

Your Credit Union.
Here. There.
Everywhere.



Self-Service Guide



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YOUR CREDIT UNION

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Mobile Deposit

eDocuments

Popmoney[®]

Apple Pay[®]

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We Make Home Happen[™]

Fraud Protection

Financial Fitness Tools

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Online and mobile banking



What You Should Know:

TDECU's FREE Online and Mobile Banking portal – including Bill Pay – provides convenient, secure access to your accounts 24/7. So whether you're at home, watching soccer practice or out for a night on the town, TDECU is right by your side.

Enjoy a consistent, intuitive and secure experience on desktop, tablet and mobile:

- Access account balances and history
- Transfer money
- Pay bills
- View cleared checks
- Deposit checks (mobile and tablet)
- Set customized account alerts and more

tdecu.org/online-banking-overview

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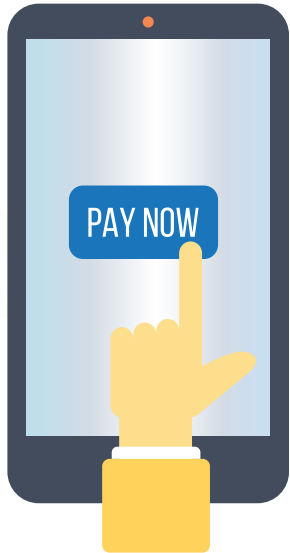
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Getting Started is Easy:

Enroll today by visiting [TDECU.org](https://www.tdecu.org) or by calling **800.839.1154**.

For Mobile Banking, download the TDECU mobile app:

DOWNLOAD VIA APP STORE

GET IT ON GOOGLE PLAY

To experience our online banking services on your PC or Mac, you must use one of the following secure browsers:

- Microsoft Internet Explorer (IE) for PC
- Mozilla Firefox for PC/Mac
- Google Chrome for PC/Mac
- Safari for Mac

[tdecu.org/online-banking-overview](https://www.tdecu.org/online-banking-overview)

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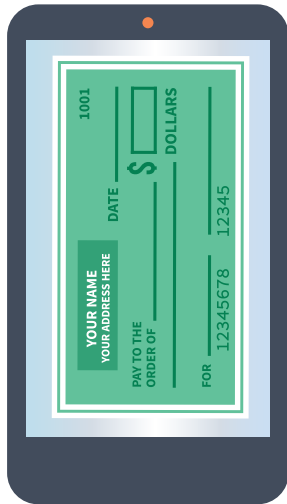
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What You Should Know:

TDECU's Mobile Deposit feature gives you the comfort and convenience of depositing a check directly from your mobile device. No more waiting in line, or carrying around checks until you can make it to the Member Center.

Mobile Deposit from TDECU helps you:

- Save time by eliminating special trips to the credit union
- Benefit from multi-layered encryption technology to ensure your account is protected
- Deposit checks on your time – 24/7

tdecu.org/mobile-deposit

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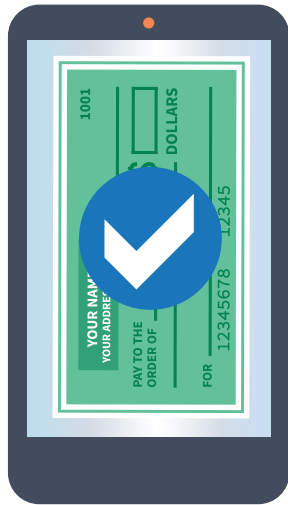
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Mobile deposit



Getting Started is Easy:

Within the TDECU mobile app, select Mobile Deposit Enrollment under Services.

DOWNLOAD VIA APP STORE

GET IT ON GOOGLE PLAY

Follow these simple steps to deposit a check:

- Select "Deposit Check" under "Transactions"
- Select a deposit account
- Enter the amount of the check and check number
- Capture a photo of the front and back of your endorsed check

tdecu.org/mobile-deposit

TDECU[®]
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eDocuments



What You Should Know:

TDECU's eDocument portal helps you keep up with today's busy, on-the-go lifestyle by allowing you to stay updated with your accounts 24/7. From statements to tax notices, stay informed about your TDECU accounts no matter where your day takes you.

eDocuments give you desktop, tablet and mobile access to:

- Receive statements and notices faster than mail delivery
- Reduce the risk of identity theft with secure, password-protected delivery
- Receive email alerts when documents are available for review

tdecu.org/e-documents

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Getting Started:

Enroll by signing in to Online/Mobile Banking and following the eDocuments prompts under Services.

