TECU Credit Union

Internet & Mobile Banking

Member's guide

Version 1.4

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1. General information

On the home page you can find general information about TECU and its services, latest updates on our news board and other useful facts and links.

HELP &		ਦ । ਨੇ kate	216 N #40 I 14	🔡 LAST SIG	in In: 21.08.2019	9 10:49:00 EEST	ປ່ SIGN OUT
EU E Sear Andre Star Andre Star A	HOME	MY INFORMATION	ACCOUNTS	TRANSFERS	REQUESTS	MESSAGES 3	SETTING
ENERAL INFOR	MATION						
Accounts	3	Transfers		7	🕐 Requ	uests	16
Account No	Available balance	Member to confirm		2	Saved		10
100	1,821.39	Authorized, to be execut	ited	n/a	Submitted		2
100	197.73	Executed successfully		2	In Process		2
Accounts/Deposits	2	Failed		3	Approved		1
Loans	1				Declined		1
Messages	17						
New	3						

1

Outgoing, not read

2. Confirm your user's account

Once your account is created you are required to confirm it. An e-mail was forwarded to the e-mail address provided. The e-mail contains a link, which leads to the user confirmation page. Click on the link and your browser will open a page containing sections described in the next topics. These cover setting your security data – password to sign in, transaction password for sign transfers, requests etc., and your secret question and answer to restore your forgotten password and change your transaction password. You are required to set all these passwords to confirm your account.

2.1. Account data

Confirm user							
You are almost done! Last step is to check carefu functional.	y your details, set your password, transaction password and secret question/answer, and your account will be fully						
Name	Jane Doe						
User ID	jane						
E-mail	and the empirical com						
Active	YES						
	Roles						
	Member						

This is your personal information. Check it out and if you find something wrong do not hesitate to contact TECU at 800-8328.

2.2. Set password and transaction password

Set password					
The password must comprise of 8-30 characters with no s transaction password.	paces and requires at least one upper and lower case letter, and a number. It mu	st also be different from			
New password *	Enter your new password				
Confirm password *	Confirm your new password				
Set transaction password					
Transaction password length must be between 4 and 20 a	lphanumeric characters. It must also be different from password.				
New transaction password *	Enter new transaction password				
Confirm new transaction password *	Confirm new transaction password				

Enter password and transaction password according to the guidelines, described on the page.

2.3. Set secret question and answer

Set secret question/answer

New secret question *	<select question="" secret="" your=""></select>	~
New secret answer *	Enter your new secret answer	

Choose your secret question and enter your secret answer. They are used in case of forgotten password or transaction password change to protect your private data against unauthorized access.

Once your security data is stored you can use your user id and password to sign in TECH>U
 E-SERVICES system.

3. Sign in

Use your user id and password to sign in TECH->U E-SERVICES system.

8	User ID	
ð	Password	٩
	윈 Sign in	Forgot passwoi

Keep in mind that entering wrong password 3 times locks your user's account! Once your account is locked you can contact TECU for assistance.

When you sign in for the first time on the top of the page, you will see your name and information along with signed in for first time.

In each subsequent sign in you will see the date, time and time zone of your last sign in.

When you switch the members the main menu will change according to your access to the selected member's functions.

4. Forgotten password

In case of forgotten password click on the link on the sign in screen "Forgot password?".

8	User ID	
- -	Password	۲
	순 Sign in	Forgot password

You will be asked to enter your user id or e-mail, and secret question/answer combination. If any of these are also forgotten, please visit the nearest branch to get assistance.

A	Forgotten password				
Ľ	In order to restore your forgotten password, please, fill the fields below and the new password will be s				
	User ID or e-mail *	Enter your user id or e-mail			
	Secret question *	<select question="" secret="" your=""></select>			
	Secret answer *	Enter your secret answer			
		Reset password Cancel			

If you click Cancel then you will go back to the home page.

5. Forgotten passwords and/or secret QA

If you forget <u>one</u> of your three security components – sign in password, transaction password and secret question/answer you can set a new one using the other <u>two</u> components – see options in the <u>Settings</u> menu.

