

First-Time Login for Existing Users

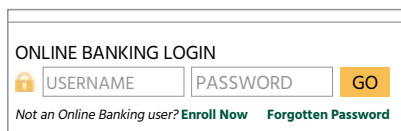
ONLINE & MOBILE BANKING

Anytime after 9:00 am on Monday, July 3rd, complete a few easy steps to log in to Online or Mobile Banking. **Note:** You can log in from either your desktop computer or our new Mobile Banking app; logging in from one automatically grants access to the other, creating a seamless experience.

- 1 Upon your first login, enter your **current Online Banking username**; then, enter your **one-time temporary password**: birth year + last 4 of SSN.

One-Time Temporary Password Example

Birth year = 1983 + Last 4 of SNN = 5555
Temporary password = 19835555



Read and accept our Terms and Conditions.

- 2 You will be prompted to **set up a new username and password**.

Username requirements:

- Must be at least six characters long and contain at least one letter
- Can contain letters, numbers, and the following special characters: @ \$ * _ - = . ! ~
- Cannot contain any spaces: before, in the middle of, or after the username

Password requirements:

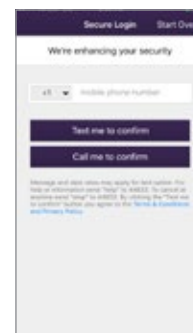
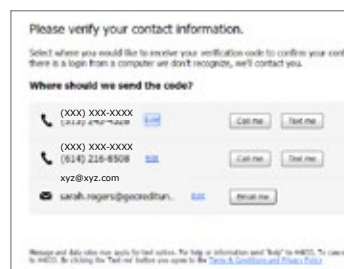
- Must be at least six characters long and no longer than 32 characters
- Must contain characters from at least two of the following three categories: letters, numbers, special characters
- Cannot contain any spaces: before, in the middle of, or after the username
- Cannot be a substring of the username
- Passwords are case sensitive
- Passwords do not expire

- 3 **Verify/set up your security preferences.**

The email address and phone numbers listed here will be used in the event there is a login from an unrecognized computer or you've forgotten your password.

Note: A forgotten password can only be retrieved via phone call or text message (not email); it's important to verify that the phone numbers listed here are accurate.

Next, **send yourself a verification code via phone call, text message, or email** to confirm your account.



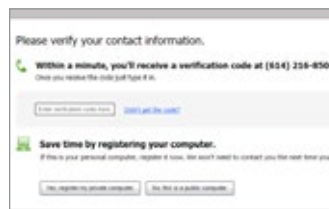
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ONLINE & MOBILE BANKING

4 Enter verification code.

You'll receive a 6-digit code to enter in the **Enter verification code here** field.

If you're accessing Online Banking from your home computer, choose **Yes, register my private computer** so you can bypass the verification code step upon future logins.



TAKE A LOOK INSIDE

ONLINE BANKING

Our new Online Banking experience conveniently displays all of your accounts in one place! Accounts in which our records reflect you as **primary and joint** will appear in a list under **"My Accounts,"** on the left side of the screen.

My Accounts		
DEPOSIT ACCOUNTS		
Share Draft Checking *5850	Quick peek	\$3,495.80 Available \$3,495.80
Christmas Club Savings *7600 Available \$1,045.00	Quick peek	\$1,050.00 Available \$1,050.00
Regular Share Savings *7000 Available \$229.47	Quick peek	\$234.47 Available \$234.47

You'll notice your new account numbers are masked, only showing 4 digits. As a reminder, the new account numbering structure is as follows:

- **Share and deposit accounts:** Member Number + 7 + Share ID
- **Consumer loans:** Member Number + 9 + Loan ID
- **Mortgage loans:** Member Number + 8 + Mortgage ID

Money Market, Checking, and HSA Checking account numbers will not change and will remain in their 12-digit format: Share ID + Member Number. (If the Share ID + Member Number combined do not equal 12 digits in length, add zeros between the Share ID and Member Number until it equals 12 digits.)

