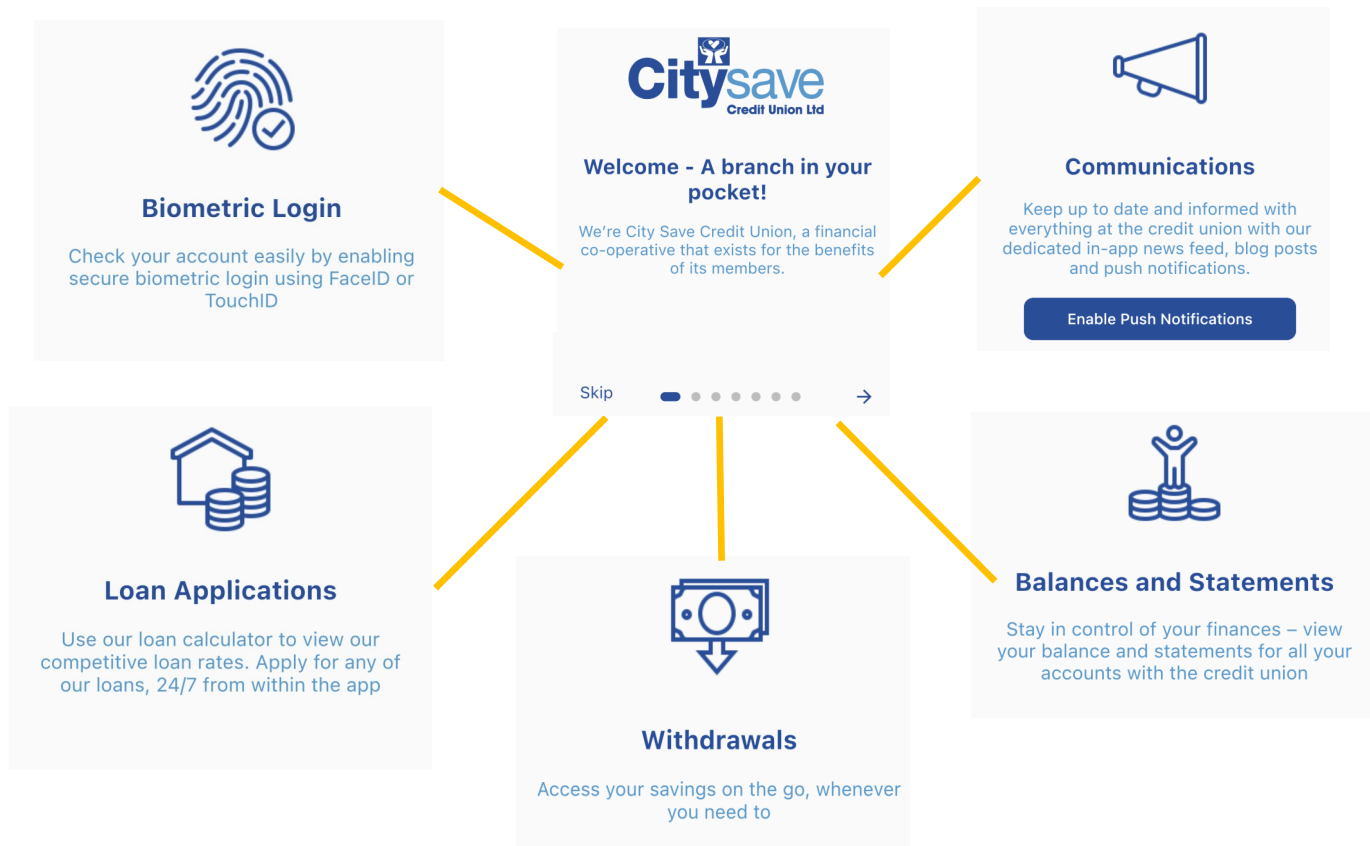


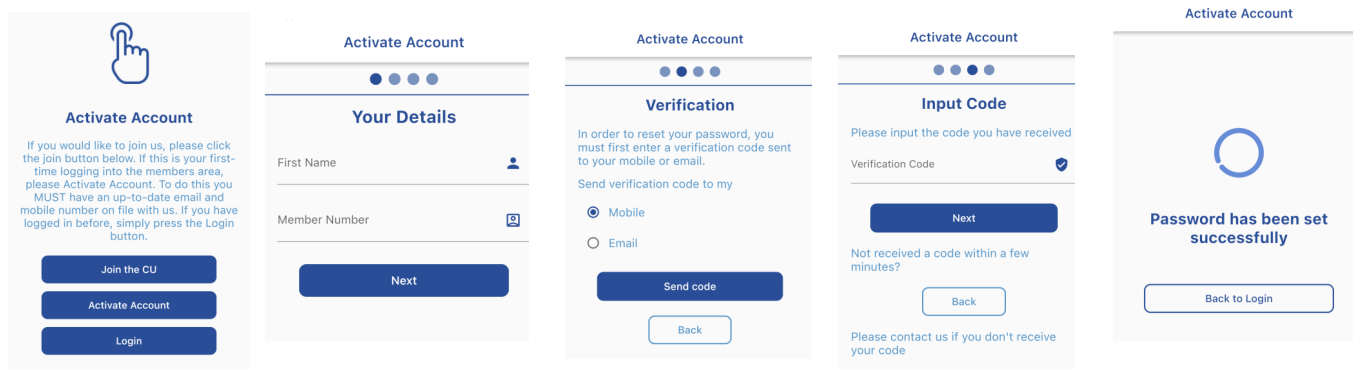
Mobile App

The new mobile app is now available to download in both the App store and Play store for Apple and Android mobiles.

Below are the welcome slides which show all of the features of the app.



Activating your online account



Once you have downloaded the app and swiped through the introduction slides, you will be met with this page. You will need to go to **"activate account"** to complete the registration form before attempting to log in. *** Please note all registrations for the old online area are now invalid and ALL users will need to re-register***

- 1) You will be asked for your first name and membership number.
- 2) You will then be sent a verification code to either your mobile or email address which is attached to your account.
- 3) Once you have received this code you will need to input the code. This will then take you to a page where you will be able to set a password for your account. *** If at any point you forget your password, you will be able to reset this on the log on page***
