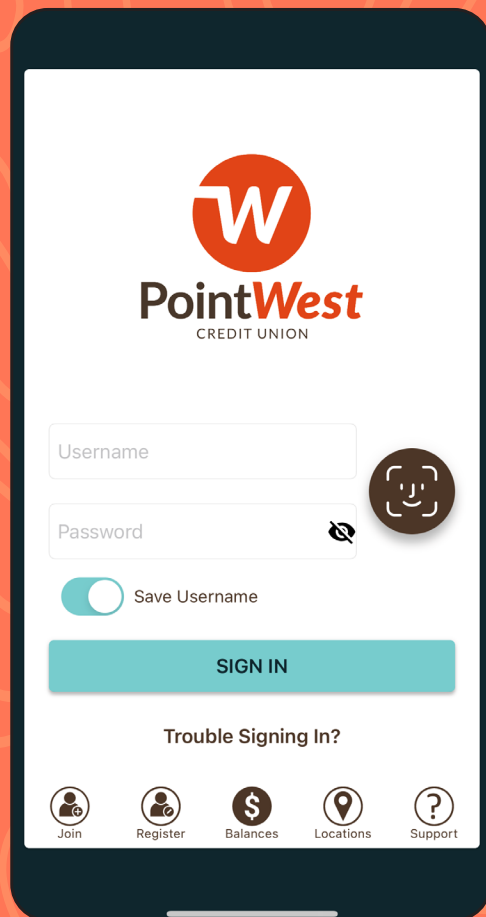


# Prepare for a New Online and Mobile Banking Experience



We want to ensure you have everything you need for the new online and mobile banking roll out. Take a look at the following helpful tips to make sure you're ready to go!

# Mark Your Calendar

Your new online banking will be at your fingertips on:  
**Monday, May 3 at 9:00 AM PST**

To prepare, please ensure:

- You know your account number
- The contact information on your account is up-to-date, including:
  - Cell Phone
  - Email Address

If you need to update the information on your account, please contact us at **[contact@pointwestcu.com](mailto:contact@pointwestcu.com)** to avoid any further interruption in online banking access.



# Access Your New Experience

**iOS users** will update their existing app. Look for the update in the App Store.

**Android users** will download a new app. Delete your existing app and search the Play Store for “Point West Credit Union”.

**Desktop users** can access the new web portal by visiting [www.pointwestcu.com](http://www.pointwestcu.com) on the launch day.



# Register for Online Banking

All members will be required to register. Existing usernames and passwords will not be converted to the new system.

## Ensure you know:

- Your account number or 16-digit card number
- Last 4 of your SSN/TIN
- Your date of birth

## Access Registration

From the sign in page on desktop, iOS, or Android, navigate to the registration page using the “Register” button.

## Register

Fill out the registration form to verify your identity. If the information is correct, you will be prompted to create a username and password.

## Sign In

After a successful registration, you will be able to sign in. On your first sign in on any browser or device, you will be required to retrieve a verification code from an email address or phone number we have on file (aka 2-factor authentication).

During this process you can opt to trust the browser/device you are using to skip 2-factor authentication on subsequent sign ins.

## Biometric Authentication

After your first sign in on a mobile device, you can set up Face/Touch ID on iOS or Fingerprint on Android from the Security page.

You must trust your device during the 2-factor authentication sign in process in order to use biometric authentication.



# Online Banking Communications

Future communications regarding online banking will come from **[notifications@online.pointwestcu.com](mailto:notifications@online.pointwestcu.com)**.

For more information, view our FAQ at:  
**[www.pointwestcu.com/conversion](http://www.pointwestcu.com/conversion)**

