

# Empowerment through Financial Education

*A Program of the Southeastern Credit Union Foundation*

## Mobile Banking Basics

Financial transactions through your mobile device are quick, convenient, and efficient. There's no longer a need to stop by the credit union on your way home from work to deposit checks, make a transfer or review your recent account history.

### Keep Mobile Banking Safe:

Mobile banking scams are on the rise, but by simply following these tips, you can use your phone to bank with confidence, knowing your money and your information are safe.

- Always choose multi-factor authentication.
- Never share your password or save it to your device. Also, choose a security question that cannot be answered by searching through the personal information you post on your social media platforms.
- Never answer a text or email that asks for your account details, even if it appears to be from your credit union. Finally, always be wary of unsolicited phone calls and banking alerts.
- Consider installing an antivirus app on your phone as well as a location-tracking app so you can find your phone if it gets lost. Be sure to lock your phone after using it and, log out of the mobile banking app when you are done.
- Use a VPN. A VPN (virtual private network) will give you a private network, even when you're using public Wi-Fi, thus preventing scammers from tracking, and hacking your mobile device.

### Begin Mobile Banking with a Few Steps

As long as you have a smartphone with access to the Internet and a credit union account with a credit union with a mobile app, it's easy to get started.

1. Gather your account numbers; they are needed to enroll your account.
2. Find your credit union's mobile app by going to your app store to search and download your credit union's mobile app.
3. Register for access to your credit union's online banking platform by following the prompts to create an online account. You will answer questions to prove it's really you, choose a username and password, and set up security features and preferences.
4. Log in and take a tutorial if it's offered by your credit union to learn your way around the platform.

## Benefits of Mobile Banking

Mobile banking is a very convenient and intuitive way to manage your money, especially when you're on the go.

1. Account control from anywhere. Instead of having to look for a branch bank or a compatible ATM, you can check your balance and transfer funds with a few swipes.
2. If you lose your debit card or credit card, you may be able to turn it off with a switch — no waiting on hold to get it done.
3. There's no need to rush to the bank before it closes. You can deposit checks from the safety of your home- though our friendly tellers will always be glad to see you. Using your secure app, follow the prompts to take photos of the front and back of the endorsed check, and the bank will use the information on the check to initiate a transfer.
4. Online bill pay options.

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