LOG ON TO ONLINE AND MOBILE BANKING TO ENROLL

tdecu.org/e-documents

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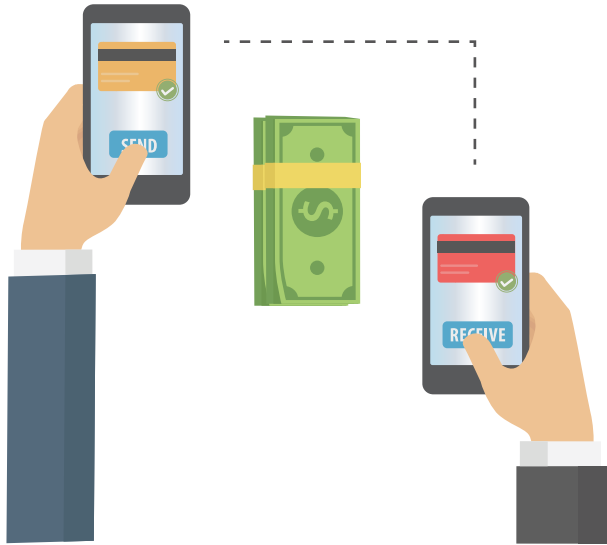
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Popmoney®



What You Should Know:

Popmoney® is a person to person payment system within Bill Pay that allows you to send money to anyone. All that is needed is their name and one of the following: email address, mobile phone number or bank account number.

Popmoney® makes sending and receiving money easy, and is:

- Safe and secure to transfer money from person to person
- Easy to request money from a group or person with just their email or mobile phone number
- Sent directly from your TDECU account and transferred into theirs in as little as one business day
- Free for TDECU Members through Bill Pay

tdecu.org/online-bill-pay

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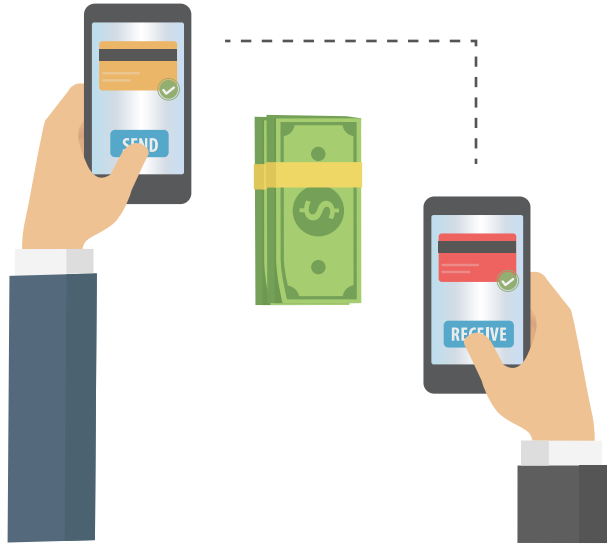
Getting Started:

Enroll in Bill Pay to get started!

LOGIN TO ENROLL

Follow these simple steps to start sending and receiving money via Popmoney®:

- Log on to Online or Mobile Banking to enroll your accounts
- **Online Banking:** Select Transactions > Bill Payment;
- **Mobile Banking:** Select Menu > Transactions > Bill Payment
- Select Advanced > Visit Bill Pay Site
- **Online Banking:** Select Popmoney; **Mobile Banking:** Select Go To Full Site or Go To Mobile Site, then Popmoney



tdecu.org/online-bill-pay

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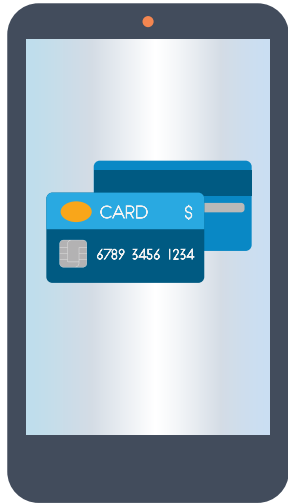
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Apple Pay®



What You Should Know:

Apple Pay® lets you make contactless payments with your TDECU debit card and credit card using your iPhone, iPad or Apple Watch. Making payments with Apple Pay® is quick and easy when you're on-the-go with a simple swipe of your phone over the payment terminal.

