



Affinity

CREDIT UNION LTD.



Step by Step Guide to Online Services

Life can get busy. Stay in control of your finances no matter where you are and at any time with our online banking and mobile app services.



Online Banking

To LOGIN to Online Banking:

- 1 Visit **www.affinitycu.ie**, click on 'Online Banking' and select 'Login' from the drop-down menu.
- 2 Enter your Member Number and Date of Birth. Click 'Continue'.
- 3 Enter 3 digits of your PIN.

You are now in the Member Area of our website.

- 4 To access your account, click on 'Launch Now' on the Online Banking tile.
- 5 Enter 3 digits of your PIN again.

You are now viewing your account in Online Banking.

To note:

If you have not yet verified your mobile number, you will be prompted to do this after Step 3. Simply follow the prompts on screen. It will send you a one-time code in a text message to input on this screen. You can then continue from Step 4.

Occasionally, at login and when accessing certain services in online banking, you will be asked to authenticate your login/activity. The screen will display a Strong Customer Authentication (SCA) pop-up. Simply follow the prompts on screen. It will send you a one-time code which you will input back on this pop-up screen.

Mobile App

The mobile app can be downloaded from the Google Play Store or the Apple App Store.

After installing the mobile app, you must activate it.

To ACTIVATE the Mobile App

- 1 Open the Affinity Credit Union app.
- 2 Select 'Login' on the Activation screen.
- 3 Enter your Member Number and Date of Birth. Click 'Next'.
- 4 Enter 3 digits of your PIN, then click Login.

A one-time verification code will be sent by text message to your phone.

- 5 Enter the code received into the Verification code box and click 'Validate'.

The above steps for activation will only be required after first installing the app.

To LOGIN to the Mobile App:

- 1 Open the Affinity Credit Union app.
- 2 Enter the 3 digits of your PIN as requested and select 'Login'.

You are now viewing your account on the Mobile App.

To note:

Certain functions, such as adding payees, downloading statements and changing your PIN, are not available on the app. These can be done in Online Banking – login through the website www.affinitycu.ie

Online safety tips

We're dedicated to protecting your account and personal details. Affinity Credit Union have multiple security measures in place to keep you safe.

We are creating fraud awareness and sharing online safety tips to help you protect yourself too.

TOP TIPS:

- Login to your account regularly to monitor transactions.
- Never reveal your full PIN to anyone.
- Never reveal a one-time verification code to anyone.
- Never click on an unexpected link in a text message or e-mail.
- Be wary of an unexpected phone call, text message or e-mail urging you to act quickly.

If you have any concerns about your Affinity Credit Union account, contact us directly on 0818 222 919.



With Online/ Mobile Banking, you can:

- View your balances and transactions and generate statements.
- Lodge to your account using a debit card.
- Move funds between your own accounts and to external bank accounts.
- Apply for your loan and upload supporting documentation.
- And much more...

How To Get Started

Once you have your PIN, simply LOGIN using your member number, your date of birth and that PIN.





Need help with our online services?



We have a dedicated team available to assist.



By Phone – call 0818 222 919 and press 5 for Online Support.



In Branch – our staff are helpful and well equipped to deal with your queries.

If it's more than a quick query, we can offer an appointment for a **one-on-one introduction to online services**. Ask staff for details.



☎ (0818) 222 919

🌐 www.affinitycu.ie

@affinitycreditunion

