

COALISLAND CREDIT UNION
ONLINE SERVICES



**Coalisland
Credit Union**

DIGITAL WHEN YOU WANT IT
human when you need it



GETTING STARTED...

Step One: Registering for access

The most convenient way in which you can register for access to our online services is by visiting www.coalislandcu.com and completing the quick and easy process. Simply click on the "Register" tab at the top of the home page and follow the step by step instructions. For this you'll need your CCU member number, so make sure you have this to hand or telephone the office for over the phone verification.

Upon completion of the registration section, a member of staff will send a SMS temporary 24 hour PIN code to your mobile phone. You will be able to change this temporary PIN to digits of your own choosing after your initial log in.

Alternatively, if you are in our office then you can register through a staff member and receive a PIN via SMS.



REGISTER FOR ONLINE ACCESS

A member of staff will contact you on the telephone number provided to verify your identity and complete the registration process. A PIN will be sent to your address securely by post.

Please complete all your details in the form below, and click submit when you have finished.

REGISTER FOR ONLINE ACCESS

Member Name: Joe Bloggs

Member Number: 123456

Date of Birth: 15/10/1985

Day Time Telephone Number: 01222 34567

Mobile Number: 07123 456789

Email Address: jbloggs@email.com

Confirm Email Address: jbloggs@email.com

ACCOUNT:

- Login
- Register for Online Access
- Lost Your PIN?

Form Submitted Successfully!
Reference No: 2130

Thank you for taking the time to complete this form. Someone will contact you shortly to complete the registration process.

REGISTER FOR ONLINE ACCESS

Member Name: Joe Bloggs

Member Number: 123456

Date of Birth: 15/10/1985

Day Time Telephone Number: 01222 34567

Mobile Number: 07123 456789

Email Address: jbloggs@email.com

Confirm Email Address: jbloggs@email.com

GETTING STARTED...

Step Two: Logging in

Once you've registered, every visit to the website from then on will see you using only the "Login" tab at the top of the homepage.

When you hit the "Login" button, you will be asked first to enter your member number and your date of birth. The second screen will ask for three of the six digits from your PIN number – this will be the case each time you log in, so it is crucial that you keep your PIN safe and secure.

Please note you need to login for the first time on the website to initially verify your mobile telephone number . After you have done this you can then download the app if you wish.

GETTING STARTED...

Step Two: Logging in

Once successfully logged in you will be brought to the Member Area, from which you can select which service it is that you require.

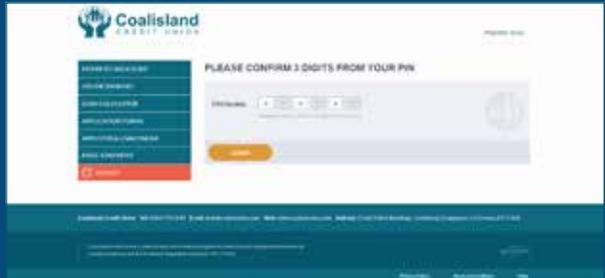


ONLINE BANKING

To check your balances on either shares accounts or loans, simply click on the "Launch Now" tab within the online banking menu in the member area.



For security reasons, you will be asked to confirm three of the six digits from your PIN number. Simply type in the requested digits, and hit "Login."



You will then be brought to a dashboard area which displays all of your account details and balances.



E-STATEMENTS

You can access and print E-statements for your savings or loan accounts at any time. Simply select “E-Statements” from the menu on the left hand side. This will take you to the E-statements page. Enter the date ranges you require, and click on “Get E-Statement.” This will then generate a printable statement showing all transactions on the account within the selected timeframe.

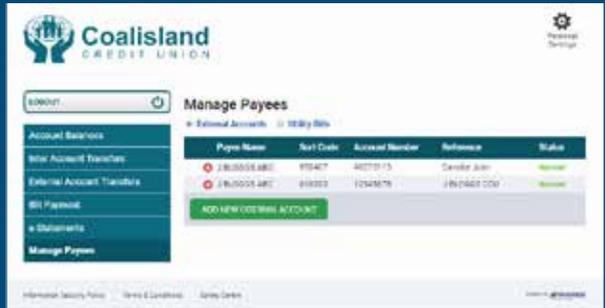


MANAGE PAYEES

The easiest way to keep track of your payees, or to add new ones, is through the “Manage Payees” tab on the left hand menu. Once selected, this will display a full list of all payees associated with the account, allowing you to manage the list and delete any outdated payees.

