Authorizations tab.
2. Select the transaction type to view transactions within the transaction type that are in a Needs Authorization status.
3. Click the checkbox next to the transaction to reject.
4. Click the Reject button.
5. The Reject window will display.
6. Enter a reason why the transaction was rejected.
7. Click Reject

Authorization Alerts

Notifications can be set up when an authorization is needed. Please review the notifications section to setup an alert.

Locations Widget

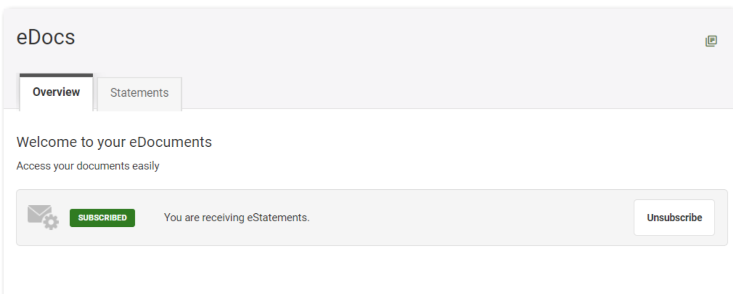
The locations widget will show you PMCU, Shared Branch (Service Centers), or ATM locations on the map. Members can type in an address to find locations near them.

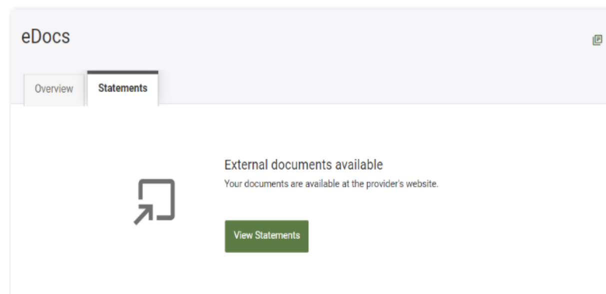
Calculator and Calendar Widget

A calculator and calendar are available for members to use.

Statement & Notifications Widget

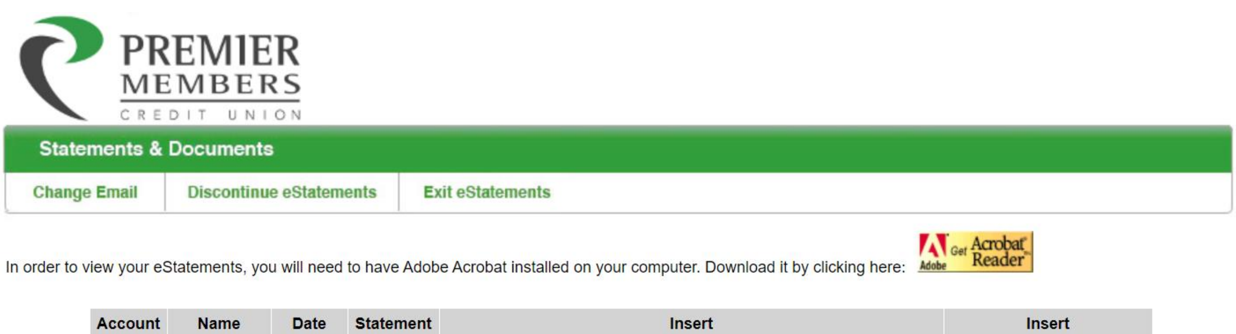
The statement & notifications widget can be used to subscribe or unsubscribe for electronic statements. Clicking on the statements tab will allow a member to view their statement.





Once a member clicks view statements, they can do the following:

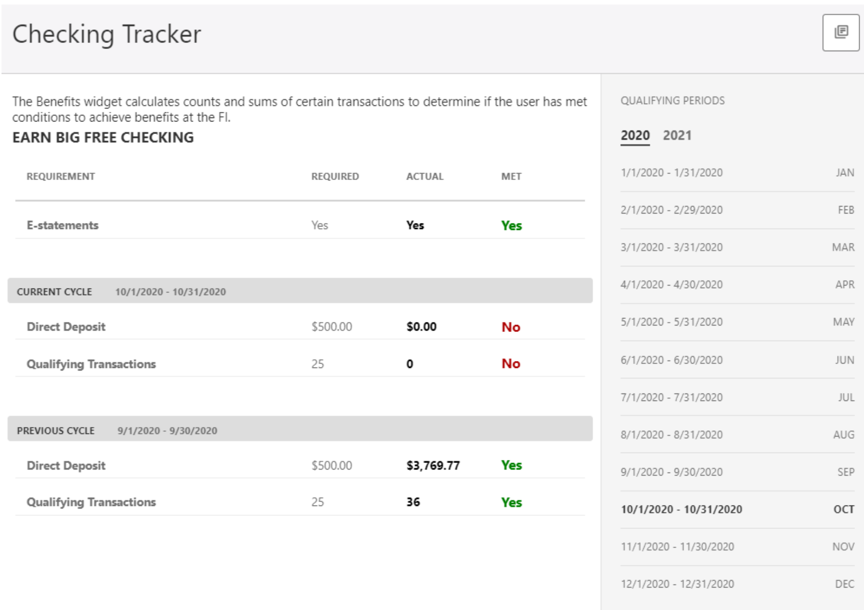
- View eStatements or Tax Documents by clicking on the available links
- Change the email address associated with eStatement alerts/notifications
- Choose to Enroll or Discontinue in the eStatement service



