



## eBranch Online Access

eBranch is safe, secure, and confidential and gives you more convenient access to your accounts anytime, anywhere. Check your account and loan balances, make payments, review recent account activity, make transfers between accounts, and more!

### Access eBranch

eBranch is easy to access. Enter your User ID and password into the fields provided, then click login. First-time users will need to use their account number and Personal Identification Number (PIN), which is the last four digits of the primary member's Social Security number. If you need help logging in, please contact the Electronic Services Department and a representative will assist you. We are available Monday through Friday from 8:00 a.m. to 5:00 p.m. (Pacific Time) at 800/592-3328 or 818/952-4444, option 3 then option 2.

### Mobile Access

View your account information and transfer funds from the convenience of your mobile phone anytime, anywhere. Simply download the application onto your Apple and/or Android device and have the convenience of eBranch at your fingertips.

Data charges may apply. Web access is needed to use Mobile Banking. Check with your wireless service provider for details on specific fees and charges.

## eBranch Features

### ID Check

ID Check is a security feature that requires you to correctly answer security question(s) to confirm your identity before you login to your account.

### Accounts

#### ACCOUNT SUMMARY

Get up-to-the-minute account balances, loan balances and account histories on the account summary page. You can also view previous and current year dividends earned and interest paid. The account summary page will also display CEFCU's Visa® Credit card account information including: your current Visa balance, available credit, three months of history, payment(s) due, year to date interest and current month charges (from the last posting date).

#### ACCOUNT EXPORT

To help manage your finances, eBranch offers the ability to download your account information. Easily export account information directly into your personal financial management software such as Quicken or export it to a Comma Separated Value (CSV) file.

## Transfers

### ACCOUNT TRANSFER

It's easy to transfer money between your CEFCU accounts. All your online transactions are secure and you will receive a transfer confirmation number for your records.

## Statements

### E-STATEMENTS

Your monthly account statement can be viewed online! At the touch of your fingertips and in a secure environment, you have access to your monthly account statement. By choosing to view your statement online, you help us save paper, postage and other resources.

To sign-up for E-Statements, simply login to eBranch, hover your mouse over *Accounts* or *Online Services* then click on "E-Statements". You will be asked to read the disclosure and consent to accept statements electronically instead of by mail.

## Online Services

### ACCOUNT SERVICES

Through eBranch you can view your e-Statements, change your address, change your password, request a check withdrawal, request statement copies, apply for a loan, and more.

### ONLINE SETTINGS

eBranch can be customized to fit your needs. You can decide how long the system stays connected before it logs you out, create personalized account nicknames and set your account history date range.

### ACCOUNT ALERTS

Sign-up for important alerts delivered directly to your mobile phone or email. This free service allows you to set up your own personalized alerts customized to your preference.

### ONLINE BANKING HELP

Browse our help section below if you are having problems in eBranch. The Electronic Services Department is available Monday through Friday from 8:00 a.m. to 5:00 p.m. (Pacific Time) to assist you with eBranch. "Contact Us" emails sent during closed hours will be answered on the next business day.

## Co-Browse

Co-Browse is a feature within eBranch that offers you the ability to share your computer screen with a CEFCU employee should you need assistance with any of the services within eBranch.