

## What are the benefits of Mobile Web Banking?

1. **It's Accessible.** Anytime, anywhere, anyplace access to account balance and recent transaction information.
2. **It Saves Time & Money.** Ability to pay bills as you think of it and to transfer funds between accounts to avoid late charges or overdraft.
3. **It's Convenient.** Find a branch or ATM nearby while on the go or even view the Credit Union's most popular rates.

## What is Mobile Web Banking?

It's a mobile version of our online banking system designed for use with mobile devices that have internet access. It is optimized for the small screen size of a mobile phone and does not require downloading or installing any special applications.

## What devices support Mobile Web Banking?

Mobile Web Banking works with most mobile devices that have internet access, but it works best with the following smart phones:

- iPhone® and iPod® Touch
- Blackberry®

## What is the difference between Mobile Web Banking and Mobile Text Banking?

Mobile *Web* Banking is online banking optimized for mobile devices that have access to the internet allowing users to perform an array of banking functions including paying bills and transferring funds.

Mobile *Text* Banking is limited to checking balances, viewing recent transactions and using simple text messaging commands to access accounts.

## How do I access Mobile Web Banking?

First you need to register for online banking by contacting your branch.

# control your finances anywhere

If you have already registered, all you need to do is visit [www.eaglerivercu.com/m](http://www.eaglerivercu.com/m) with your mobile device and you will be able to access your account whenever and wherever they want.

## Is it a secure way to do banking?

Yes, your personal information is just as secure as it is in online banking. The login is password protected, just like in online banking and a 128 – bit SSL encryption protects the data.

If you lose your phone, your accounts can only be accessed if someone knows your login credentials.

## How much does it cost?

Mobile Web Banking, much like online banking, will not have a fee for use. However, it is recommended that you contact your mobile carrier to determine what charges might apply within your plan when downloading data on your device.

## Will Mobile Web Banking work outside Canada?

Yes, Mobile Web Banking will work in any country where your mobile carrier's data plan will work. However, while mobile banking is a free service from the credit union, there may be an additional charge with the mobile carrier for accessing data while roaming. We recommend that you check with your mobile carrier before using this service outside Canada.

## How is Mobile Web Banking different from a downloadable application?

Mobile Web Banking does not require any software to be downloaded to your mobile device or smart phone in order to work. Mobile Web Banking is functional on any mobile device with a desktop-class browser and is not limited to one type of phone. While there are some benefits to downloadable apps, Mobile Web Banking targets a larger number of phones.

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