

Some Differences You'll Notice...

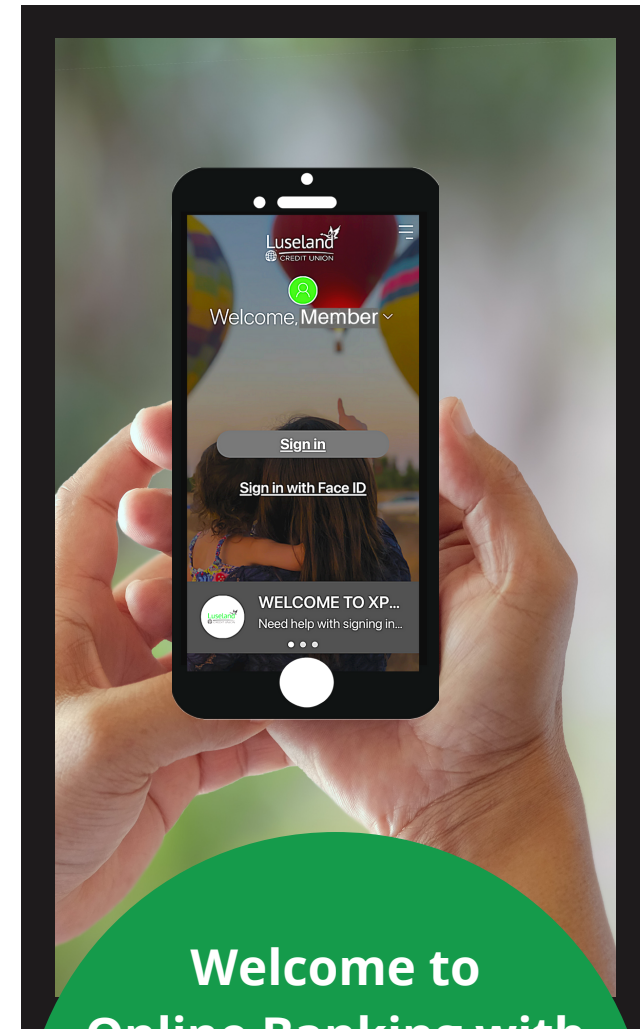
- **Small Business Online Banking.** This is new to Luseland CU members. It offers a unique set of features set apart from other personal online banking services. Signors can initiate transactions that can be approved by the other signers on the account with a simple click of a button.
- **You'll receive One-Time Passcodes (OTPs)** which are security codes that provide an additional layer of protection for certain online transactions.
- **Recreate your alerts.** Alerts you had previously created do not transition to our new online banking; you will need to set them up again for each account in online banking.
- **You can reset your own password**
- **Transfer to another Luseland CU member** with just their account number.

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- **Lock & Block** is going away - for now, but it will be replaced with a new and improved service at a later date. Any debit cards that you currently have locked, will unlock after June 4th. If you need to cancel your debit card, please contact us.
- **Open Accounts.** You will now have the convenience of opening a personal chequing or savings account if you're an existing Luseland CU member.
- **Secure Messaging** allows you to communicate with us from within the online banking system and is only available after you have signed in.
- **Download a VOID Cheque.** Generate a downloadable PDF version of a void cheque in mobile and online banking with info needed to setup direct deposits and pre-authorized debit transactions.

We are here to help!

To explore more visit our website at
www.luselandcu.com
or contact us at info@luselandcu.com



**Welcome to
Online Banking with
Luseland Credit Union**

Effective June 7, 2022.



- **Inspiring your dreams**
 - **Financing your goals**
 - **Building our community**

PERSONAL USER

If you were a Luseland CU online banking user before...

1. Go to luselandcu.com to Sign In to online banking or download (for Android) or update (for iOS) the new Luseland CU mobile app through your app store.
2. Sign In using your old MemberDirect login credentials. or Enter your Member Card® debit card • Enter your Personal Access Code
3. Set up your new username. Choose something unique to you and something you can easily remember, because once you create it, you cannot change it.
4. Choose a new secure password • Minimum of 10 characters.
5. Verify your identity. Enter your mobile phone number or email. If the contact info you enter does not match what we have on file, you will receive a verification code via text or email. Enter that code in the pop-up screen. (If the info matches what we have on file, you won't have to complete this step.)
6. Confirm Sign In details. If everything looks correct, go ahead and 'Create User Profile' and you're set! Now whenever you 'Sign In', to online banking you will use the Username and Password you just created!

NEW USER

If you have never been a Luseland CU online banking user, but would like to sign up, contact us at 1.306.372.4444, we will get you set up and then follow these steps:

1. Go to luselandcu.ca to Sign In to online banking or download the new Luseland CU mobile app through your app store.
2. Sign In using your Member Card® debit card number.
3. Verify your identity. Enter your date of birth and either the mobile phone number or email address we have on file for you. You will receive a verification code via text or email. Enter that code in the pop-up screen and click 'Continue'.
4. Set up your new username. Choose something unique to you and something you can easily remember, because once you create it, you cannot change it.
5. Choose a new secure password • Minimum of 10 characters.
6. Confirm Sign In details. If everything looks correct, go ahead and 'Create User Profile' and you're set! Now whenever you 'Sign In', to online banking you will use the Username and Password you just created!

FARM/BUSINESS/ORG USERS

If you were a Luseland CU online banking user before and have a business or belong to an org...

1. Go to luselandcu.com to Sign In to online banking or download the new Luseland CU mobile app through your app store.
2. Sign in using your Business or Org Member Card® debit card number.
3. Verify your identity. Enter your date of birth and either your personal mobile phone number or personal email address we have on file for you. You will receive a verification code via text or email. Enter that code in the pop-up screen and click 'Continue'.
4. Set up your new username. Choose something unique to you and something you can easily remember, because once you create it, you cannot change it. Also, if you have a personal profile with us, make sure your username is different.
5. Choose a new secure password • Minimum of 10 characters.
6. Confirm sign in details. If everything looks correct, go ahead and 'Create User Profile' and you're set! Now whenever you 'Sign In', to online banking for your business you will use the Username and Password you just created!