Checking Tracker Widget

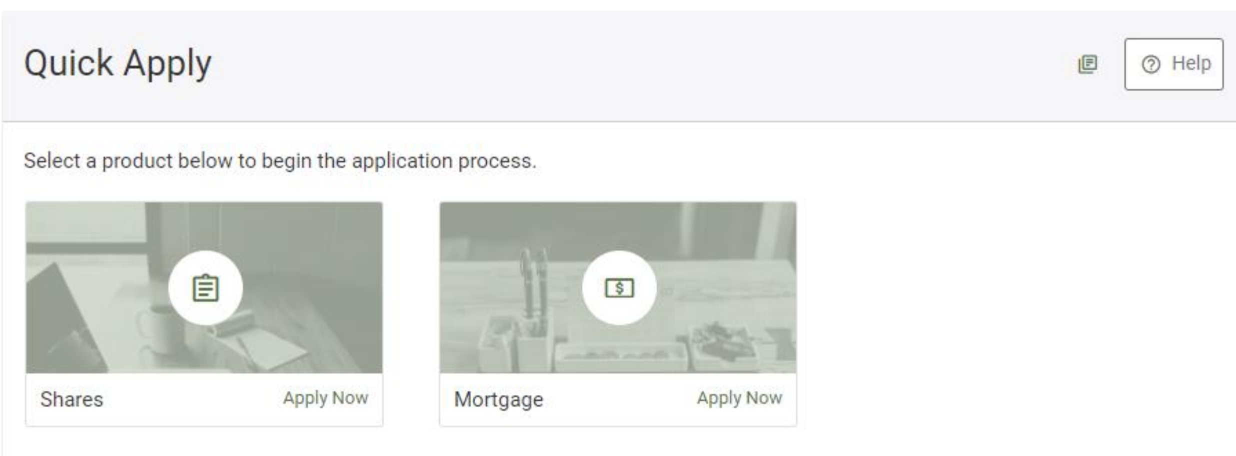
Members will be able to track their current status for Earning Big on their checking account. Members must be enrolled estatements, have a direct deposit of $500 dollars, and use their debit card at least 25 times.

Note: ATM transactions do not count



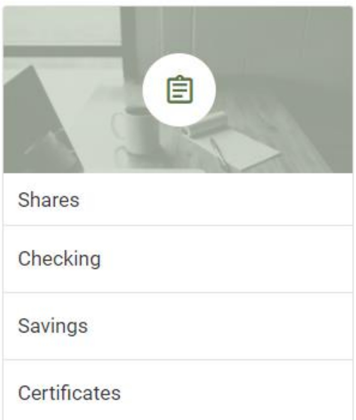
Quick Apply Widget

Members can apply for a new share account or mortgage. Members will need to read and agree to the disclosures before proceeding with the application.

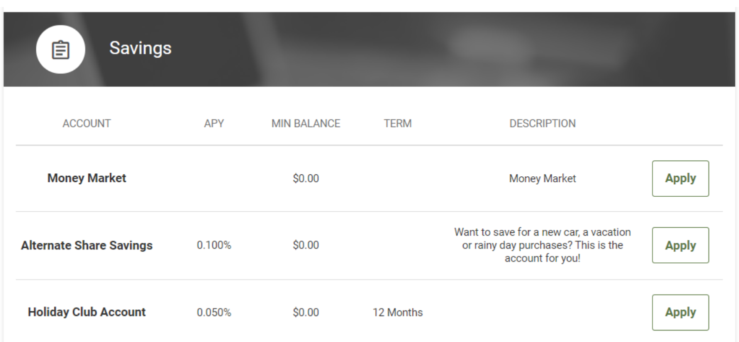


Applying for an Account

1. Click Apply Now in the Shares section
2. Choose the product you wish to apply for
    a. Checking
    b. Savings
    c. Certificate



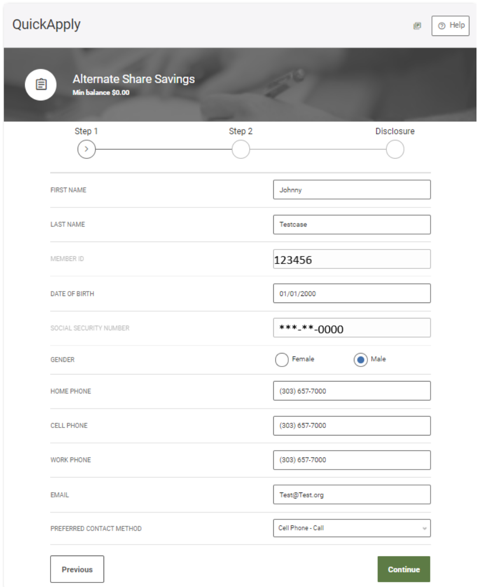
3. Once you have clicked on the product, you will be taken to products page to select the desired product.
4. Click apply on the desired product.
    a. If you do not qualify for a product you will see the following message:
        i. Ineligible Account Type



