

At home banking for everyone



One more way we can look out for one another.

During these times, we want to encourage all Fusion members to use our contact-free services to complete their banking needs as much as possible.

First, the only rule of online, telephone or in-person banking: **DO NOT share your password with anyone who is not named on your account at any time.**



Here for good ●



Instructions for Telephone Banking

Fusion Credit Union's Telephone Banking is easy to use and works with any touch-tone phone. Some features of Telephone Banking are:

- Immediate 24 hour telephone access
- Review account summary
- Transfer funds
- Account balances
- Bill Payments
- General Information on hours and locations
- Change Personal Access Code

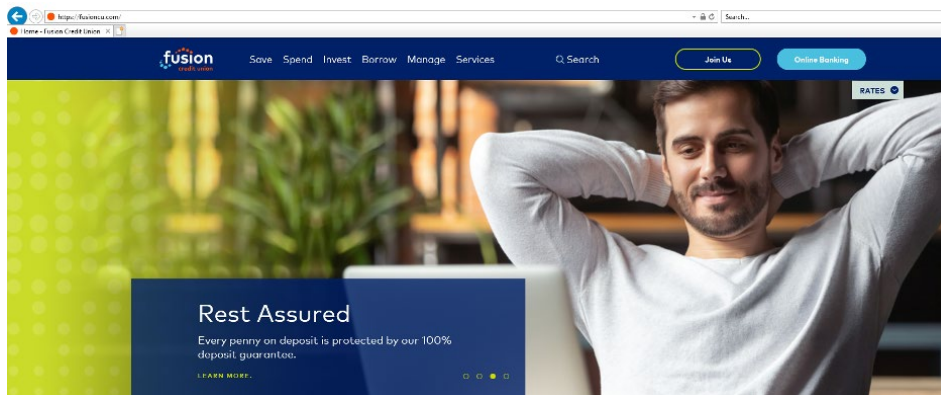
To be set up for Telephone Banking, phone your Fusion Credit Union local branch, or our Toll Free line at 1-877-226-7957.

To gain access to Telephone Banking, phone our Telephone Banking Toll Free number at 1-866-372-4535. Upon phoning you will be greeted by an automated service with a listing of options. Please have your MemberCard number ready as well as your Personal Access Code (PAC). Upon entering this information you will be prompted to choose an option for the transaction of your choice.



Instructions for Online Banking

1. Visit www.fusioncu.com from your computer and click 'Online Banking' in the top right-hand corner.



2. Once clicking Online Banking, you will be asked for your Login Information.

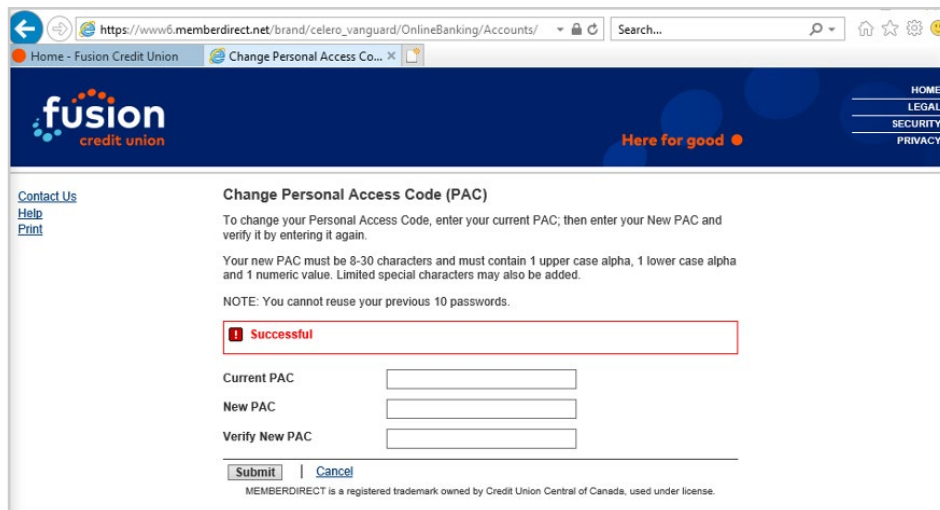
- Login ID – the digits on the front of your Fusion Credit Union MemberCard. If you do not have a MemberCard, Fusion can issue you a digital log in ID number.
- After entering your login information, you will be prompted to enter a PAC (Personal Access Code). If you are new to online banking, this is a code that you will have to obtain from Fusion Credit Union by calling your local branch or our toll free line at 1-877-226-7957. Once you have been issued a temporary access code, input the PAC and click Login.

3. Once you successfully type in your temporary password, you will be prompted to change it to a permanent password.

- Current PAC – the password provided to you by Fusion Credit Union
- New PAC – This will be the password you want to use going forward.

*New PAC must be 8 to 30 characters in length and must contain at least one uppercase, one lowercase and one numeric value. Limited special characters may also be added @ # \$ - | !. You cannot reuse your previous 10 passwords.

- Verify New PAC – Type your new PAC in again.
- Once all options have been correctly filled in, press Submit.



The screenshot shows a web browser window with the URL https://www6.memberdirect.net/brand/celero_vanguard/OnlineBanking/Accounts/. The page title is "Change Personal Access Code (PAC)". The Fusion Credit Union logo is visible in the top left, and navigation links for HOME, LEGAL, SECURITY, and PRIVACY are in the top right. The main content area contains the following text:

Change Personal Access Code (PAC)
To change your Personal Access Code, enter your current PAC; then enter your New PAC and verify it by entering it again.
Your new PAC must be 8-30 characters and must contain 1 upper case alpha, 1 lower case alpha and 1 numeric value. Limited special characters may also be added.