You can also click on the “Add new external account” tab if you wish to add new payees to the list.

Please note this can only be done via the website login and not on the app.

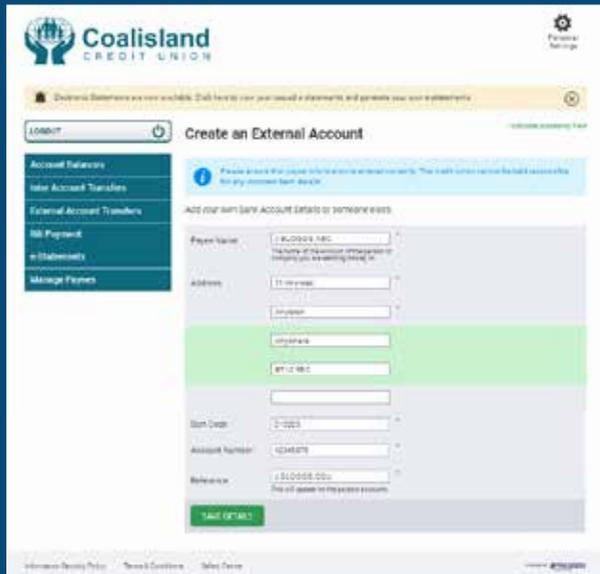


SET UP AN EXTERNAL PAYEE

Before you attempt to set up an external payee, please ensure that the correct mobile number is registered to your account, as you will be sent a verification code to that mobile number to confirm the new payee.

Please note that when setting up a new payee, it can only be done online and not through the app. Subsequent payments to the same payee can then be made via either the online portal or the app.

Setting up external payees, to transfer your money to, couldn't be easier.

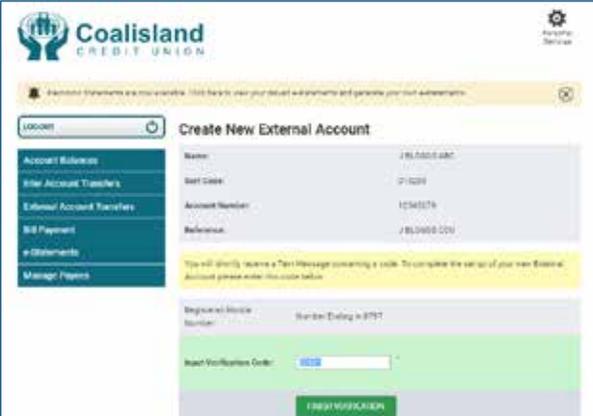


- Simply click on the "Add new external account" tab within the "Manage Payees" section, and insert all the relevant details.
- Please ensure that the sort code and account number are accurate,
- Don't forget to use an appropriate reference so the payee can easily identify the payment as having come from you.
- When finished, click on "Save Details"

SET UP AN EXTERNAL PAYEE

The final stage in the process is to complete the setting up of the new external account using the five-digit verification code sent via text to your mobile number. Once you have inserted the code as prompted, click on “Finish Verification” to complete.

When you go into external account transfers, your new payee will now be listed and available for use. Remember you can adjust these at any time through the “Manage Payees” tab on the left hand menu.



The screenshot shows the Coalisland Credit Union mobile app interface. At the top, there is a navigation bar with the Coalisland logo and a settings icon. Below the navigation bar, there is a search bar and a "LOGOUT" button. The main content area is titled "Create New External Account" and displays the following information:

Name:	J BLISS & SON
Sort Code:	211201
Account Number:	10545176
Reference:	J BLISS & SON

Below the account details, there is a yellow banner with the text: "You will shortly receive a Text Message containing a code. To complete the setup of your new External Account please enter this code below."

The "Registered Mobile Number" field is populated with "Number Ending in 8797".

At the bottom, there is a "New Verification Code" input field with a blue border and a "FINISH VERIFICATION" button.

