

We continue to customize our Digital House with local photos. Submit your photos that could be featured on our website and other marketing materials.

Please visit synergycu.ca/snapshots to learn more.

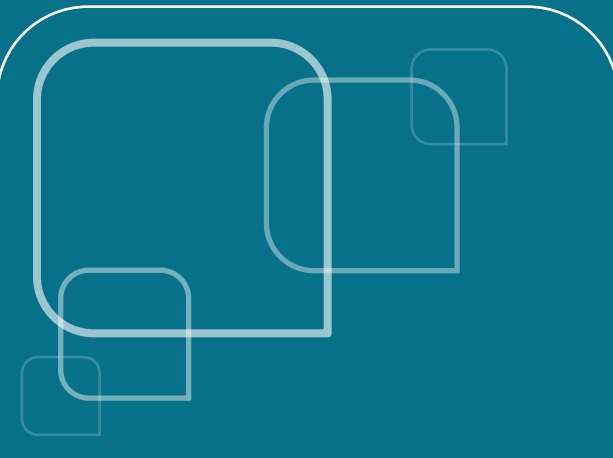


SHOW US WHERE YOU FEEL AT HOME.

Share your #SynergySnapshots at synergycu.ca/snapshots and help us decorate our digital branch.



synergycu.ca | 1-866-825-3301



LOGGING IN FOR THE FIRST TIME: **DIGITAL BANKING WITH SYNERGY**



Welcome to a fresh digital experience that makes banking with Synergy even easier.

Whether navigating from a computer or a mobile phone, it's easy and intuitive to use.



Download Synergy's banking app for your Android smartphone or update for your iPhone!

App quick links are located on the footer of synergycu.ca

EXISTING USERS:

If you have signed into online/digital banking before...

1. Go to synergycu.ca to sign in online or download (for Android) or update (for iOS) the new SynergyCU mobile app at your app store.
2. Sign in using your current login credentials.
 - a. Enter either the 19-digit debit card number or your 17-digit digital-access-only account number.
 - b. Enter your Personal Access Code.
3. Choose a unique username (maximum 35 characters). It is important that you pick one you love, that is unique to you and tough for others to guess. This will be your username for a long time; at this time, it cannot be changed.
4. Choose a unique password (minimum 10 characters with at least one uppercase letter, one lowercase letter and one number).
5. Enter your mobile phone number or email address.
6. If the contact information you enter does not match what we have on file, you will receive a verification code. Enter that code in the pop-up screen (if the information you provided matches our files, you won't have to perform this step).
7. If everything is correct, click "Create user profile" to finish up.

And you're all set! The next time you come back, simply use your new username and password to sign in.

NEW USERS:

If you have had your online banking password changed in the past through a Synergy representative or if you have never enrolled or signed into online/digital banking before...

1. Go to synergycu.ca to sign in online or download (for Android) or update (for iOS) the new SynergyCU mobile app at your app store.
2. Enter your 19-digit debit card number (or 17-digit digital-access-only account number).
3. To verify your identity, enter your date of birth and either the mobile phone number or email address we have on file for you.
4. You will receive a verification code - enter that code in the pop-up screen.
5. Choose a unique username (maximum 35 characters). It is important that you pick one you love, that is unique to you and tough for others to guess. This will be your username for a long time; at this time, it cannot be changed.
6. Choose a unique password (minimum 10 characters with at least one uppercase letter, one lowercase letter and one number).
7. If everything is correct, click "Create user profile" to finish up.

And you're all set! The next time you come back, simply use your new username and password to sign in.

BUSINESS USERS:

1. Go to synergycu.ca to sign in online or download (for Android) or update (for iOS) the new SynergyCU mobile app at your app store.
2. Sign in using your current login credentials.
 - a. Enter either the 19-digit debit card number or your 17-digit digital-access-only account number.
 - b. Enter your Personal Access Code.
3. Choose a unique username (maximum 35 characters). It is important that you pick one you love, that is unique to you and tough for others to guess. This will be your username for a long time; at this time, it cannot be changed.
4. Choose a unique password (minimum 10 characters with at least one uppercase letter, one lowercase letter and one number).
5. Enter your mobile phone number or email address (even though you are signing into a business account, you will want to use your personal mobile phone number and email here).
6. If the contact information you enter does not match what we have on file, you will receive a verification code. Enter that code in the pop-up screen. (If the information matches our files, you won't have to perform this step).
7. If everything is correct, click "Create user profile" to finish up.

And you're all set! The next time you come back, simply use your new username and password to sign in.