If you forget two components, you must contact TECU staff for assistance. A TECU representative will reset you credentials and you will receive an e-mail containing a link that loads a page to enter your sign in password, transaction password and secret question/answer. The same as for your confirmation of the user's account for first time.

6. My information

This function shows the details of the member retrieved from TECU's database. It's useful to check is your information in TECU up to date and if something changes in time to go to a branch and update it.



7. Accounts

On the accounts page, view all the information about your financial transactions, actual list of accounts, balances, daily balances, loans, fixed deposits and statements.

Note that you may not see all the options shown here, because they are dependant on the roles given to you.

ACCOUNTS

A	co	ou	Int	sl	ist

Balances

Daily balances

Transactions

Loans

Fixed deposits





Daily balances



Balances

Transactions

quantity, etc.

other details.

View your account, balance, blocked amount and total funds.

Search transactions for a

specific period, account,





Loans

Accounts list

accounts.

View daily account balances.

Find information about your





Fixed deposits Explore your fixed deposit contracts with their rates and

Help

Choose an option from the menu to get the information you need account details, transactions, daily balances, loans and fixed deposits and so on.



Loans

View your account statements.

View your loan balances and

payment schedule.

Statements

7.1. Accounts list

This page contains a list with all your accounts, accessible in TECH>U E-SERVICES.





7.2. Balances

Here you can check the balances of your accounts, blocked amounts, current and available balances.

Balances

Account	Date opened	Currency	Current balance	Blocked amount	Available balance
100 02 SHARES DEPOSIT TECU - MARABELLA BRANCH	03.12.2016	TTD	1,821.39	0.00	1,821.39
100 144 14 SHARES TECU - MARABELLA BRANCH Joint partner: Mr. KURT Mr. , Mr.	12.12.2011	ΠΟ	13,456.95	13,259.22	197.73

Total in local currency: 2,019.12

7.3. Daily balances

Here you can find your daily balances for a chosen account and date. The system searches for the closest date to that entered in the database.

Daily balances

Filter	^			
Account * 100 - SHARE! V	As of date * 21.08.2019 Q Search			
Balances for	21.08.2019			
\$ Currency: TTD	Opening balance: 1,821.39			
Debit: 0.00	Current balance: 1,821.39			
Credit: 0.00	• Available balance: 1,821.39			

7.4. Transactions

On Transactions page you can search for transactions for a chosen account, type – debit/credit, date period and amount range. The results are divided in pages of six items each and can be exported via a PDF file.

Transactions

.....

Filter								^
	Account	100 6 - SHARE	S DEPOSIT			~	Туре	<a > ~
	Date from			То	05.03.20	23		
Am	ount from	e.g. 635.52 (with no symbol)		То	e.g. 635.	52 (with no symb	pol)	Q Search
Trn. date	Description		Amount	Value	date	Ref. No.	Narrativ	e Branch
06.01.2022	JOURNAL TRA	NSFER THROUGH INTERNET	5,001.00 DR	28.01.2	022	100011002210000017002	Narrat	TECU - MARABELLA BRANCH
06.01.2022	JOURNAL TRA	NSFER THROUGH INTERNET	5,001.00 CR	28.01.2	022	10011052200627521	Payment	1 TECU - MARABELLA BRANCH
31.12.2021	STANDING IN	STRUCTIONS	1,000.00 DR	31.12.2	.021	00545454548000	8	TECU - MARABELLA BRANCH
31.12.2021	STANDING IN	STRUCTIONS	100.00 DR	31.12.2	021	0054(4)+0225002	÷ •	TECU - MARABELLA BRANCH
31.12.2021	INTEREST PAY	/MENT	45.45 DR	31.12.2	.021	0027105213656759	W -	TECU - MARABELLA BRANCH
31.12.2021	PRINCIPAL PA	YMENT	954.55 DR	31.12.2	2021	1002110021100203075	·	TECU - MARABELLA BRANCH
Export	273 transactio 13 to 18.	ons found. Showing		Total del	bits: <mark>194</mark> ,	019.32	Total cr 195,6	edits: Net balance: 1,649.85 69.17
			« 1	2 3	4 5	»		

7.5. Loans

This page presents information about member's loans. There is also a button to show closed loans and to see the payment schedule. You can check the closed loans by clicking on the button on top of the page.

