

With Telephone Banking you can access your accounts 24 hours a day, 7 days a week.



It's **FREE** and easy to use! Simply:

1. **Call (800) 438-2747** or **(715) 847-4701**.
2. **Enter your member number.**  
*NOTE:* this is **not** your checking/saving account number.
3. **Enter your access code.** *NOTE:* Your initial code is the last 4 digits of the primary member's Social Security Number.
4. **Listen** to the menu prompts and **select** the transaction/information desired.

# Quick Access Guide

## to Online & Mobile Banking and Telephone Banking

### Helpful Hints

- Follow each entry with the pound key (#).
- Remember – your member number is different than your checking/saving account numbers.
- Enter monetary transactions in dollars and cents without a decimal point: \$123.45 is entered 12345#.
- Loan payoffs are good only for the same day you call. Please contact us if you plan to mail your payoff.
- During business hours, hit 0 to reach the Member Contact Center.
- For any other issues, please contact the Member Contact Center (800) 845-5025.

### Main Office

2600 Pine Ridge Boulevard  
PO Box 8026  
Wausau, WI 54402-8026  
(715) 847-4700 • (800) 845-5025  
FAX: (715) 847-4747

### Website

[www.ConnexusCU.org](http://www.ConnexusCU.org)

### 24-Hour Telephone Banking

(800) 438-2747 or (715) 847-4701

### E-Mail

[info@ConnexusCU.org](mailto:info@ConnexusCU.org)

## Online Services & Financial Resources

Connexus gives you access to your accounts on your schedule. We are excited to provide you with secure, state-of-the-art Online and Mobile Banking.

### Online Banking

Our free Online Banking services make managing your finances easy with 24/7 access and advanced online and mobile functions:

- Bill Pay
- Mobile Deposit
- Transfer Funds
- eStatements
- Account Notifications
- Budget Tools



### Registration is Easy

Download the free Connexus **Mobile App** from the App Store<sup>SM</sup> or Google Play<sup>TM</sup>.

Start the app and tap "Sign up now" to register on your mobile device.

– or –

On your **desktop or laptop computer**, simply follow the instructions below to register for

Online Banking:

1. From [ConnexusCU.org](http://ConnexusCU.org), select "New Member Online Banking Registration" in the header.
2. Acknowledge the Online Banking Disclosure.
3. Enter your SSN, Date of Birth & Member #.
4. Create a username & get temporary password.
5. Log in with the temporary password & create your new password.
6. Set security questions, confidence image & passphrase.
7. Confirm time zone, email address, phone number & eStatement settings.
8. Select "Complete Profile", "View Accounts" or "Complete Setup" to enter Online Banking.

### Mobile Banking

Access your accounts anytime, anywhere with your mobile phone or tablet. Login is quick and secure with TouchID or your personalized 4-digit PIN. View your balances, transfer funds, make payments, or receive alerts on your device.

### Mobile Deposits

Our Connexus Mobile App allows you to safely and securely deposit a check from any smart phone. It is no longer necessary to mail in your checks or deposit them at a branch location or ATM.



### Bill Pay

Send payments to virtually anyone, anywhere at anytime. With free Connexus Bill Pay you can make one-time payments or schedule automatic recurring payments.

### Transfer Funds

With Connexus Online Banking you can transfer funds between your Connexus accounts, to accounts at other financial institutions, directly to a Connexus member, or to an individual's account.

### eStatements

Go paperless by choosing online eStatements. It's a safer, faster, more convenient way to receive your account statements. eStatements are identical to paper statements with the added benefit of being environmentally friendly.

### Financial Management

Manage your finances and track your spending within Online Banking. Create personalized budgets and categorize transactions to monitor your spending habits. Set spending limits and receive alerts via email or text.