

CO-OP Mobile

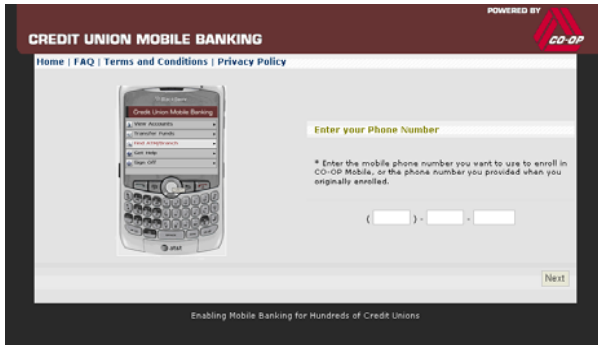
Members can use CO-OP Mobile to obtain account balances, view transaction history and make transfers between accounts. They can also find the nearest CO-OP ATM or shared branch.

CO-OP Mobile consists of a website for enrollment and a downloadable application for supported phones or mobile devices. Once enrolled, a text message is sent to your phone with the URL from which the application can be downloaded.

Enrolling

Go to <https://www.co-opmobile.org>. A link is provided on the credit union's website.

TIP: For a list of supported devices, click on FAQ (Frequently Asked Questions) on the menu bar.



After entering the phone number you want to use, the enrollment wizard walks you through the following steps:

1. Identifying your credit union.
2. Authenticating account holder information on record with the credit union. In addition to name and last five digits of social security number, any two of the following will be required:

- Telephone number on record

- Street number
 - ZIP Code
 - Date of birth
3. Nickname for the mobile account.
 4. Registering your supported mobile device. You will need to know:
 - Your carrier
 - Manufacturer of your device
 - Model of your device
 5. Establishing a mobile PIN of 6 to 8 numeric characters.
 6. Setting up three challenge questions and answers for PIN reset.

When enrollment is complete, you are provided an activation code and instructions for downloading the device-specific application to your phone.

NOTE: Activation codes expire after 24 hours.

Downloading the Device Application

1. On your phone, go to MESSAGES and locate a text message from co-opmobile.org.
2. Read the text message and locate the URL (a web address that begins with *https://*).
3. Select the URL address and press ENTER or choose GET LINK to begin the download process.
4. Accept the terms of use.
5. Enter your activation code, phone number, and mobile PIN.

Once you are activated, you can begin using CO-OP Mobile immediately.

Signing on to the Application

To use the application in the future, just launch CO-OP Mobile and the main menu will appear. You will need to enter your PIN only if you choose to view your accounts and activity or transfer funds.

Performing Mobile Banking Functions

All mobile functions are available from the main menu. At any time, you can:

- Return to the main menu by pressing the MENU soft key.
- Return to the previous screen by pressing the BACK soft key.



NOTE: The application is device-specific. It may be displayed differently on your phone than in the example shown here.

View Accounts and Transactions

1. Select VIEW ACCOUNTS to see a list of your accounts with their balances. You will be prompted to enter your Mobile PIN.
2. Select one account to see more detail.
3. Select RECENT ACTIVITY to see your account activity, or select SEARCH ACTIVITY to find transactions by date or amount (you can use a range).
4. Select a single transaction to see more detail.

Transfer Funds

1. Select TRANSFER FUNDS. Unless previously entered during this session, you will be prompted to enter your Mobile PIN.

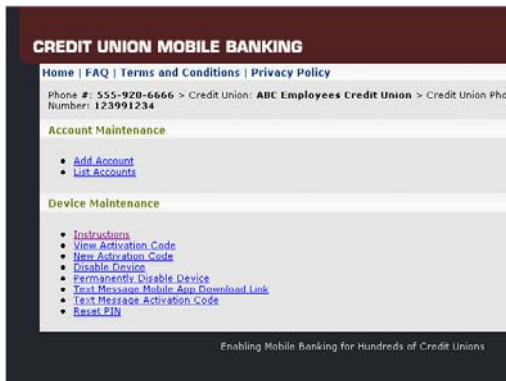
2. Select BETWEEN YOUR ACCOUNTS.
3. Enter the dollar amount (DDDDCC, no decimal).
4. Review and approve the transfer.

Find a CO-OP ATM or Shared Branch

1. Select FIND ATM/ BRANCH.
2. Select BY ZIP CODE or BY ADDRESS.
3. Enter your desired ZIP Code or address fields.
4. If you want to narrow the search, choose either ATMS or SHARED BRANCH in the LOCATION TYPE field.
5. From the search results, select a desired location to see the address details.
6. If desired, select SHOW MAP and use the zoom features.

Updating Information

Return to the CO-OP Mobile enrollment website at <https://www.co-opmobile.org> for any of the following maintenance functions.



- Add or view accounts
- View download instructions
- View or get another activation code

- Temporarily disable or re-enable your device
- Permanently disable your device (if you get a new device or phone number)
- Have a text message sent with the download link or your activation code.
- Reset your Mobile PIN

Support

For Credit Union Members

Enrollment website: Link from credit union website, or <https://www.co-opmobile.org>

Credit Union phone number:

For Credit Unions

CO-OP Client Services **800-782-9042**
Option 2

Hours of Operation:
5 a.m. to 5 p.m.
Pacific Time
Monday-Friday

More Information

Refer to *Getting Started With CO-OP Mobile* — available from the CO-OP Extranet Library, or contact your CO-OP Financial Services National Relationship Manager for a copy.



Quick Reference for

CO-OP Mobile

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1-800-782-9042
www.co-opfs.org