Loans

•••••

Hide closed loans

CHARACTER LOAN

ranch: TECU - MARABELLA BRANCH	0	Amount financ	ed: 42,584.21	
account: 100	0	Principal outst	anding: 27,352	.53
urrency: TTD	0	Interest outsta	nding: 4,554.61	I
alue date: 20.04.2017	0	EMI: 1,035.00		
Naturity date: 31.08.2021	0	Interest rate: 1	2.00	
tatus: NORMAL STATUS	Ø	Linkages:		
	Ac	count	Туре	Amount
	10	01023311510014	CASA Account	13,259.22
	ranch: TECU - MARABELLA BRANCH account: 100 urrency: TTD alue date: 20.04.2017 Naturity date: 31.08.2021 tatus: NORMAL STATUS	ranch: TECU - MARABELLA BRANCH	ranch: TECU - MARABELLA BRANCH C Amount finance ccount: 100 Principal outsta urrency: TTD Interest outsta alue date: 20.04.2017 EMI: 1,035.00 Naturity date: 31.08.2021 Interest rate: 1 tatus: NORMAL STATUS C Linkages: Account 1001023311510014	ranch: TECU - MARABELLA BRANCH Amount financed: 42,584.21 Amount financed: 42,584.21 Principal outstanding: 27,352 urrency: TTD Interest outstanding: 4,554.61 alue date: 20.04.2017 EMI: 1,035.00 Interest rate: 12.00 tatus: NORMAL STATUS Account Type 1001023311510014 CASA Account

Check payment schedule

To see the payment schedule for the loan, click on the button below the loan information and a pop-up will show the full list of payments.

Payment schedule

Due date	Principal	Interest	Amount due	Settled amount
30.04.2017	895.00	140.00	1,035.00	1,035.00
31.05.2017	610.11	424.89	1,035.00	1,035.00
30.06.2017	629.84	405.16	1,035.00	1,035.00
31.07.2017	622.75	412.25	1,035.00	1,035.00
15.08.2017			2.26	2.26
31.08.2017	629.10	405.90	1,035.00	1,035.00
30.09.2017	648.40	386.60	1,035.00	1,035.00
31.10.2017	642.12	392.88	1,035.00	1,035.00
30.11.2017	661.12	373.88	1,035.00	1,035.00

× Close

7.6. Fixed deposits

Find here information about your fixed deposits.

Fixed deposits

.....

FIXED DEPOSITS 2 - GEN 1 YEAR

- **Q** Branch: TECU PT. FORTIN BRANCH
- Account: 30
- \$ Currency: TTD
- **Opening date: 12.03.2014**
- **Maturity date: 12.03.2020**
- Auto rollover: YES
- Close on maturity: NO
- Status: NORMAL STATUS

- Opening balance: 13,771.41
- Current balance: 13,874.70
- Blocked amount: 0.00
- Available balance: 13,874.70
- Accrued interest: 8.55
- 💄 Beneficiaries: Mr. 🔜 🔤 🔤
- Remarks: RENEW WITH INTEREST

7.7. Statements

Get your periodical accounts statements in PDF. Search by account and the list will contain all generated statements that meet the filter's criteria.

Statements

Filter		^
Account *	10 4 - SHARES DEPOSIT	Q Search
Document No.	Period of the statement	File
100	31.12.2016 - 29.06.2018	
100	K 30.06.2018 - 28.09.2018	
100	29.09.2018 - 31.12.2018	D
		3 files found.

8. Transfers

Here you can create transfers, view its status and approve pending transfers.

TRANSFERS



If the transfer daily limit is exceeded or available amount in the account is insufficient, transfer cannot be created!

