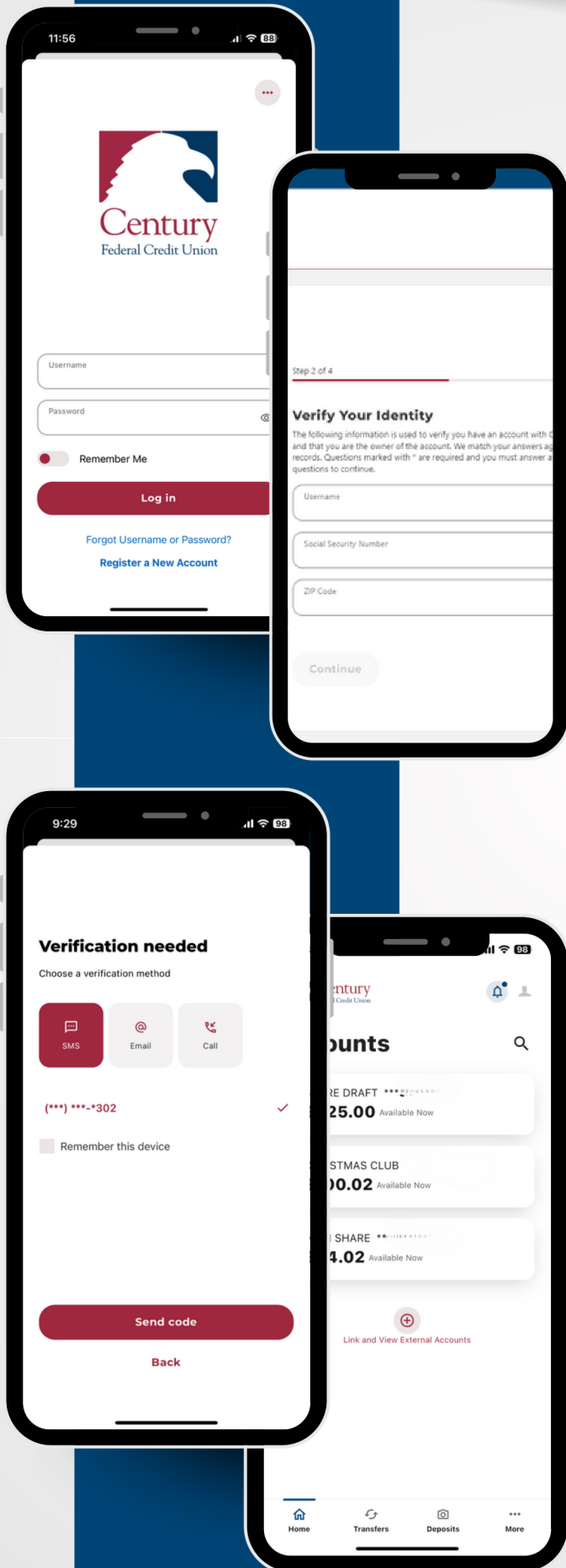


FIRST-TIME LOGIN PROCESS - Mobile



Android mobile device – Android users must delete the old app and download a new version from the Google Play Store.

iOS mobile devices – Ensure your application is the latest version

- Log in using your current username. You can enter your current password.
- Secure your Account and **"Create new Password"**
- Read the disclosure agreement, click **"I agree,"** and **"Continue."**
- **Verify your identity** using the required information.
 - Enter your username
 - Provide you Social Security Number (SSN).
 - input the zip code associated with your account.
- Read the disclosure agreement, click **"I agree,"** and **"Continue"**
- Select your preferred method for **two-factor identification**
- Your **one-time six-digit verification code** will be provided by your preferred method.
- Enter your six-digit verification code and click **"Verify"** to continue.
- Simply follow the prompts to either **"Turn On"** or select **"Not Right Now"**
 - Allow **location access** for ATM locations
 - Opt-in for push notifications from CFCU
 - Try out **'Snapshot'** for a quick and easy banking experience
 - Consider using **biometric ID** for added security
- Once the new password has been created you will be prompted to accept Terms and Conditions, click **I Agree,** then **Continue.**

The mobile app Accounts page will display, and you can begin exploring the **new seamless mobile banking app.**