- 4) Once you have set a password you will be asked to go back onto the log on page where you will be asked for your membership number and password. This will log you onto the mobile app online area.

New Feature!

You can now set up face ID, fingerprint and auto save for your login details!

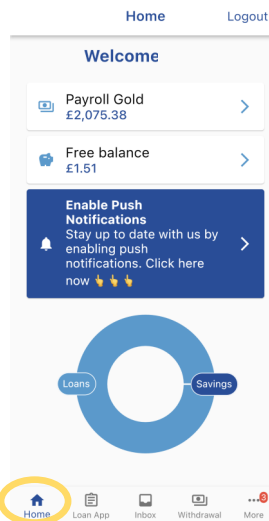
Would you like to save your credentials with biometric?

Yes **Maybe Later** **Never**

Mobile App

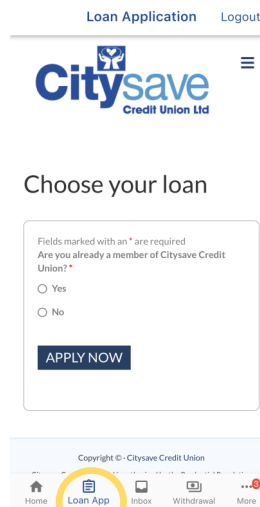
Our new app allows you to check your accounts, view and edit details, apply for a loan, talk to the team via private chat, access to account statements and so much more!

A Branch in your Pocket!



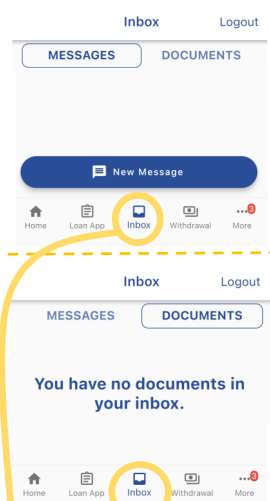
Once you have logged onto the app you will be welcomed to this home page. This will give you the overview details of your savings balance and loan balance.

The bar across the bottom shows the different pages you can access; Home, Loan Application, Inbox and more!