8.1. Funds transfer to own account

Use this option to transfer money between your TECU accounts.

Funds transfer to own account Notes: • Consistent with our mandate to promote thrift and savings, members are kindly encouraged to maintain a minimum balance of \$300.00 on their share account. From account * <Please, select the account to debit> To account * <Please, select the account to credit>

 To account *
 <Please, select the account to credit>

 Amount *
 e.g. 635.52 (with no symbol)

 Details of payment *

The fields are:

- From account choose the account to debit money from;
- To account choose the account to credit money to;

 \sim

- Amount enter the amount in TTD, for example 254.33;
- Details of payment enter free text information about this transfer.

8.2. Internal funds transfer

Use this option to transfer money from your account to the account of another TECU member.

Internal funds transfer

.....

Notes:

- Transaction maximum limit: \$20,000.00
- Daily transaction limit: \$20,000.00
- Cutoff limit amount for online transaction: \$20,000.00
- Consistent with our mandate to promote thrift and savings, members are kindly encouraged to maintain a minimum balance of \$300.00 on their share account.

From account *	1001 11 - SHARES DEPOSIT		
To Account *			
	Please enter the full 16 digit account number for the recipient's Account.		
Recipient *			
Amount *	e.g. 635.52 (with no symbol)		
Details of payment *			
	Cancel		

The fields are:

- From account choose the account to debit money from;
- To account enter the account to credit money to. If the account is correct, the recipient's name will be filled automatically;
- Amount enter the amount in TTD, for example 254.33;
- Details of payment enter free text information about this transfer.

8.3. ACH Transfer

Use this option to send money to the account of another's bank customer. The available banks are in the list.

The fields are:

- From account choose the account to debit money from;
- Recipient enter the name of the person you credit money to;
- Recipient's bank select the destination bank;
- Branch name/Details of payment Branch name and Narration would be inputted here;
- To recipient's bank account enter the account that will be credited;
- Amount enter the amount in TTD, for example 254.33.

ACH transfer

.....

Notes:

- Transaction maximum limit: \$10,000.00
- Daily transaction limit: \$10,000.00
- Cutoff limit amount for online transaction: \$10,000.00
- The wait time for ACH transactions is 4-5 business days
- Transactions entered after mid-night, will be processed on the following business day
- Consistent with our mandate to promote thrift and savings, members are kindly encouraged to maintain a minimum balance of \$300.00 on their share account.
- Effective August 9th 2019, a nominal fee of five dollars (\$5.00) per transaction will be incurred for all external ACH returns.
- Disclaimer

From account *	1001 - SHARES DEPOSIT	~
Recipient *		
Recipient's Bank *	FIRST CITIZENS BANK	~
Branch name/Details of payment *	Branch name and Narration would be inputted here.	
To recipient's bank account *	Bank account number	
Amount *	e.g. 635.52 (with no symbol)	
	Save Cancel	

8.4. LinCU transfer

Use this option to load money to a LinCU card.

LinCU transfer

.....

Notes:

- Transaction maximum limit per day: \$30,000.00
- Transactions entered after mid-night, will be processed on the following business day
- Consistent with our mandate to promote thrift and savings, members are kindly encouraged to maintain a minimum balance of \$300.00 on their share account.
- The wait time for transactions is 4-5 business days.

Member CIF *		
From account *	100 (TTD 2,442.28) - SHARES DEF	POSIT
To LINCU card number *		e.g. 1234567890123456
Card holder's name *		
Amount *		e.g. 635.52 (with no symbol)
Details of payment *		
	Save Cancel	

The fields are:

- Member CIF enter your CIF number;
- From account choose the account to debit money from;
- To LINCU card number enter carefully the card number to load money to;
- Card holder's name enter the card holder's full name;
- Amount enter the amount in TTD, for example 254.33;
- Details of payment enter free text information about this transfer.

8.5. Loan payment

Use this option for loan payment.

