

## A. Enrolling in CECU Mobile

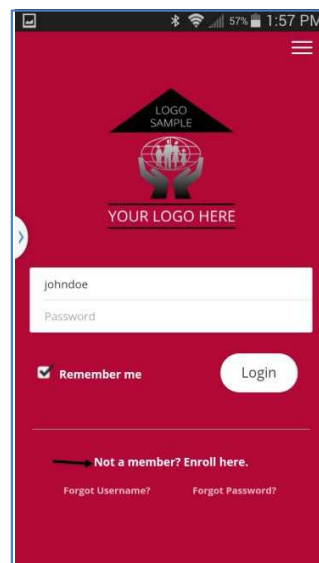
After using your iPhone or Android device to install and enroll in CECU Mobile, you can access your mobile wallet with your account information.

### 1. Installing the App

1. On your mobile device, go to the App Store (iPhone) or Play Store (Android) and search for CECU MOBILE.
1. Download and install the app as usual on your mobile device.

### 2. Enrolling and Creating a Wallet

1. Launch the CECU Mobile app from the mobile device. On the landing page, tap NOT A MEMBER? ENROLL HERE.



## CECU Mobile Enrolling

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- For new enrollments, tap BEGIN REGISTRATION. For enrollments that are currently in progress, tap CONTINUE PENDING ENROLLMENT.
- Scroll down to review the terms and conditions and tap AGREE to accept them.
- Supply your account information in the following fields:

USERNAME	Required. Must be at least six characters. Can be an email address.
EMAIL	Required email address.
MOBILE	Optional mobile phone number. Enables text banking on your phone and allows you to receive CECU Mobile notifications via text messaging, assuming you validate the number once you are enrolled.

**NOTE:** If you want to access your CECU Mobile account from multiple phones, you can add additional mobile phone numbers later. However, only the first phone that is validated will be enabled for text banking.

ACCOUNT	Your credit union account number. Required.
FIRST NAME, LAST NAME	First and last name of the primary account holder. Required.
MIDDLE NAME, SUFFIX	Optional.

- Tap NEXT STEP.
- To confirm your account ownership, enter the last five digits of your social security number and two of the following.

**Note:** The information must exactly match what is on file with your credit union.

- ZIP Code
  - Phone number
  - House number
  - Date of birth
- Tap NEXT STEP. CECU Mobile generates two small deposits to and a withdrawal from your account. You will need to provide the amounts of these transactions by checking online banking or calling your credit union.

**NOTE:** The account used for micro deposits must contain a balance that is greater than \$2.00, for example \$2.01 and more.

- you need time to retrieve the amounts, select I'LL DO THIS LATER. Within three days, when you have the amounts of the transactions, launch CECUOP Mobile, tap NOT A MEMBER? ENROLL HERE on the landing page, and then tap CONTINUE PENDING ENROLLMENT.

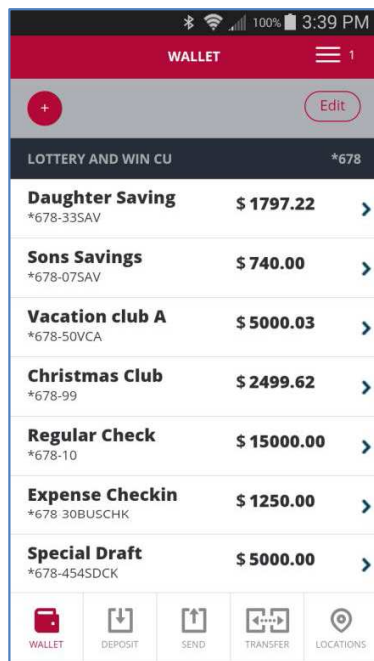
**NOTE:** If you do not complete enrollment in three days, your partial enrollment will expire and you must begin again.

- Enter the amounts of the transactions and click NEXT STEP.

- Choose three challenge questions and provide your answers. If you prefer to answer a different question than the one displayed, tap the QUESTION field and select a question from the list. Enter your answer in the corresponding ANSWER field.

**NOTE:** Answers to your challenge questions are required in the event that you forget your password or user name. They may also be required to bypass the **TRUST THIS DEVICE** feature when logging in.

- When you have answered all three questions, tap NEXT STEP.
- Enter a new password for your CECU Mobile account in both fields. Passwords must meet these requirements:
  - Be at least eight characters in length.
  - Cannot be the same as the user ID.
  - Include at least one uppercase letter, one lowercase letter, and one number.
  - Cannot contain spaces.
  - Cannot include the word 'password'.
  - Cannot contain four or more sequential numbers or letters.
- Tap NEXT STEP. The Wallet page appears, displaying your credit union and the account you enrolled, including any sub-accounts.



- Your wallet enrollment is complete.