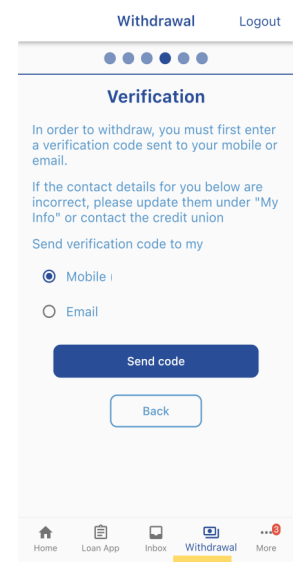
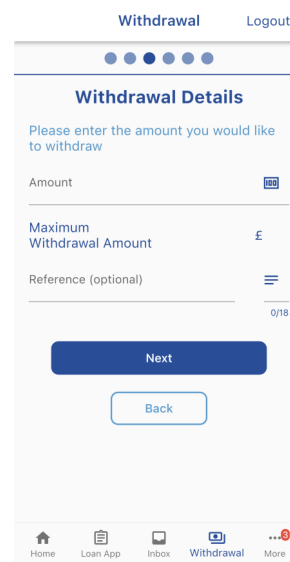
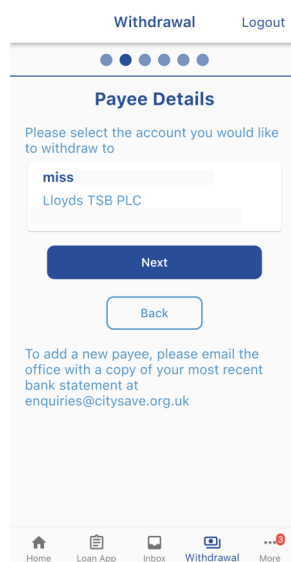
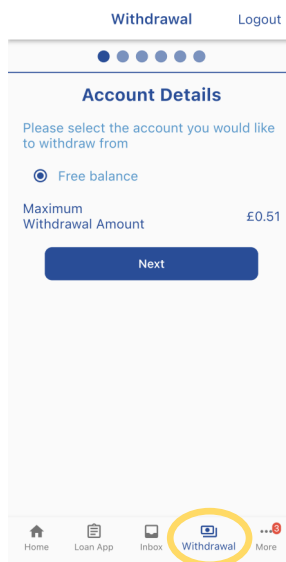
Our mobile app now includes the loan calculator which allows you to look at the variety of loans we offer, their APR and how much the repayments would be! Find the loan calculator under the "More" tab.

In addition to this, if you decide to apply for one of our loans, you can do this through the app by clicking "Loan app" on the bottom bar!



Under your inbox tab you will be able to message one of our team in regards to your account and also view the documents you have uploaded to your account. Please note you will not have access to the documents we have placed on your account.

Making a Withdrawal



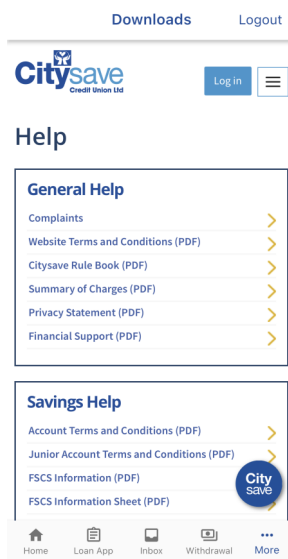
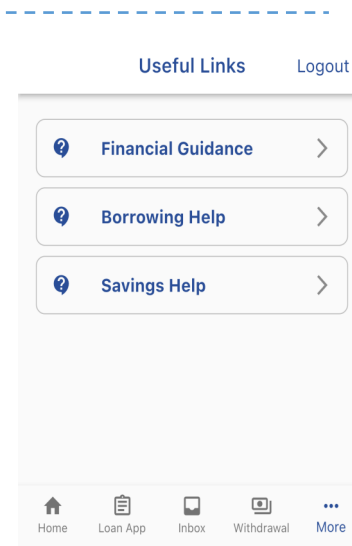
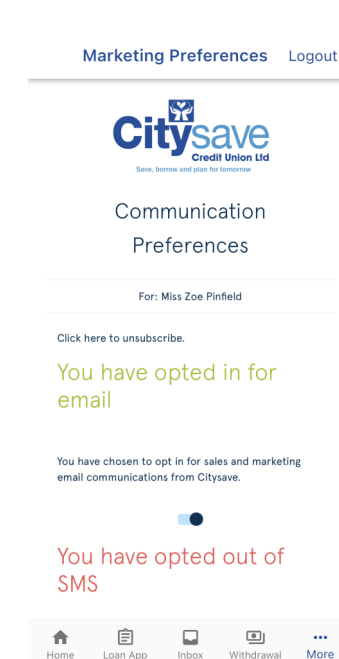
If you would like to make a withdrawal through the app please go to the "Withdrawal" on the bottom bar.