Loan payment

Loan account number *	100
Product description *	CHARACTER LOAN
Principal *	39,516.18
Settlement account *	100 (TTD 2,441.28) - SHARES DEPOSIT
Account description *	KE
Settlement amount *	845.68 e.g. 635.52 (with no symbol)
	Bave Cancel

The fields are:

- Loan account number select the loan;
- Product description;
- Principal principal of the loan;
- Settlement account choose the account where the money will be taken from;
- Account description;
- Settlement amount the amount of the transfer.

8.6. Member to confirm

After you save a transfer, it must be authorized. You can view all pending transfers here.

The execution of each transfer starts after its authorization. On this page you can decide whether to authorize or delete the transfer. If you decide to delete the transfer, click on the Delete button and confirm.

Member to confirm

.....

Filter		^
Account Kind	<all></all>	~
	Q Search	

2 transfers found.

No. 1022	Created: 21/8/2019 7:09:30	No. 1014 Created: 20/7/2019 7:12:59
	Internal funds transfer	ACH transfer
	100	100
	SHARES DEPOSIT	SHARES DEPOSIT
	\checkmark	↓
	500.00 TTD	100.00 TTD
	Internal funds transfer	ACH transfer
	1	↓
	血 100 (1995) (1997)	<u> 100</u> 100 日 日 日 日 日 日 日 日 日 日 日 日 日 日 日 日 日 日
	SHARES	FIRST CITIZENS BANK
		Jane Doe
	Authorize X Delete	🖒 Authorize 🛛 🗙 Delete

To authorize a transfer, click on the button and then you must enter your transaction password in the pop-up screen, shown below:

Confirm	×
Please, confirm the transfer authorization with your transac	ction password.
Transaction password	
	Confirm Cancel
Keep in mind that entering a wrong password 3 times will lo your account, can contact TECU for assistance.	ock your account! To reactivate

8.7. Transfers history

Here you can search for transfers authorized for execution using the filter on the page:

- From a particular account;
- Transfer kind;
- Status;
- Amount;
- Time period when the transfer was initiated.

Transfers history

Filter			^
Account	<all></all>	✓ Kind	<all></all>
Status	<all></all>	~ Amount	e.g. 635.52 (with no symbol)
From		То	22.07.2019
		Q Search	

1 transfers found.

No. 1012	Created: 20/7/2019 7:10:52
	Funds transfer to own account
Debited account	100 6 SHARES DEPOSIT
Amount	10.00 TTD
Details of payment	Funds transfer to own account
Credited account	100 8 SHARES
Status	Authorized, to be executed
Credited account Status	100 Authorized, to be executed

No. 1013		Created: 20/7/2019 7:12:01
	Internal funds transfer	
Debited account	100 6 SHARES DEPOSIT	
Amount	100.00 TTD	
Details of payment	Internal funds transfer	
Credited account	100 8 SHARES	
Recipient	K	
Status	🔓 Authorized, to be executed	

For each transfer you have the following information:

- Debited account;
- The amount of the transfer;
- The reason/details of the transfer;
- Credited account (card number);
- Recipient's name omitted if the transfer is between your accounts;
- The status of transfer showing whether it's executed successfully or not. In case of failed transfer there is a button to see the associated error.

9. Requests

These requests are specific operations that a member require from TECU. The member creates the request and submit it to the TECU, after which the credit union revises the request and accept it or decline it with a reason.

REQUESTS

Quick view
Request for letters
Issue of cheque
Apply for a loan

Apply for a LinCU Active Card

Help

To create a request choose the desired type from the menu and fill needed information.



View all your TECH>U E-Services requests.

Issue of cheque

branch for collection.







Apply for a LinCU Active Card The LinCU Active Card is an international co-branded debit MasterCard card.

Request a cheque and visit the chosen



APPLICATION

Request for letters

Request a letter or statement and collect at your branch of preference.

Apply for a loan

Our courteous and experienced Loans Officers can help determine the most suitable loan for you to satisfy all your financial needs.

9.1. A lifecycle of a request

The lifecycle of each request created in TECH->U E-SERVICES consists of steps shown below.