Savings

ACCOUNT	APY	MIN BALANCE	TERM	DESCRIPTION	
Money Market		$0.00		Money Market	Apply
Alternate Share Savings	0.100%	$0.00		Want to save for a new car, a vacation or rainy day purchases? This is the account for you!	Apply
Holiday Club Account	0.050%	$0.00	12 Months		Apply

5. Verify your contact information is correct and select continue



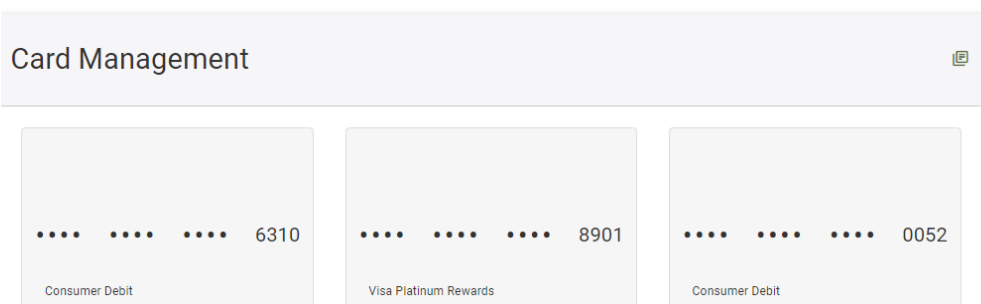
6. Enter opening deposit amount
7. Select the funding source
8. Select continue

Applying for a Mortgage

1. Click Apply Now in the Mortgage section
2. A new window will open
3. Complete the application

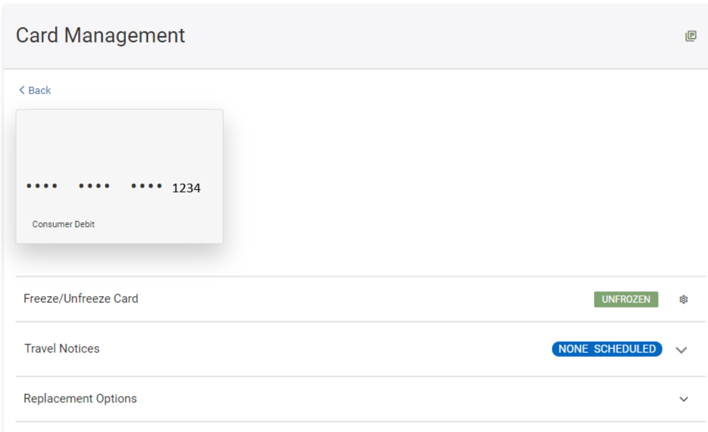
Card Management Widget

The Card Management widget allows members to view information about their debit and credit cards, control the use of these cards, and maintain their status without having to contact the Credit Union directly.



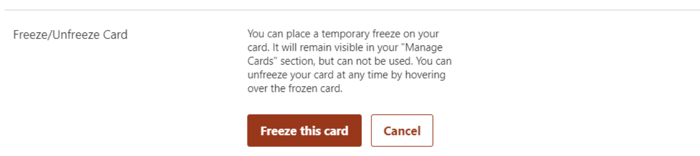
Clicking on a card will allow a member to view do the following:

- Freeze/Unfreeze Card
- Add Travel Notices
- Replacement Options



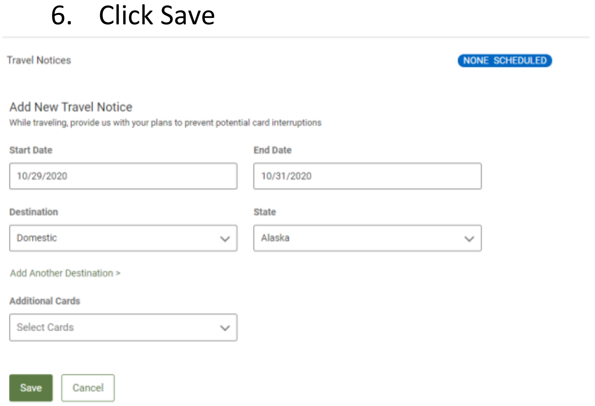
Freezing or Unfreezing a Card

1. Click on debit or credit card
2. Click on the gear icon
3. Click Freeze this card
    a. Click unfreeze to unblock



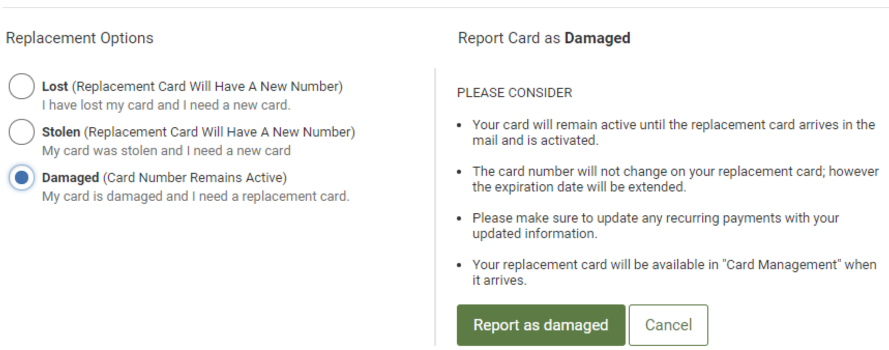
Add Travel Notices

1. Click on debit or credit card
2. Click the down arrow icon
3. Enter a start date and end date
4. Select Domestic or International
    a. Select State if Domestic
    b. Select Country if International
5. Select Additional Card (Optional)
6. Click Save



Ordering Replacement Card

1. Click on debit or credit card
2. Click the down arrow icon
3. Select any of the following:
    a. Lost
    b. Stolen
    c. Damaged
4. Click Report as based on the reason you selected



Courtesy Pay Widget

Members will be able to opt in or out of courtesy pay for eligible checking accounts. Members must read and agree to the disclosure before an election can be saved.

Overdraft Protection Widget

Members will be able to set up overdraft protection for their accounts in the event an item is presented and there are not enough funds to cover the transaction. An example would be adding a money market account to cover the checking account.

Setting up Overdraft Protection

1. Click "Select backup accounts" for desired account
2. Click "Add as backup" in the Available Accounts section
    a. The added account will appear in the overdraft protection accounts section
        i. Clicking on the trashcan icon will remove the account
3. Read and Accept Disclosure
4. Click Save Changes

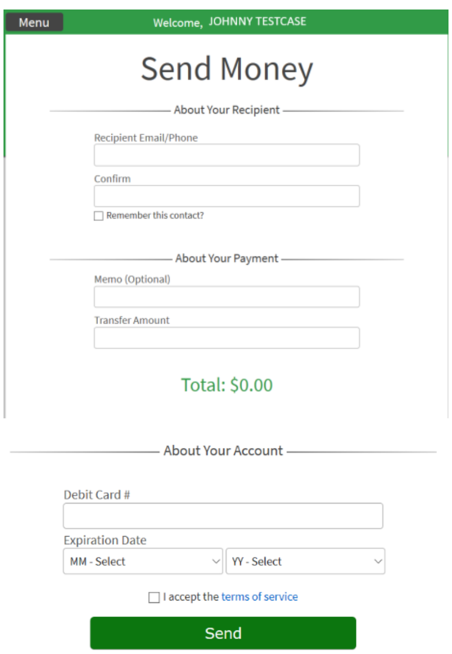
P2P (Person to Person) Payments

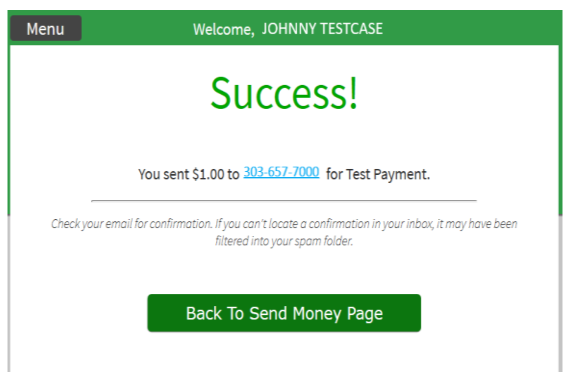
The P2P widget option allows you to pay any person or business directly with only their email address or mobile number without ever exchanging financial information. This feature allows you to send payments electronically and allows the recipient to receive payment using their debit card or account. You must have a debit card in order to use the feature.

Making a Person-to-Person Payment

1. Click P2P Widget
2. Click Launch Acculynk P2P Payment
3. Enter Email or Phone Number
    a. Click Remember this contact? (Optional)
4. Add a memo for the transaction (optional)
5. Amount of money being transferred
6. Enter debit card number
    a. Can use previous debit card used
7. Enter expiration date
8. Read and agree to terms of service
9. Click Send
10. When the transaction has been completed a final pop-up window will appear indicating a successful payment.

Note: You only have to enter an email address OR a phone number. You do not have to enter both in order to make a P2P payment.





P2P Recipient Instructions:

Upon receipt of transferred funds, the recipient will receive an email providing information about the transaction. Included in this information is a link for our online system to retrieve funds. The recipient will be asked to fill in information including:

- First Name
- Last Name
- Debit Card Information/Checking Account Information

Note: Some financial institutions may have restrictions on the type of transactions they will allow on external transfers. If the Debit Card option is not accepted, choose to "use checking account" and try again.

