



**BANK ANYTIME, ANYWHERE.** Virtually most of our banking needs can be met from the comfort of home through online, mobile or phone banking or by calling our Member Service Centre. If you haven't yet tried any of these options, we can help get you started.

**Interac e-transfers** are a quick and easy way to transfer money securely between accounts at any financial institution in Canada with just an email address or phone number. Funds can be accessed as soon as the e-transfer has been accepted.

**HELPFUL TIP: Avoid e-transfer interception fraud. Never enter the security question in the e-transfer 'message' box.**

### How to Send Money

1. Log into online or mobile banking.
2. Create your user profile.
3. Add your recipient (will need email address and/or cell phone number).
4. Complete the transfer information.
5. Your recipient will be notified by email or text message.
6. You can cancel or resend an e-transfer before it is deposited by clicking on "Pending" and choosing "cancel" or "resend".

### How to Request Money

1. Login to online or mobile banking and click on "Request Interac e-Transfer".
2. Follow the steps to email the sender a request for money by selecting in their name in the "Request From" drop down list.
  - a. If your recipient does not appear, you will need to add them to your recipient list.
3. Once your request is fulfilled the money will deposit to your account.

### How to Autodeposit

1. Login into your online or mobile banking.
2. Navigate to the Transfers page and click on "Send Interac e-Transfer". Select "Autodeposit".



3. Register your email address and link your account.

**If you have questions or would like assistance please call our Member Service Centre at 1.800.665.5728, and one of our advisors would be happy to assist you.**

**We can help get you started.**