Apple Pay® gives you the convenience of an in-device wallet, and is:

- Accepted at more than a million locations worldwide
- Safe and secure as card numbers are not stored on devices or Apple servers, or provided to merchants
- Easy to suspend service in the event you lose your device

tdecu.org/apple-pay



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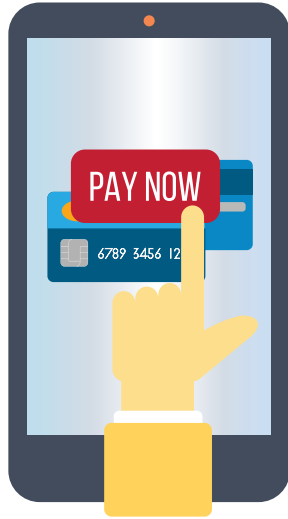
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Apple Pay[®]



Getting Started:

Open the wallet app on your Apple device and tap the plus sign to add a new card. Position your card in the camera frame to automatically add your information, or select "Enter Card Details Manually." Enter the security code found on the back of your card, complete any additional fields, and you'll be ready to go!

Follow these simple steps to make a payment once you've added your card information to Apple Pay[®]:

- Look for the Pay Wave[®] or Apple Pay[®] symbol at checkout and hold your phone near the contactless reader
- Place your finger on the Touch ID[™] and enter a passcode or sign a receipt if prompted
- Keep your phone by the reader until it vibrates and beeps, indicating your payment was accepted

tdecu.org/apple-pay



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What You Should Know:

GoToMyCard.com is a convenient, FREE online service that allows you to keep tabs on your TDECU credit card accounts – 24/7 – from your desktop, tablet or mobile device.

Use GoToMyCard.com to manage your credit cards:

- View account summary including balance, credit line and payment due information
- Review current and historical transactions
- Sign-up for paperless statements and view 24 months of statements online
- Download account data to Quicken or Microsoft Money
- Make payments online
- Securely contact TDECU online
- Start a credit card dispute
- Alert TDECU to upcoming travel
- Set up account alerts and interactive text (SMS) alerts

tdecu.org/gotomycard

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Getting Started is Easy:

Enroll online today.

[GOTOMYCARD.COM](https://gotomycard.com)

Once enrolled, it's easy to manage your cards in Online and Mobile Banking with a single sign-in:

- Go to Online and Mobile Banking
- Select Services in the menu
- Select GoToMyCard

tdecu.org/gotomycard

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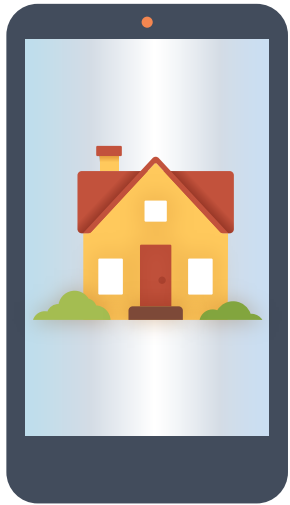
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We Make Home Happen™



What You Should Know:

At TDECU Mortgage, our team of Home Loan experts provides the tools and resources you need to get from first home to move up, second home to retirement home – and everything in between. How do we do it? A combination of personalized service and on-the-go self-service tools to help you make home happen – 24/7.

Our online tools provide start-to-finish home loan solutions, including:

- Calculators to help determine payments
- Resources to discover the best home loan for your budget
- Online appointment scheduling with a Home Loan Advisor
- Online applications and pre-approvals
- The TDECU® Mortgage™ Simplified app to keep you in touch with the Home Loan process from approval to closing

tdecu.org/home-loans

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Getting Started is Easy:

Apply for a Home Loan or talk to a Home Loan Advisor by visiting us online.

TDECU.ORG/HOME-LOANS

Already in process with your TDECU Home Loan? Keep track of it by downloading the **TDECU® Mortgage™ Simplified app**:

DOWNLOAD VIA APP STORE

GET IT ON GOOGLE PLAY

tdecu.org/home-loans

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What You Should Know:

At TDECU, our highest priority is keeping your finances and personal identity safe and secure. That's why we use world-class tools and systems to detect and prevent fraudulent activity.