- 1. The user (member) creates the request. After this operation the request is saved in the database and waits for the decision from the user (to submit to TECU or to delete). In either case, the confirmation with user's transaction password will be required.
- 2. The user decides to:
 - Delete request the request is simply deleted from the database;
 - Submit request the request status is changed to "Submitted" and a TECU representative can view and process such.
- 3. When the request's processing starts, the status is changed to "In Process" by a TECU employee.
- 4. If all the required operations are successful, the request is approved and the status is changed to "Approved". Otherwise, TECU declines the request and its status is changed to "Declined". These two statuses signal the completion of the request's lifecycle.

9.2. Quick view

On this page the member can see all the requests with its statuses. From the "Review" button all details can be explored and, depending on the request's status, actions can be performed. The filter provides a functionality to reduce the results only to those meeting filter criteria.

Quick view

Filter			^
Kin	d <all></all>	∽ Status	<all></all>
Fron	1	То	22.07.2019
		Q Search	
Ref. No.	Kind	Member status Date	Current status
7	Request for letters	Submitted 8/2/2019 5:37:09	In Process Review
6	Request for letters	Saved 8/2/2019 5:24:07	Saved Review
3	Request for letters	Submitted 31/1/2019 7:40:32	Approved Review
4	Issue of cheque (Bankers cheques)	Submitted 31/1/2019 7:40:23	Declined Review

9.3. Confirming submission/deletion

In order for the user to submit or delete a request, a confirmation is required. The confirmation screen is shown below and it only requires the user to enter the transaction password to complete the operation.

Confirm	×
Please, confirm the request submission with your transaction password.	
Transaction password	
Confirm	Cancel
Keep in mind that entering the wrong password 3 times locks your user accounts with the second structure of the second stru	ınt! In such a

9.4. Types of requests

There are different types of requests, available to submit online.

9.4.1. Request for letters

This type of request is suitable when a member wants to request letters from TECU.

Request for letters

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Statement of balances

Request to issue letters:

- Each letter cost \$15.00.
- Pick up in person or with an authorization letter along with picture Identification of both parties at the branch within 2 working days, between the hours of 8 am to 3 pm (Monday to Friday) after request submission.

Include statement of fixed deposits	NO
Type *	Travel Bank Other
Embassy name *	
Statement required for self *	NO If "No" state name of person below
Name of person *	
	First name and surname
Purpose of Visit *	Vacation Migrate Study Other
Specific instructions	
Collect from *	TECU - MARABELLA BRANCH
	圖 Save

The user has to fill the form shown below with the appropriate information. The fields required depend on the type and purpose selected, so the required information may vary. After a saving the request, is kept in database in "Saved". The user can delete or submit it later to TECU.

9.4.2. Issue of cheque (Bankers cheques)

This request is for withdrawing money via a cheque. In order to create such a request, the member must provide the amount, the branch and the date for this withdrawal. This request will facilitate only cheque withdrawals for up to \$20,000.00.

Issue of cheque

.....

- Cheque withdrawals of up to \$20,000.00.
- Any changes to cheques will cost \$20.00.
- Pick up in person **or with a bearers letter plus picture Identification of both parties** at the branch within 2 working days between the hours of 8 am to 3 pm (Monday to Friday) <u>after request submission</u>.

Member name *	R		
Account *	100. 4 - SHARES DEPOSIT	~	
Amount *	Enter amount up to \$20,000.00		
Pay to the order of *			
Collect from *	TECU - MARABELLA BRANCH	~	
Collect on *	24.07.2019		

🕲 Save

The user has to fill the form fields:

- Account select from which account to debit money;
- Amount the required amount must be up to 20,000.00;
- Pay to the order of enter appropriate data;
- Collect from the branch to pick-up the cheque from;
- Collect on the pick-up date.

After a successful saving the request is kept in database in "Saved". The user can delete or submit it later to TECU.

9.4.3. Apply for a loan

This request is present on TECU's website and the link redirects to the relevant form. This type of request is not stored in the TECH>U E-SERVICES database as it is the responsibility of a different platform.