EXTERNAL ACCOUNT TRANSFERS/ TRANSFER TO OTHER ACCOUNTS

When you're ready to make your payment, click the "External Account Transfers" tab on the left hand menu. This will open up a transfer page within which you will enter all relevant details and instructions.



The "From" account will always be from your regular shares account.

The "Message to appear on your statement" is your opportunity to tag the transfer with something which you will remember, such as who/where the payment is going to or why.

Clicking on the dropdown menu at "To account" will open up a list of all the payee accounts which you have set up. If you have not yet completed this task, please refer to previous section.

"Amount" is the amount which you wish to have transferred.

Once you are happy with all of the information entered, click "Next"

BILL PAYMENT

You can pay bills using your credit union savings.

- The 'From Account' will always be your 'Regular Shares' which are your savings
- Enter the message to appear on your statement
- Choose the utility bill you require from the dropdown menu or select 'click to setup Utility Bill'
- Enter the Bill Reference – this is the reference the bill payment processor will see.
- Enter the amount you wish to send.



The screenshot shows the 'Bill Payment' section of the Coalisland Credit Union website. The header includes the Coalisland logo and 'FEDERAL SAVINGS'. A navigation menu on the left lists options like 'Account Balances', 'New Account Transfers', 'External Account Transfers', 'Bill Payment', 'Statements', 'Manage Payments', and 'Document Upload'. The main content area is titled 'Bill Payment' and includes a 'LOGOUT' button. Below the title, there is a note: 'SAVING Bill Payment is available here (up to £3000 per bill)'. The form contains several fields: 'From Account' (with a dropdown menu), 'Message to appear on your statement' (with a text input and a plus icon), 'Utility Bill' (with a dropdown menu and a plus icon), 'Bill Reference' (with a text input and a plus icon), and 'Amount' (with a text input and a plus icon). A green 'PAY' button is located at the bottom right of the form. At the bottom of the page, there are links for 'Information Security Policy', 'Terms & Conditions', and 'Sitemap', along with the 'COALISLAND CREDIT UNION' logo and 'FEDERAL SAVINGS'.

INTER ACCOUNT TRANSFERS / TRANSFER BETWEEN MY ACCOUNTS

- If you have a loan(s) you can transfer money from your savings to pay off the loan(s).
- Select 'Regular Shares' which is your savings, in the 'From Account' dropdown menu.
- Enter a message/reference – this will appear on your statement.
- Select the loan you wish to pay under the 'To Account' dropdown menu.
- Enter a message/reference – this will appear on your statement.
- Enter the amount you wish to transfer.

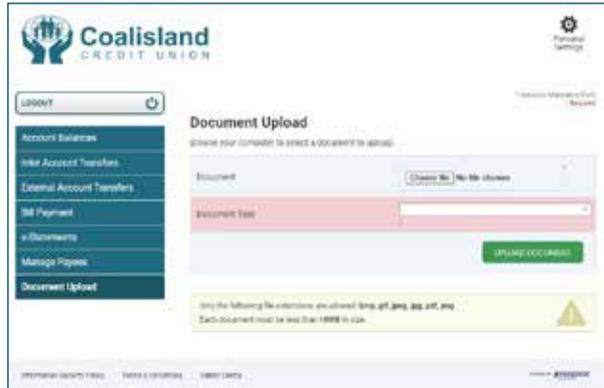


The screenshot displays the 'Inter Account Transfers' page on the Coalisland Credit Union website. The page features a navigation menu on the left with options like 'Account Balances', 'Inter Account Transfers', 'External Account Transfers', 'Bill Payment', 'e-Statements', 'Manage Payees', 'Account Updates', and 'Document Upload'. The main content area is titled 'Inter Account Transfers' and includes a sub-header 'Transfer money between your Credit Union accounts'. Below this, there are two sets of input fields: 'From Account' (with a dropdown menu set to 'Regular Shares'), 'Message to appear on your statement', 'To Account' (with a dropdown menu), 'Amount', and 'Reference to appear on your statement'. A green 'SEND' button is located at the bottom right of the form. The footer contains links for 'Information Security Policy', 'Terms & Conditions', and 'Contact Us', along with the 'mybank' logo.

