

## Discover Our New Online Banking and Mobile App Experience!

Healthcare & Municipal Employees' Credit Union is excited to provide our members with a new and improved Online Banking and Mobile App experience. This update has the same great features you love in a familiar layout, while introducing a fresh new interface for an improved look, feel and better navigation experience.

### Online banking update highlights:

- **Mobile Responsive Design:** Mobile responsive webpages so you can access our online banking from any device
- **Convenient Appointment Booking:** Easily book appointments with your Financial Services Representative or Wealth Advisors right within online banking
- **Enhanced User Experience:** Enjoy a better look and feel for easier navigation

### Mobile app update highlights:

If you are an Android user, we've added biometric login. [Click here](#) to set up Biometrics for your HMECU Mobile Banking App.

## Frequently Asked Questions

### Why are you updating your online banking & mobile banking app?

Your feedback is important to us, and that's why we're making improvements to our existing online banking and mobile banking app. These improvements are designed to provide a better user experience, making it easier for you to do your banking on any device.

### When are the changes happening?

The changes will happen on September 26, 2024.

### Do I need to do anything to start using the new online banking experience?

No, online banking will automatically be updated on September 26, 2024. Sign in as you normally do, and you are good to go!

### Do I need to do anything to start using the new mobile banking experience?

If you already have the HMECU Mobile App installed, you will be prompted to update your app on/ after September 26th. The new app is available on the Google Play Store and the App Store. Search for 'HMECU Mobile Banking'.

Your username and password will be the same as they are now. All you have to do is sign in.

### What is not changing?

Your login credentials (PAN and Password) are not changing. You can continue to login using your existing credentials.

**What will look different?**

You will notice a new look and feel in our online banking and mobile banking app. While the look and feel will be new, all the features you know, and use will remain the same.

**Will I lose my Remember Me/Saved Logins, 2-Step Verification, Quickview (mobile app) or Biometric login (mobile app) settings?**

All users 2-Step verification and login credentials (PAN and password) will stay the same and will not be impacted by the update.

The majority of users using the Remember Me/Memorized Logins, Quickview (mobile app), and/or biometric login (mobile app) will continue to work without issue. However, these features are device specific, so if they do reset or you are having trouble with them after the update, please delete/reset this on your computer and/or mobile app. Mobile app users experiencing prolonged issues with the update may find it best to delete and re-download the mobile app from the Apple App Store or Google Play Store.

**Fraud Reminder:**

Fraudsters are always looking for new ways to get access to your accounts and information, as always, be vigilant when someone who contacts you is requesting account information or login details. HMECU will never reach out to you asking for your online banking or mobile app credentials. If you are ever unsure, wait until you can get in contact with an HMECU representative to review the request before continuing.

Your security is always top of mind. We will continue to enhance our security measures, including features like 2-Step Verification, to provide you with the highest level of protection.