After selecting the "Deposit Payment" button a Payment Details screen will provide information on the payment just processed.

Funds will be removed from the sender's account immediately and will be available to the recipient in accordance with their institutions processing and availability guidelines.

P2P Menu Options

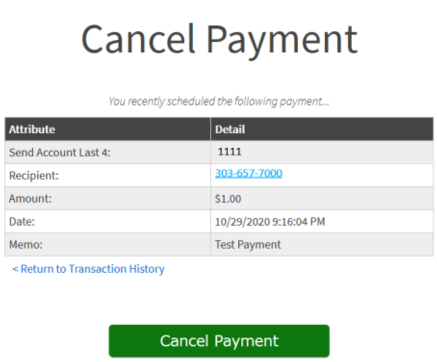
Clicking menu in P2P will display the following:

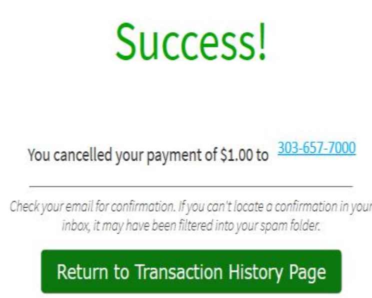
- Send Money
    - Can send money using a phone number or email address
- Receive Money
    - Can receive money if a P2P payment has been sent to a member
- Transaction History
    - View status of payments sent or cancel payments
- Account Settings
    - Can remove or add debit cards to send payments
- Manage Contacts
    - Can add or remove contacts

Canceling a Payment

1. Click Menu
2. Click Transaction History
3. Click Cancel under Action
    a. Only payments with a sent status can be canceled
4. Click Cancel Payment on confirmation page
5. Will receive a Success message once cancelled

Date	Amount	S/R	To/From	Status	Action
10/29/2020 3:16:04 PM MST	$1.00	Send	303-657-7000	SENT	Cancel





Adding Additional Payment Options

1. Click Account Settings
2. Click Payment Accounts
3. Click Add Debit Card
4. Enter Debit Card Number
5. Enter Expiration Date
6. Click Save Account

Deleting a Payment Option

1. Click Menu
2. Click Account Settings
3. Click Delete next to debit card
4. Click OK

Removing a Contact

1. Click Menu
2. Click Manage Contacts
3. Click Delete
4. Click Ok

Adding a Contact

1. Click Menu
2. Click Manage Contacts
3. Click Add New Recipient Contact
4. Enter the following:
    a. Nickname
    b. First Name
    c. Last Name
    d. Email or Phone number
5. Click Add Contact

Settings

Members are able to view and update settings throughout their online banking environment. Members can access the settings area by clicking on their name in the upper right corner and click settings or click the more widget and click on widget settings. There are several different tabs within the settings widget:

- Profile
- Security
- Themes
- Widgets
- Contact
- Notifications
- Accounts

- Shared Access
- Applications

Profile

Members can configure profile information for the following:

- Nickname
- Time Zone
- Profile Picture
- View Recent Login activity

Note: Clicking on the pencil icon allows a member to make changes

Security

Members can configure security details for the following:

- Username
- Password
- Turn Off/On Two-Factor Authentication
- Manage Remembered Devices

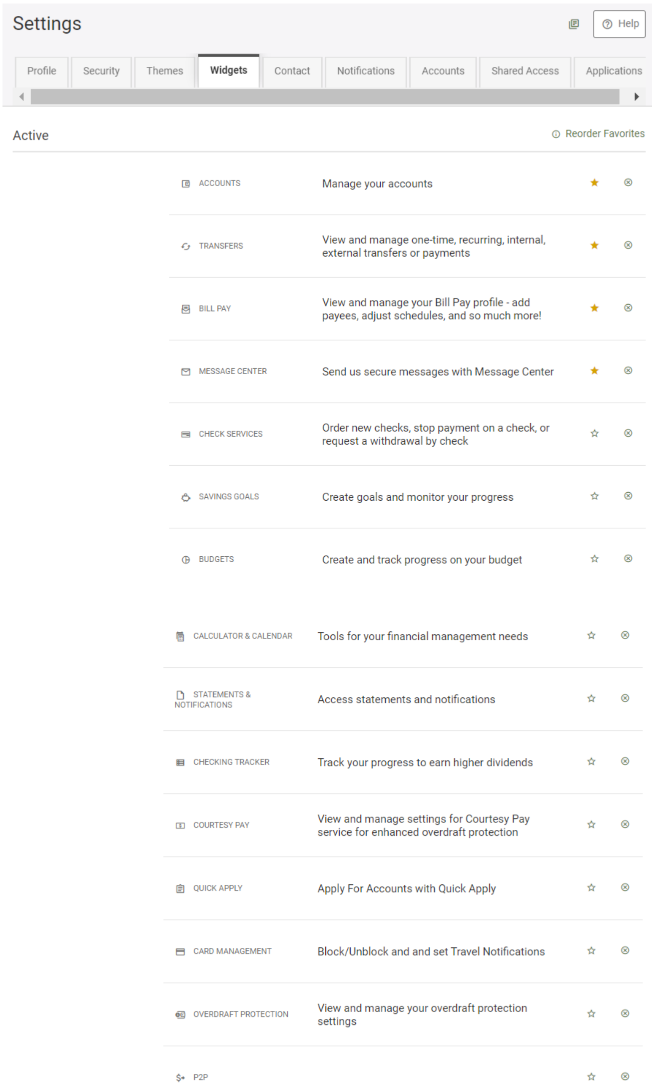
Note: Clicking on the pencil icon allows a member to make changes

