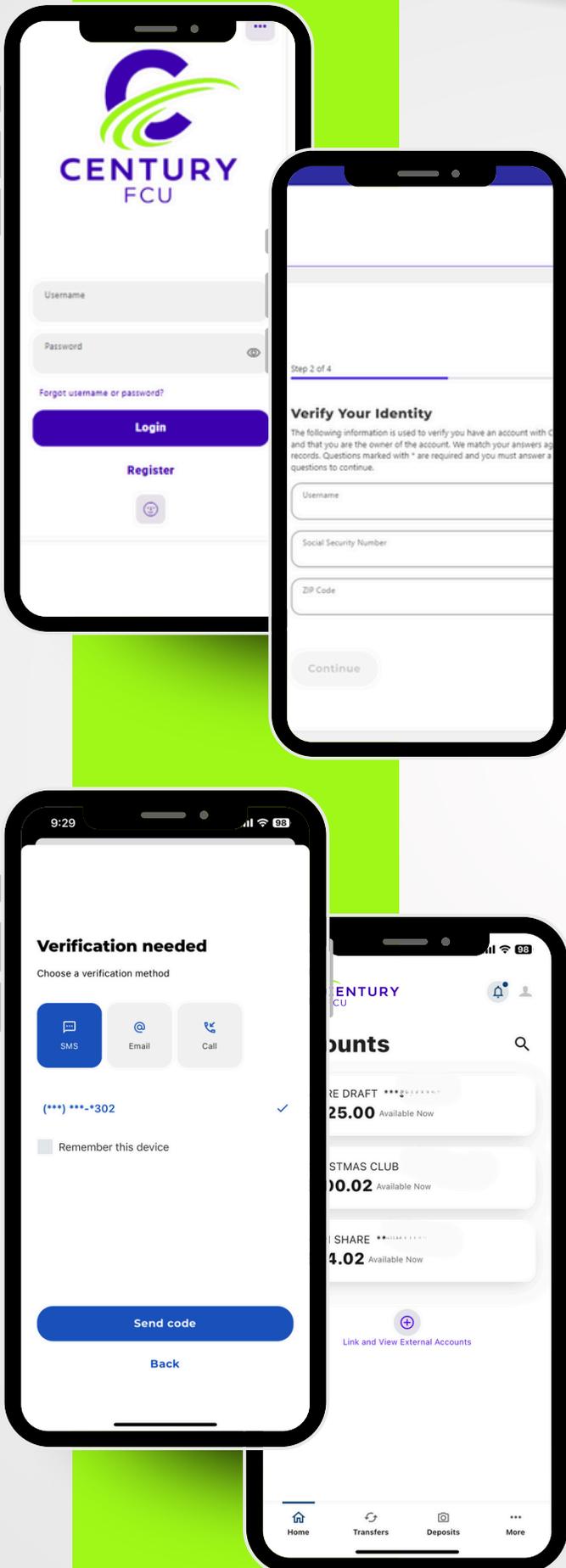


FIRST-TIME LOGIN PROCESS - Mobile



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.**