

Go Mobile with Mobile Banking!



Have you ever found yourself standing in line waiting to purchase that new gadget or item of clothing and wondered, “Do I have enough money in my account to pay for this? With **Mobile Banking** you can access all your account information whenever and wherever you want it! It’s simple, available 24/7, and it’s available for most mobile phones* that support text messaging.

Whether you want to know your Account Balance or view your Recent Transaction History, with **Mobile Banking** your personal and financial information is kept safe and confidential.

With **Mobile Banking** you can:

- View your Account Balance(s)
- View your Recent Transaction History
- Add, remove, or edit a mobile phone
- Add, remove, or edit the accounts you view through **Mobile Banking**



I want to [sign up now](#). How do I get started?

Getting started is easy. If you have a mobile phone that supports text messaging and Online Banking with Aldergrove Credit Union, registering is as simple as 1, 2, 3:

1. Log into MemberDirect and click on the **Mobile Banking** Banner at the bottom of the page.
2. Register your mobile phone.
3. Select your accounts (be sure the “nickname” field is 1-5 characters) and confirm your Passcode.

Text any of these commands to **MONEY** (66639) and receive your account information on your phone:

- ACT - For the account activity of your primary account
- ACT with (account nickname) - For the account activity of a specific account
- BAL - For the balance of your primary account
- BAL ALL - For the balances of all your accounts
- BAL <account nickname> - For the balance of a specific account
- DISABLE - To temporarily disable your phone
- HELP - For a list of the commands you can use
- INFO - For contact info about Aldergrove Credit Union
- STOP - To permanently delete your phone

*To use **Mobile Banking**, your mobile phone must support text messaging. Rates and accessibility will depend on your phone and your carrier (i.e. TELUS, Rogers, Bell, etc.). Please check with your carrier for more information on fees.



Mobile Banking FAQ:

Q: What is Mobile Banking?

A: Mobile Banking gives you the ability to do your banking anytime, anywhere. Whether you're out shopping at the mall, out at a friend's place, or having lunch at your favorite restaurant, with **Mobile Banking** you have access to your account information right at your fingertips. Just register your mobile phone, and start **Mobile Banking** today!

Q: Will Mobile Banking work on my mobile phone?

A: Mobile Banking will work on most mobile phones that are less than 5 years old and support text messaging. However, if you are experiencing problems, please check with your carrier (e.g. TELUS, Rogers, Bell, etc.) for details on fees, accessibility, and delivery time.

Q: What does it cost to use Mobile Banking?

A: There is no cost to use **Mobile Banking** at this time. Please check with your mobile carrier for information on any charges for sending and receiving text messages that are applicable to you.

Q: Do not have Online Banking?

A: Call any one of our five branch locations to get started today.

Q: What if I misplace my mobile phone or if it is lost or stolen?

A: If you have **temporarily misplaced** your mobile phone (i.e. you left it at work), you can disable **Mobile Banking** by logging into MemberDirect, clicking on the **Mobile Banking** Banner at the bottom of the page and click on **Disable**. Once you locate your mobile phone, simply go online and **Enable** the feature again.

If you have **lost** your mobile phone or if it was stolen, please follow your mobile carrier's recommended procedures for this scenario and contact your mobile carrier immediately. You can further delete your mobile phone completely from **Mobile Banking** by logging into MemberDirect and choosing **Delete** (next to the **Enable** and **Disable** links).

Q: Will Mobile Banking work outside Canada?

A: This service is designed to work on mobile phones from a Canadian mobile carrier on a Canadian mobile network. However, if your Canadian mobile carrier has a roaming agreement with a foreign carrier, you can expect **Mobile Banking** to work. However, please note that the service outside of Canada is on a best efforts basis only and extra charges may apply through your mobile carrier.

Q: I have never used text messaging on my phone before, how do I send a text message on my mobile phone?

A: Please refer to your owner's manual for your mobile phone on how to send a text message or contact your carrier on how to obtain an owner's manual.

Q: I have changed carriers and/or have changed phone numbers, will Mobile Banking work?

A: As a security precaution, **Mobile Banking** is set to Disabled status. Please send a text keyword command and you will receive instructions that will guide you on how to **Enable** your mobile phone.