You will then be able to select the account you wish to withdraw from. If you have any regular savings, Christmas savings, JS1 balances these will also show here. You will confirm the name and account which the funds will be going to and then on the next slide you will be asked how much you would like to withdraw from that account and you will be able to add a reference to the payment but this is not required.

To make the withdrawals secure we have now introduced a two factor authentication which can either be sent to you via email or SMS message, making the withdrawal more secure for yourself!

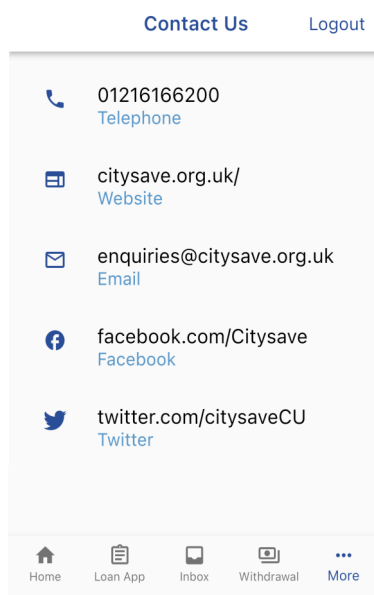
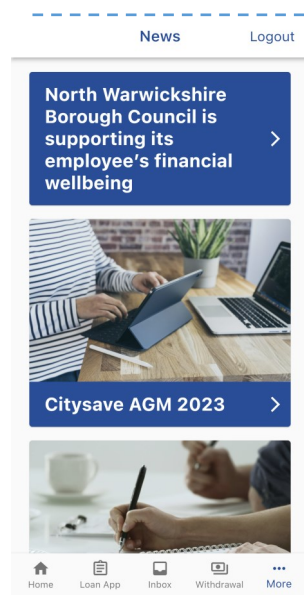
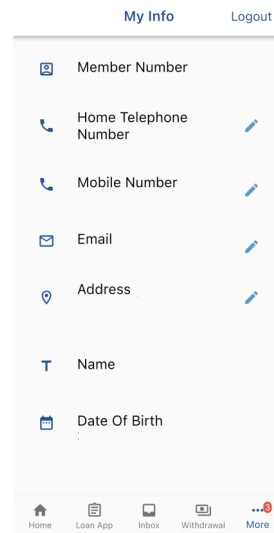
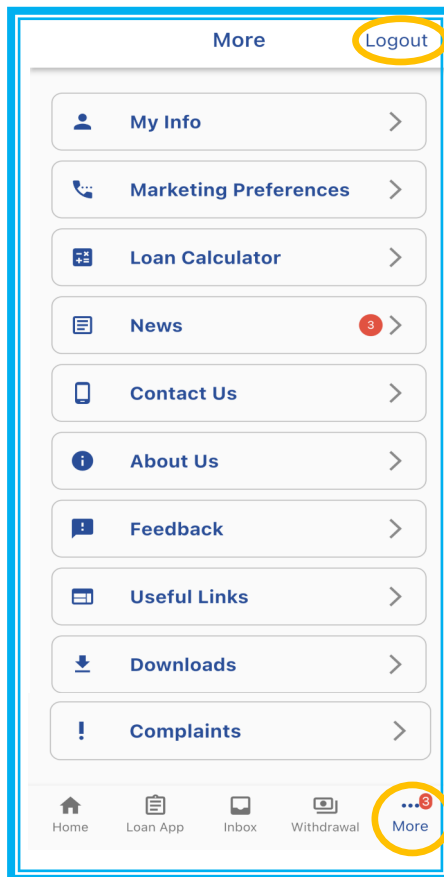
Once you have entered the verification code, there will be a confirmation of the withdrawal and the details of the bank account which they are going to—
its that simple!

Mobile APP– There's more...



If you go to the "More" tab on the bottom bar you will have a page like this appear. Here is all the other information about your account, Citysave, updates and more.

To log out, simply go to the "Logout" button in the top right-hand corner.



Thank you for Saving and Borrowing with Citysave Credit Union