



Wanigas Mobile Banking FAQ's February 2014

Q. What is Wanigas Mobile Banking?

A. Wanigas Mobile Banking enables you to connect to your Wanigas accounts from your mobile phone or other hand-held device. You will be able to easily access your balance information, transfer funds, or even find a branch or ATM.

Q. What type of accounts can I access with Mobile Banking?

A. Most of your Wanigas accounts are accessible with Mobile Banking including savings, checking, mortgage and VISA.

Q. What about security?

A. The safety of your financial information is of the utmost importance to us. We use an encryption technology and personal password protection to ensure that your account information remains private and secure while you are online. Mobile Banking is covered by the same security as Wanigas MemberConnect Online Banking. We **DO NOT** recommend storing your online banking information on your device. [Click here](#) for Mobile Banking Security FAQ's.

Q. How much does it cost?

A. The service is **FREE** · Wanigas does not charge a fee for Mobile Banking. However, your mobile carrier may charge you additional fees for airtime and/or internet access. For more information about these fees, please contact your cell phone provider directly.

Q. What phones are supported?

A. [Click here](#) for a list of supported phones.

Q. What do I need to start using Mobile Banking?

A. All Wanigas members must first be enrolled in MemberConnect Online Banking to be able to utilize Mobile Banking. You will need your MemberConnect username and password, and a web enabled device.

Q. How do I activate Mobile Banking?

A. For security purposes, the first time you log-in, you will be prompted to check your email for a one-time PIN to register your device. **Remember, you must first be enrolled in MemberConnect Online Banking to be able to utilize Mobile Banking. If you do not have access to the web from your phone, please check out our SMS Texting option.**

To access Mobile Banking, choose the below option that is best suited for your device:

- Through the downloadable apps for iPhone (download [Wanigas Credit Union app from iTunes](#)) and Android (download [Wanigas Credit Union app from the Google Play Store](#)).

- Through the Mobile Finance Manager (MFM) app, which you can install on your device. The MFM app can be installed on BlackBerry(R) devices, Palm(R) Treo(TM) smartphones, devices running Windows Mobile(R) software, and on most Java-enabled phones.
- Web browser on your phone or other device. Visit www.wanigas.com on your web-enabled mobile device.

Q. How can I reset my Mobile Banking Password?

A. Mobile Banking is the same username and password as MemberConnect. Login to MemberConnect Online Banking to change your password, and then use the new password when accessing Mobile Banking on your mobile device.

Q. What should I do if I lose my phone?

A. Change your online banking password immediately. Contact Wanigas to deactivate text banking from your mobile device. Report the loss to your phone carrier, and ask them to disable the old phone. As always, whenever there is a possibility of unauthorized access to your account, you should watch your account closely to ensure no unauthorized transactions appear.

Q. Can I use Wanigas Bill Pay on my mobile phone?

A. Yes, you must first enroll in Bill Pay through MemberConnect Online Banking to be able to utilize Bill Pay using the Wanigas Mobile App.