TDECU offers tools and features to help secure your accounts:

- MasterCard® SecureCode, and account & transaction alerts
- GoToMyCard.com
- EMV Chip-Enabled Debit and Credit Cards
- Online Banking Alerts
- Visa Purchase Alerts
- Falcon Fraud Protection

tdecu.org/fraud

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Getting Started is Easy:

Enroll in TDECU's fraud prevention tools today by visiting us online.

[TDECU.ORG/FRAUD](https://www.tdecu.org/fraud)

We also have tips, tools and resources to help you avoid and report fraud, including:

- Fraud prevention tips and FAQs
- Identity theft information
- Online security tips
- News and information on the latest fraud alerts
- Affidavits and information on how to report fraud

[tdecu.org/fraud](https://www.tdecu.org/fraud)

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What You Should Know:

At TDECU, we believe Improving Lives starts with your personal financial fitness. Our FINrgy program provides expert tools and online modules to help you secure a healthy financial future – no matter where you are on your journey of life.

We'll help you get – and stay – financially fit, with FINrgy's online modules focused on:

- Money management, financing, investing and planning for retirement
- Creating and sticking to a budget
- Building and maintaining a good credit history and more

tdecu.org/finrgy

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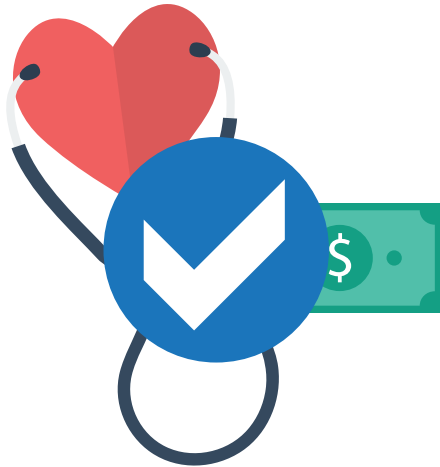
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Getting Started is Easy:

Simply visit us online today.

TDECU.ORG/FINRGY

Learn more on our landing page, and click “Get Started” to register:

- Select the learning module of your choice – complete them all
- Review your results, get advice and next steps online
- Share the tool with family and friends

tdecu.org/finrgy

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What You Should Know:

Get started with online, self-service tools from TDECU Wealth Advisors designed to help with managing your income, setting goals and planning for retirement. It's the first step in taking control of your financial destiny as we help you strike the right balance among stocks, bonds, mutual funds and other investment and savings products.

Our online tools will help you quickly and easily:

- Engage with Guided Wealth Portfolios
- Create a plan for retirement, education and major purchases with our NaviPlan tool
- Expose your areas of risk and help plan with Riskalyze

tdecu.org/wealth-advisors

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It's Easy to Get Started:

Visit us online today to access self-service learning and planning tools.

TDECU.ORG/GWP

[TDECU.ORG/WEALTH ADVISORS NAVIPLAN](https://TDECU.ORG/WEALTH_ADVISORS_NAVIPLAN)

[TDECU.ORG/WEALTH ADVISORS RISKALYZE](https://TDECU.ORG/WEALTH_ADVISORS_RISKALYZE)

Not NCUA Insured

Not Credit Union Guaranteed

May Lose Value

Securities and financial planning offered through LPL Financial, a registered investment advisor, member FINRA/SIPC. Insurance products offered through LPL Financial or its licensed affiliates. TDECU and TDECU Wealth Advisors are not registered broker/dealers and are separate from LPL Financial.

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What You Should Know:

TDECU offers a variety of self-service options to manage your accounts from your desktop, tablet or mobile device.

- **Membership:** [TDECU.org/membership](https://www.tdecu.org/membership)
- **Loan Payments:** [TDECU.org/make-a-loan-payment](https://www.tdecu.org/make-a-loan-payment)
- **Maxine Telephone Banking:** 979.297.0420 or 800.839.0420
- **Checks:** [TDECU.org/order-checks](https://www.tdecu.org/order-checks)
- **Credit Cards:** [GoToMyCard.com](https://www.tdecu.org/goto-my-card)
- **Online Access:** [TDECU.org](https://www.tdecu.org)
- **Mobile Access:** Download the TDECU app on your [iOS](#) or [Android](#) device

[tdecu.org](https://www.tdecu.org)

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