



FREQUENTLY ASKED QUESTIONS (FAQs)

eSERVICES:

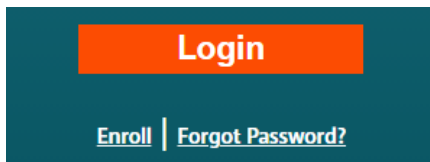
What eServices do you offer?

We offer the following eServices to our members:

- Digital Branch (Online Banking and Mobile App)
- Online Bill Payer (Bill Payer FAQs are listed separately)
- Remote Deposit Capture
- eStatements
- Mobile Alerts

How do I enroll in Digital Branch?

From any page within our website, select the Enroll link found underneath the Digital Branch Login button. Follow the prompts and complete each field indicated. When enrollment is complete, you'll receive a confirmation message and email with an activation link. Click the activation link to begin using Digital Branch. Please note that the link is only active for 30 minutes.



Do you have a Mobile App?

Yes. Our free Mobile App is part of Digital Branch and may be downloaded from your device app store (iTunes, Google Play). Simply search for Emerald Credit Union.

Can I deposit a check with my phone?

Yes. Remote Deposit Capture (RDC) is a feature available only within our Mobile App. It allows you to take a picture of a check and deposit it into your account. Please note that check holds will apply.

How do I enroll in eStatements?

Login to Digital Branch, and select eStatements from under the Transactions menu. Then, choose the Enroll in eStatements link next to the account number for which you'd like to enroll. A confirmation message will appear; select the OK button to complete enrollment.

How do I setup Mobile Alerts?

Login to Digital Branch, and select Mobile Alert from under the Self Service menu. Then, use the Add Alert button to choose the Alert Type, Account, and Amount. Select the OK button to complete setup.