Themes

Members can personalize the look of their online banking. Clicking preview on a theme will show the member how the theme will look without committing to the change. Clicking activate on a theme will change the theme permanently.

Widget

Within the Widget settings tab, members can specify which widgets are to appear in their favorites list and the order they appear. Only five widget options can be selected as a favorite. Clicking on the star icon will add or remove a widget as an option. Clicking on the reorder favorites button members can drag and drop widgets in the preferred order. Members can also hide widgets by clicking the (X) button. Hidden widgets will be displayed in the available section at the bottom of the screen. Clicking add on a hidden widget will move it to the active widgets.



Contact

Members can edit their contact info for the following:

- Address
- Phone Number(s)
  - Can opt in to SMS text messages. This must be done to receive text alerts and messages
  - Can designate preferred phone number
- Email Address(es)
  - Can designate preferred email if there are multiple
    - Clicking add email will add an additional email address
  - Can delete emails if there are multiple
  - Can create a nickname

Note: Clicking on the pencil icon allows a member to make changes

Notifications

Members can configure alerts for their account. Some alerts must first be enabled in the desktop version of the app to be accessed in the mobile app. The following alerts can be set up:

- General Alerts
- Remote Deposit
- Accounts
  - Automatic Deposit
  - Automatic Withdraw
  - Balance
  - Balance Summary
  - Check Cleared
  - Insufficient Funds
  - Transaction
  - Transaction Alert
- Transfers
  - External Transfer Account Blocked
  - External Transfer Canceled
  - External Transfer Submitted
  - Transfer Fails
  - Transfer Succeeds
- Savings Goals
  - Goal Completed
  - Goal Endangered
- Budgets
  - Budget Category Exceeded
  - Budget Exceeded
  - Budget Summary
- Authentication
  - Online Banking Access

Clicking on the gear icon allows members to choose how alerts are delivered.

Accounts

Members can create nicknames, color code, or hide an account. This can be done by clicking on the pencil icon next to the account name. Once you have completed any changes, click save.

Note: Nicknaming an account within Online Banking and will not appear on Member Statements, Notices, or other Credit Union documentation.

Members will be able to add external accounts by clicking on "Link an External Account" Please review the external accounts section for steps to add an external account.

Shared Access

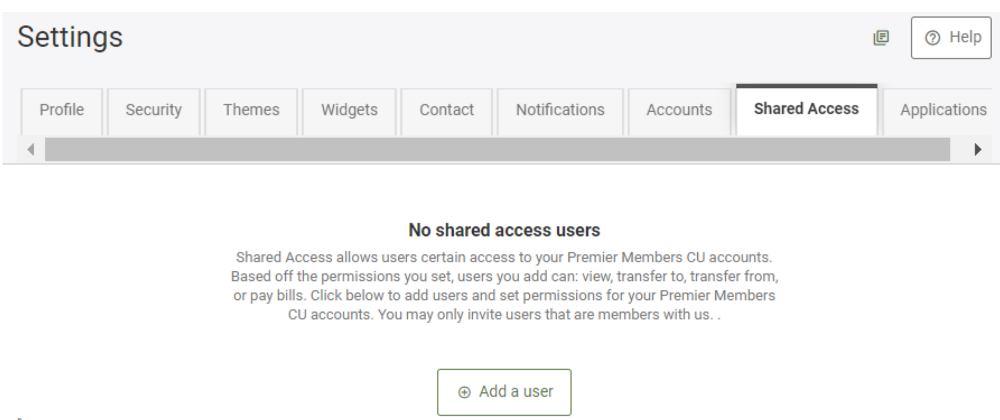
Members can share their accounts with another user.