NOTE: You cannot reuse your previous 10 passwords.

A red-bordered box contains the text: **Successful**

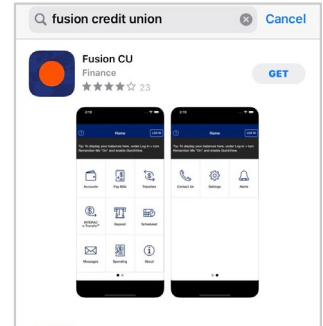
Below this are three input fields labeled "Current PAC", "New PAC", and "Verify New PAC". At the bottom of the form are "Submit" and "Cancel" buttons. A small footer note reads: "MEMBERDIRECT is a registered trademark owned by Credit Union Central of Canada, used under license."

4. You are now successfully signed into Online Banking.

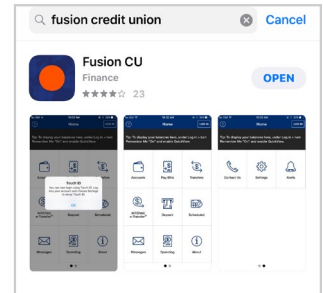


Instructions for Mobile Banking

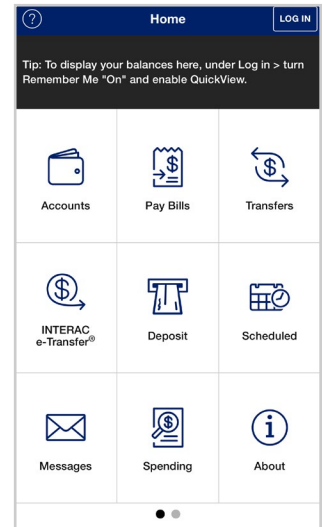
1. Search 'Fusion Credit Union' in your phone's app store, once searched tap GET or Install.



2. The app will download to your phone, and once completed it will state 'Open' beside the app. Tap this to open the app.

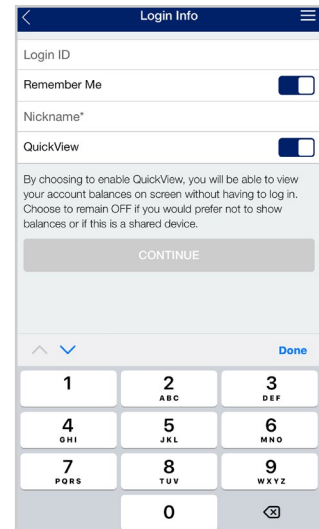


3. Once you have the app successfully downloaded, open the app. You will be directed to Fusion's App homepage. Tap Log In, in the top right-hand corner.

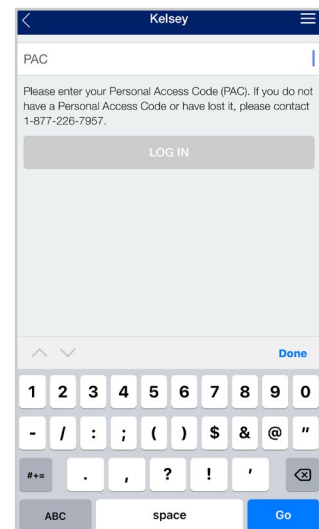


4. Once clicking Log In, you will be asked for your Login Information.

- **Login ID:** the digits on the front of your Fusion Credit Union MemberCard. If you do not have a MemberCard, Fusion can issue you a digital log in ID number.
- **Remember Me:** if the box beside 'Remember Me' is blue (shown on the side), the app will memorize your Login ID, preventing you from typing this in each time you log in. If you choose not to have this feature enabled, tap on the blue box until it turns white.
- **Nickname:** if you are choosing to use the 'Remember Me' feature, you are required to select a nickname. This can be something as simple as your first name. If you have chosen not to use the 'Remember Me' feature, you are not required to select a nickname.
- **QuickView:** if the box beside 'QuickView' is blue (shown on the side), this will allow you to view your account balances on screen without having to log in. If you choose not to use this feature, tap on the blue box until it turns white.
- Once all options have been correctly filled in, the 'Continue' button at the bottom will turn from grey to blue. Tap Continue.



5. After entering your login information, you will be prompted to enter a PAC (Personal Access Code). This is a code that you will have to obtain from Fusion Credit Union by calling your local branch or our toll free line at 1-877-226-7957. Once you have been issued a temporary access code, input the PAC . If you already have online banking access but are new to the app, please use your current password. Once you have inputted the PAC you will see the login button turn from grey to blue. Tap Log In.



6. Once you successfully type in your temporary password, you will be prompted to change it to a permanent password.

- **Current Password:** the password provided to you by Fusion Credit Union.
- **New Password:** This will be the password you want to use going forward.

*New PAC must be 8 to 30 characters in length and must contain at least one uppercase, one lowercase and one numeric value. Limited special characters may also be added @ # \$ - | !. You cannot reuse your previous 10 passwords.

- Once all options have been correctly filled in, the 'Save' button at the bottom will turn from grey to blue. Tap Save. Once you tap save you will be logged in and able to view your Fusion Credit Union account.

Current Password

New Password

Verify New Password

To change your Personal Access Code, enter your current PAC; then enter your New PAC and verify it by entering it again. Your new PAC must be 8-30 characters and must contain 1 upper case alpha, 1 lower case alpha and 1 numeric value. Limited special characters may also be added. NOTE: You cannot reuse your previous 10 passwords.

SAVE

If you have any questions, we are always here to help.

Stay well.