

Convenience Services

Our convenience services make it easy to check balances, view transaction history, transfer money between accounts, and more, whether you're at home, at work or on the go.

Online Banking

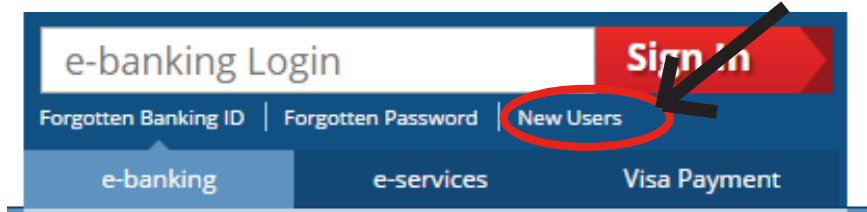
Manage your account information through our totally secure site by logging on at our homepage. Your information is up-to-the-minute, so it's easy to:

- Access e-statements, Bill Pay, Mobile Banking and your Credit Card information under a single sign on
- Make loan payments
- See when a withdrawal has cleared
- Transfer balances
- Obtain free copies of checks you have written
- Update the address records of the primary owner of the account
- Set up alerts to manage your account
- Communicate with the credit union by sending or receiving secure messages

It's safe, simple, and completely free. Enroll online by visiting www.mycvcu.org and clicking the "New users" link.

You will need the following to enroll:

- Your member account number
- Your Social Security Number
- The email address on file with us



Just follow the prompts to complete your enrollment. **Information must match our system records exactly.**

Download our App

For even easier account access, download our app. **You will need to enroll in Online Banking first.** Then, download the app and sign in using your existing online banking username and password, and follow the prompts.

You'll be asked to choose whether you would like to receive text alerts, enter your 10 digit mobile phone number, choose your wireless provider from the dropdown menu, select the accounts you wish to access from your mobile device and accept the Mobile Banking Agreement and Disclosure.



Audio Response

Audio Response is our free, 24-hour daily account information system. Audio Response is completely confidential because **you select your own access code the first time you use the system.** There is unlimited use available, and the information provides accurate and up-to-the-minute account information and even loan payment information. You can even use it to balance your check book because you can inquire about individual check numbers and confirm withdrawals and deposits.

How do I use Audio Response?

1. Using a touchtone phone call 706.235.2925.
2. When prompted, enter your account number and press #.
3. Enter your access code (your PIN) and press #. *If this is your first time using the system, choose a code that you will remember.* Keep the code confidential.
4. If this is your first time using Audio Response, verify your social security number.
5. Its that easy. Now, just listen for the prompts for each menu. Some transactions will require you to press # to process them.

Helpful hints when using Audio Response

It is not necessary to enter decimal points, i.e. \$10.00 would be entered as 1-0-0-0.

"Share" accounts are all deposit accounts, i.e. Savings, Checking, IRA's and money markets.

You will need to know your share and/or loan IDs for your accounts.*

*If you have more than one share or loan on your membership account number, please refer to your statement for the ID number.

What can I do through Audio Response?

- Access Balance and History Information
- Check for cleared checks, debits, automated debits, and other items
- Transfer funds between share accounts or from a share account to a loan
- Withdraw funds from savings or line of credit by check
- Advance money to your share account from a line of credit
- Place stop payments on checks you have written at half the usual fee
- Make cross account transfer, if an authorization form has been executed

Coosa Valley
CREDIT UNION

Experienced. Always Nearby. Anyone Can Join.

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