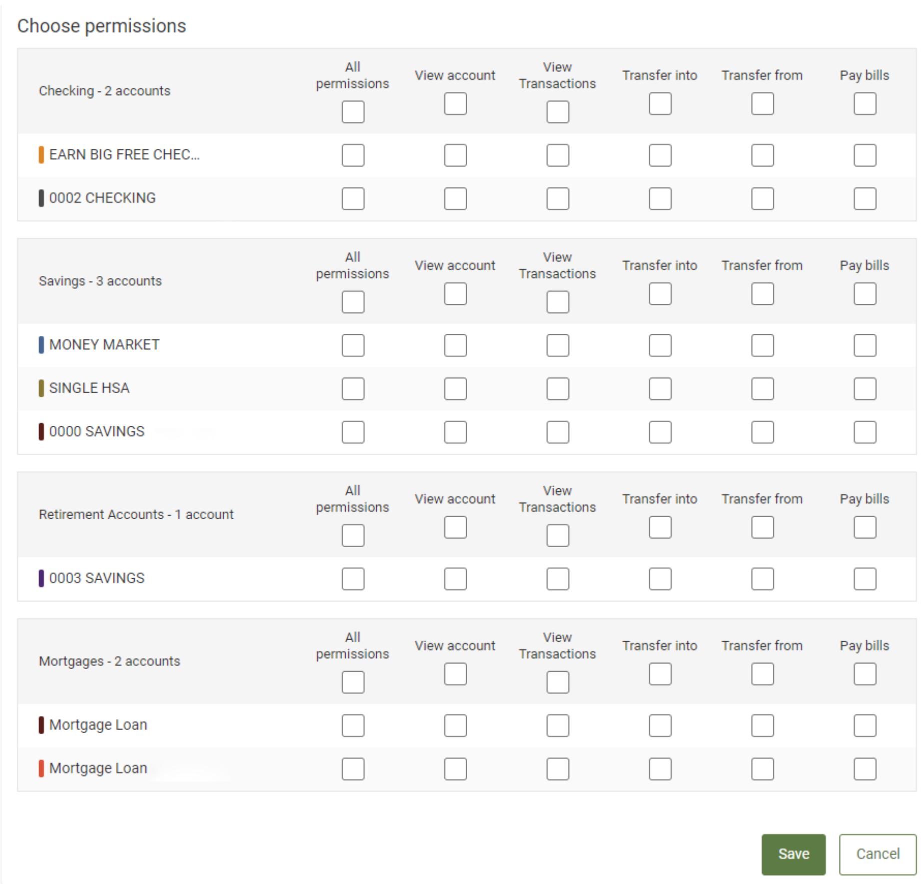
Adding a Shared User

1. Click on Settings
2. Click the Shared Access tab, click add a user.
3. Enter the recipient's first name and last name in the corresponding fields.
4. Enter the email address
5. Check the box(s) next to the permission(s) you want to allow.
6. Click Save; a confirmation is displayed.
7. Confirm the information and check the box to acknowledge sharing the account(s).
8. Click Confirm.

The invitation will show as "Invitation Pending" until confirmed. Once the shared user clicks on the link in the invitation, they will need to choose how to access the account by one of the following:

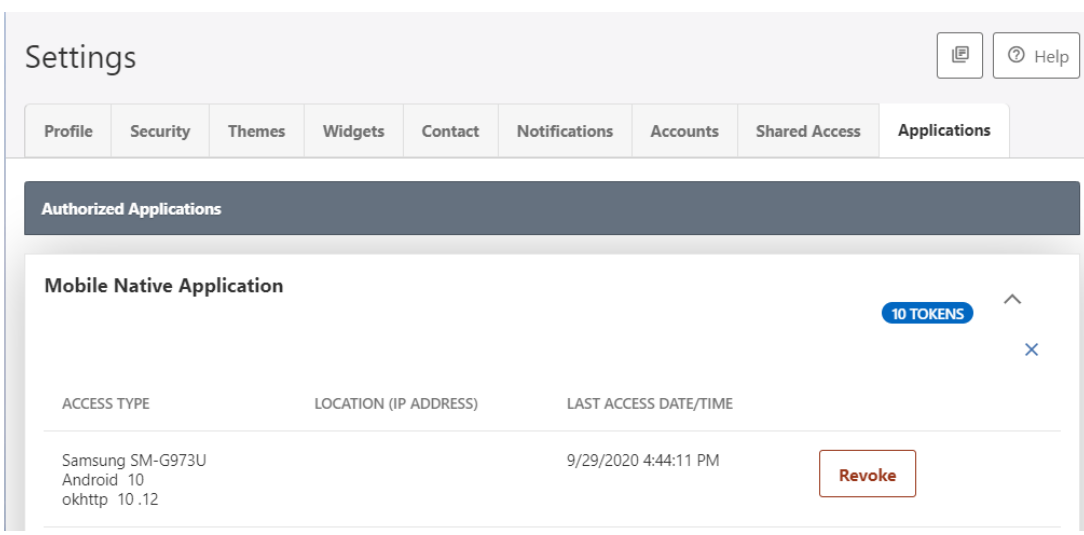
- Already an online user log in
- Register
- Sign in as a guest





Applications

Members are able to view and revoke access to authorized applications. An example of an authorized application is your Premier Members CU mobile banking application. An example of when you may want to revoke token(s) is if you have a device that is lost or stolen.