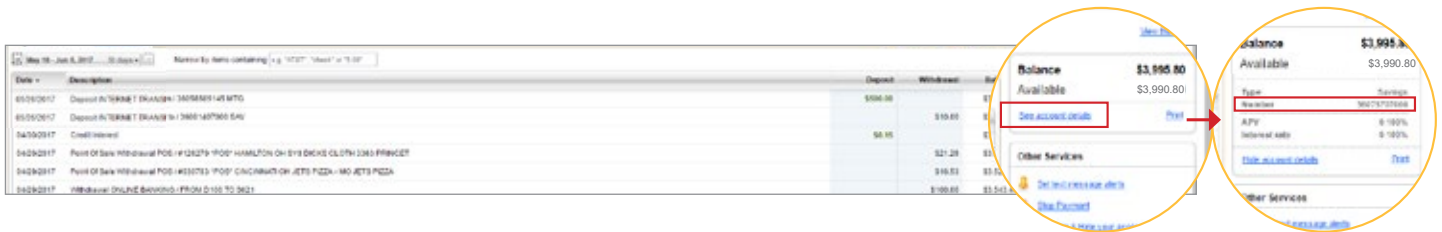
TAKE A LOOK INSIDE ONLINE BANKING

HAVE JOINT ACCOUNTS?

If you are joint on accounts, these will appear in Online and Mobile Banking under **My Accounts** along with all primary accounts, making your entire relationship easier to view and access. If you have more than one Share account, for instance, you will find the last 4 digits of your masked account numbers are identical (e.g. Regular Share Savings *7000 shown here).

<p>Regular Share Savings *7000</p>	<p>Quick peek</p>	<p>\$6,982.80 Available \$6,977.80</p>
<p>Regular Share Savings *7000</p>	<p>Quick peek</p>	<p>\$151.88 Available \$146.88</p>

To help distinguish between primary and joint accounts where this occurs, select an account (blue account name; e.g. Regular Share). Next, select **See account details** in the right column to find your new, FULL account number.



WANT TO CREATE ACCOUNT NICKNAMES OR HIDE ACCOUNTS?

- Choose an account (blue account name; i.e. Regular Share).
- Select **Rename & Hide your accounts** in the right column under Other Services.

Notes: Hiding an account in Online Banking will also hide the account in Mobile Banking. Additionally, hiding an account will inhibit your ability to transfer to/from this account while it's hidden.

Rename & Hide your accounts

Here you can rename your accounts and hide your accounts to exclude them from everywhere. Do not include Account Numbers, Social Security Numbers or other confidential information in your new account name. Changes you make are saved automatically.

Note: Please do not hide accounts that have scheduled transfers. Scheduled transfers to and/or from hidden accounts may not process.

Your accounts	Rename account to	Show account
Share Draft 18143	Share Draft	<input checked="" type="checkbox"/>
Christmas Club *7000	Christmas Club	<input checked="" type="checkbox"/>
Regular Share *7000	Regular Share	<input checked="" type="checkbox"/>

TAKE A LOOK INSIDE ONLINE BANKING

HAVE SCHEDULED RECURRING TRANSFERS/PAYMENTS IN ONLINE BANKING?

Payments currently set up under the **Transfers & Payments** tab will not convert and will need to be set up again after the conversion. This is not including those set up within **Web BillPay**. All **Web BillPay** biller account information, **eBills**, **scheduled/recurring payments**, **payment history**, and **reminders** will convert.

Log in to Online Banking prior to conversion weekend (June 30th) and take note of your current payments/transfers; take screenshots or jot down your settings and routing numbers to make the process easier.

Deposit Transfers

- Select **Move Money**, then:
 - For internal transfers (between GECU accounts): Select **Make/Schedule a Transfer**.
 - For an external transfers (between a GECU deposit account and an account you own at another institution): Select **External Transfer for Deposit**.
- Follow the on-screen instructions to re-establish your transfers.

Loan Payments

- Select **Move Money**.
 - For internal payment (from a GECU account to a GECU loan): Select **Make/Schedule a Payment**.
 - For external payments (to pay your loan from an account you own at another institution): Select **External Transfer for Payments**.
- Follow the on-screen instructions to re-establish your payments and/or transfers.

BROWSER REQUIREMENTS & SETTINGS

For an optimal Online Banking experience, the following browsers are supported:

GOOGLE CHROME | **INTERNET EXPLORER** | **SAFARI** | **MICROSOFT EDGE** | **FIREFOX**
(11 or later) (9 or later)

COOKIES

Online Banking requires the use of cookies for several different functions to improve your user experience, including:

- **Multifactor Authentication (or MFA)** uses them to remember if your device has been noted as a trusted site by you for future visits, making logging in from your personal device quick and easy.
- **MoneyDesktop, Funds Transfer, and Popmoney®** use them to store preferences and streamline the presentation for future visits.