DOCUMENT UPLOAD

Use this tab to upload support documents for your loan application or to send us proof of ID, change of address documents etc.

- Choose the file to be uploaded from your device.
- Select the Document Type from the dropdown menu.
- Select Upload Document.



USEFUL INFORMATION



Coalisland Credit Union

Initial Login

You can only verify your mobile telephone number via the website login and then you can download the app for future use.

Incorrect Logins

- If you incorrectly login 20 times in a row on the website, your PIN will be deactivated. You will need to be issued with a new PIN to proceed.
- If you incorrectly login 5 times in a row on the mobile app, the app will block you. You must uninstall and reinstall the app to activate it again.

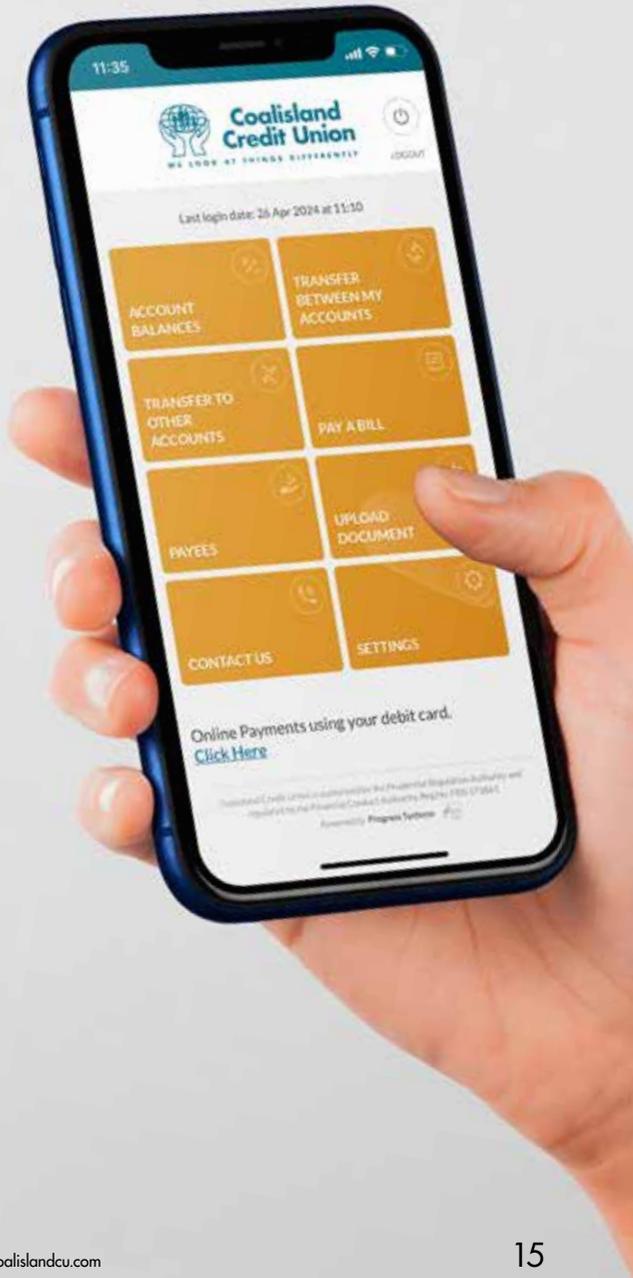
External Transfers

Transfers sent externally are not instant, they will take a few hours to appear in your bank/receiving bank.

If the transfer is done at the weekend it will not reach the receiving bank until Monday.

Pins

- If you lose your pin a replacement pin may incur a charge.





Coalisland Credit Union

Services

- **Electronic payments**
(wages, pension, benefits,
EMA paid into your CU account)
- **Online Access**
- **Mobile App Available**
- **Fully Digital Loans**
- **Withdrawal Transfers to
Bank Account**
- **Flexible Loan Repayments**
- **Free Life Savings & Loan
Protection Insurance**
- **Free Death Benefit Insurance**
- **Foreign Exchange**

Call in and see
how **YOU**
can benefit...

Coalisland Credit Union Limited is authorised by the Prudential Regulation Authority
and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
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