Frequently Asked Questions

1. What are the benefits of logging on to Online Banking with a Username over an Account Number?
    a. A Username can be customized, to be easy for the Member to remember.
    b. The Username can be letters, numbers, special characters, or a combination. Usernames can be letters, numbers, special characters or a combination. Usernames cannot contain a member's: Social Security Number/Tax ID, Member Number or Account Number. *Note: Only the following special characters can be used:* ***^[._]{,}$***
    c. A Username is more secure - in that when using the internet in public locations, a Member is not required to expose their PMCU Account Number.
2. Do Members have to change their Username from being their PMCU Account Number?
    a. No, Members do not have to change their Username to be something different from their PMCU Account Number; however a Username must be at least 6 characters in length. They can continue using their Account Number as their Username as long as they adjust it to have at least 6 characters. At any point, they can customize their Username in Settings>Security>Edit Username.
3. Why is the Password on a separate page?
    a. Having the Password on a separate page allows PMCU to display the Member's Username back to them for visual confirmation – before they provide the second piece of their Online Banking Log On credentials.
4. Why does my Account Nickname not show up on my statement?
    a. Account Nicknames are only within Online Banking and are not used by the Credit Union.
5. Can a PMCU Member Service Representative see my Account Nickname?
    a. Your Account Nickname will be stored with your Share or Loan; however, it is not easily accessible by PMCU staff.
6. Can I create more than one Budget for an account?
    a. The Spending Report function associates one account with one Budget and does not differentiate between funds that are assigned to Budget 1 and Budget 2; therefore, you can have only one Budget linked to one Account.
7. How do I see all of my Budgets when I have more than two?
    a. Only one Budget can be viewed at a time. Click the drop-down box called "Select Budget" to view any additional budgets you have.
8. Will my Bill Pay transactions carry over into my Budget?
    a. You may need to manually assign a category to your Bill Pay transaction. Go to the transactions screen while in your budget to do this. Once you have assigned a category the Bill Pay transaction will count towards your spending budget.
9. Will my Categories download in a file so that I can upload them into personal financial management software like Quicken?
    a. Members can download transactions; they cannot at this time download Categories or categorized transactions.

10. Within Budget under transactions, can I set up my own rules for how transactions are categorized?
    a. Transactions are automatically categorized based on the description of the transaction or the Merchant Code of the transactions. Members can re-categorize a transaction by selecting a new category in the Category list.
11. Within Spending Reports, can I split a transaction across multiple spending categories?
    a. Yes, you can. There is a split option once you have clicked on category.
12. Can I have more than one Savings Goal to an Account?
    a. Yes, you can have multiple Savings Goals for an account.
13. What is a micro transfer?
    a. It is an amount less than $1 that is used to validate an Account at another Financial Institution.
14. Can I use the External Accounts Transfers option to transfer to my brother in another state?
    a. This option is set up to transfer between two Accounts, which you own. The PMCU Account and an Account at another financial institution. If you would like to transfer money to another individual, to an Account that you are not an owner of, we suggest that you use PMCU's Bill Pay system.
15. Are there any fees associated with transferring Outside of PMCU?
    a. There is no fee.
16. Are there any fees for using PMCU's Bill Pay service?
    a. PMCU does not charge a fee for this service.
17. Can I make payments (transfers) to people through Bill Pay, not just businesses?
    a. Yes, you can make payments to people, businesses, charitable organizations, etc. through Bill Pay.
18. What are P2P Payments?
    a. This module allows you to pay any person or business directly with only their email address or mobile phone number without exchanging financial information.
19. How long does it take for my transferred funds to become available to the recipient after they have received their money?
    a. Funds are available to the recipient in accordance with their institutions processing and availability guidelines.
20. What are the limits of usage for Person-to-Person Payments?
    a. There is a $2,500 per day/transaction limit and $10,000/month. If your needs exceed these limits please visit one of our branches or contact us at 303-657-0000 for options.
21. What if the recipient never receives notification of a payment sent?
    a. If your payment appears in the "P2P Transaction History" but the recipient has not received their notification:
        i. Verify that your payment isn't showing as "Failed." If this is the case your payment has failed, and you will need to submit your payment again;
        ii. Verify that the recipient's email address/phone number are correct in the transaction you submitted;

iii. Have the recipient check their Spam/Junk Folder within the email address used during the transaction. If the notification still cannot be found, contact 303.657.7000 for further assistance.

22. How do I see where my payment is?
    a. If the payment appears in the "P2P Transaction History" you can use the following terminology to determine what stage it is in currently:
        i. Funded = A successful transaction that has not been picked up by the recipient
        ii. Received = A successful transaction that has been picked up by the recipient
        iii. Failed = Transactions that have NOT gone through or that have failed
23. What if the Payment Retrieval System won't accept the Recipient's valid Debit Card information?
    a. Some financial institutions may have restrictions on the types of transactions they will allow on external transfers. If the Debit Card option is not accepted, the Recipient should choose the "Use Checking Account" option and try again by entering their routing number and checking account number.