9.4.4. Apply for a LinCU Visa debit card

This request is present on TECU's website and the link redirects to the relevant form. This type of request is not stored in the TECH>U E-SERVICES database as it is the responsibility of a different platform.

10. Messages

Here you can compose and send a secure and private, plain text message to a chosen TECU's branch.

MESSAGES



10.1. Create message

Create message

To create a message, choose the destination branch, enter subject and in the Message field describe what your concerns are.

0		
To branch *	TECU - MARABELLA BRANCH	~
Subject *	About deposit renewal	
Message *	Hi, I'm concerned what will happen to my deposit	
		.ii 3748 characters remaining
	Send message	

10.2. Inbox

Here you can find your incoming messages from TECU. New messages are marked with \bowtie , while the messages that are read have the icon . You can mark a message as read manually or it's marked automatically if you click "Reply" button.

Inbox	
Search	Containing text Q
4 messages fou	Ind. Showing 1 to 3.
🖂 LinCU card	
* , 21/	1/2020 4:54:31
About LinCU care	d - it's blocked.
Mark as read Rep	bly
🖶 Re: LinCU ca	ard
21/	1/2020 4:51:59
We'll do our best	, but we can't promise.
Origina	al
Date: 21/1/2020	4:51:07
Hi there,	
I need my card so and card. Hope y	ooner than stated. Can you do it for me? I have journey upcoming and I need both cash you understand.
Reply	

10.3. Outbox

Here are the sent messages. If the message is read by TECU's employee the icon will be B, otherwise \bowtie .

Outbox

.....

Search

Containing text...



17 messages found.

Showing 4 to 6.

🖂 LinCU card

TECU - MARABELLA BRANCH, 30/10/2019 4:59:33

Hi there,

I need my card sooner than stated. Can you do it for me? Because I have journey upcoming and I need both cash and card. Hope you understand.

About deposit renewal

TECU - MARABELLA BRANCH, 30/10/2019 5:09:57

Hi,

I'm concerned what will happen to my deposit...

11. Settings

Here are the member's personal settings.

SETTINGS



Manage your personal settings change user id, password and other preferences.

11.1. Change password

To change the log in password, the member must enter the current password then enter the new password twice. If the current password is correct and the new passwords conform to the requirements, the change of password is successful. It must also be different from transaction password.

Change password

•••••

The password must comprise of 8-30 characters with no spaces and requires at least one upper and lower case letter, and a number. It must also be different from transaction password.

Current password *	Enter your current password	
New password *	Enter your new password	
Confirm password *	Confirm your new password	۲
	Change password	

11.2. Change transaction password

To change your password used for confirming transfers, requests, etc., you are required to enter your current password, select your secret question and enter the answer. Then enter the new transaction password twice. It must also be different from password.

Change transaction password

.....

Transaction password length must be between 4 and 20 alphanumeric characters. It must also be different from password.

Current password *	Enter your current password	۲
Secret question *	<select question="" secret="" your=""></select>	~
Secret answer *	Enter your secret answer	
New transaction password *	Enter new transaction password	۲
Confirm new transaction password *	Confirm new transaction password	۲
Chan	nge transaction password	

11.3. Change secret question/answer combination

To change you secret combination you have to enter your current password and transaction password, then select a new question/answer or simply edit the current answer.

Change secret question/answer

Current password *	Enter your current password	۲
Current transaction password *	Enter your current transaction password	۲
New secret question *	<select question="" secret="" your=""></select>	~
New secret answer *	Enter your new secret answer	
Change secret question/answer		

11.4. Notifications

The notifications are messages sent to the member's e-mail or mobile as SMS for all selected events. For each predefined event, you can set a relevant notifications:

- Nothing;
- Receive e-mail;
- Receive SMS.

Notifications

•••••

My member's e-mail *	* mymail@mails.net	
႖ Notify me on		
Account debit When account is debited.	E-mail	~
Account credit When account is credited.	None	~
Account modification When account is modified.	E-mail	~
	🕲 Save changes	