If your browser wants to verify your identity every time you visit Online Banking (even after registering your personal device), your cookies are likely disabled. To learn how to enable cookies, as well as other browser tips, visit: gcreditunion.org/evolve and select **Browser Requirements & Settings**.

TAKE A LOOK INSIDE MOBILE BANKING

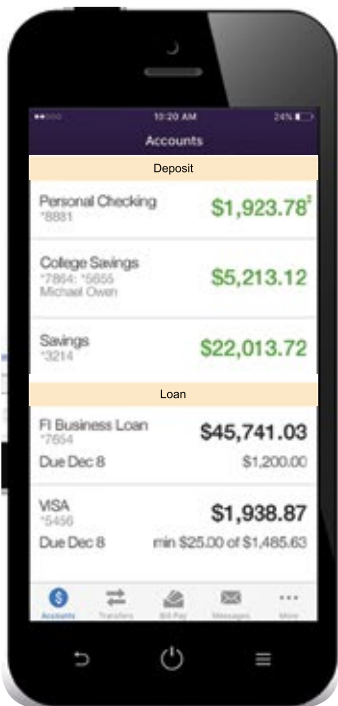


DOWNLOAD OUR NEW MOBILE APP!

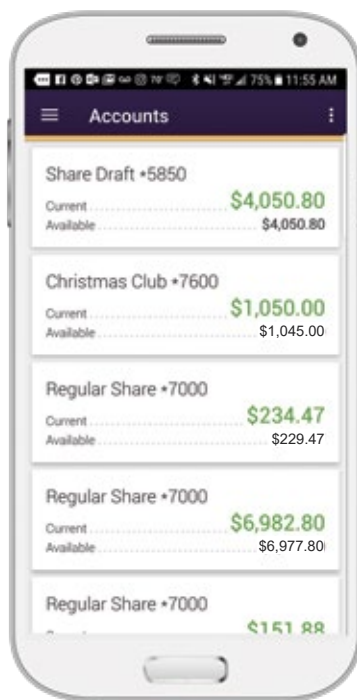
Beginning July 3rd, experience a new and improved way to manage your finances at your fingertips. Search “**General Electric Credit Union**” and look for our logo.



APPLE



ANDROID



DEVICE REQUIREMENTS

Mobile Banking is supported by the following devices:

- Supported Apple operating systems include: iOS 8.0 and newer.
- Supported Android operating systems include: Kit Kat - 4.4.2 and newer.

A MORE ROBUST MOBILE EXPERIENCE

- Enhanced mobile security with Eyeprint ID and Touch ID/Fingerprint ID (see page 6 for details).
- Access to GECU credit card information, plus the ability to control your card (e.g. turn card on/off).
- MoneyDesktop, powered by MX (an industry-leading, next generation money management tool provider), will provide a practical approach to aid in managing day-to-day spending decisions, budgeting, and planning.
- Robust, customizable alert options, including Push Notifications.
- Secure Support communication with our Contact Center (Member Services).

TAKE A LOOK INSIDE MOBILE BANKING

ENHANCED MOBILE SECURITY



EYEPRINT ID

Eyeprint ID uses industry-leading technology to create an eye print from your eye's unique vein patterns allowing you to use your eyes as a secure biometric. Once this feature is enabled in the settings of the mobile app, you can quickly and securely log in by verifying your Eyeprint ID.

Using Eyeprint ID to protect your financial information is equivalent to securing it with a 50-character, complex password.



TOUCH ID/FINGERPRINT ID

If your device has fingerprint authentication technology, setting up Touch ID/Fingerprint ID is easy: after downloading the new app from your app store and logging in, you'll be prompted to set this up.

Both Eyeprint ID and Touch ID/Fingerprint ID can be enabled/disabled from the Settings page within our Mobile Banking app. When opening the Mobile Banking app, you will be prompted with the same login method as your previous login (by entering username and password, Eyeprint ID, or Touch ID/Fingerprint ID). To change the method of logging in, tap Cancel, then swipe right or left to select another login option. It's easy and more secure!

Supported devices: iPhone 5s or newer and Android devices v.4.1 or newer.