

Q Which accounts can I transfer to and from?

A You can transfer from your Savings Deposit / Jade Account / Evolution 50 Account to your Shares Account / Loan Account or other Deposit Account (Savings Deposit / Evolution 50 / Jade). The minimum balance of \$500 must be maintained however, on the Jade or Evolution 50 Account.

Q Is there a limit to the number of transactions and value of transactions I can perform?

A No there is not.

Q How long before transactions will be reflected on my account?

A Transactions will be reflected on account immediately upon completion.

Q Are there any fees associated with Eastern Online/ Mobile Banking?

A There are no fees or service charge associated with this service.

Q What do I have to do to secure my Eastern Connect Online / Mobile experience?

- A**
- Ensure that you install the latest security patches and updates to correct weaknesses in your system – it only takes one point of entry for hacking to occur.
 - Install the latest Ant-Virus software to safeguard against viruses, in addition to regular virus sweeps of your system.
 - Protect your system and its contents, by utilizing a personal firewall which minimizes outside attacks by unauthorized traffic.
 - Choose a password which no one else can think of, but is easy to remember. By using letters, numbers and symbols this reduces the likelihood that your password can be guessed.
 - Run anti-spyware programs regularly to prohibit the acquisition of personal information, for example, passwords, telephone numbers, credit card numbers and identification card numbers.

Administrative Headquarters

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Fax: 667-0559

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Fax: 675-4413

Chaguanas

74 Ramsaran Street, Chaguanas
Phone: 671-2295 / 665-1185
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Port of Spain

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Phone: 624-5059 / 624-5061 / 625-8987
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San Fernando

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Subsidiary

EPL Properties Limited

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Rental of Auditorium and Conference Room
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Sporting Complex

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Call Centre

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**Eastern
Credit Union**
Co-operative Society Limited
LEADING THE WAY®

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Benefits

- ★ 24 hour access to accounts, anytime, anywhere
- ★ Saves you time
- ★ Convenience
- ★ No need to visit the branch
- ★ No fees or service charges
- ★ Safety and security is assured

Features

- ★ Obtain balances on your own accounts
- ★ Transfer funds between your own accounts
- ★ Make payments to loans and shares
- ★ Obtain statements on your accounts

FAQ's Online / Mobile Banking

Q Who can sign up for Eastern Connect Online / Mobile Banking?

A Any member of Eastern Credit Union 18 years and over.

Q What do I need to access Eastern Connect Online / Mobile Banking service?

A A PC with a secure Internet connection, a User ID and Password. Eastern Online is compatible with Internet Explorer Version 7 & above, Mozilla Firefox Version 12 & over, Safari and Google Chrome browsers. You can also access Eastern Online from your smart phone, Android 2.3 & over, any version of IOS, and any Tablet. A valid e-mail address.

Q How can I register?

- A**
1. Complete Eastern Connect Online/ Mobile Banking Registration Form on **www.ecunewexperience.com** or at any of our Branches.
 2. Print, sign and submit to the Eastern Credit Union Branch closest to you. All foreign based customers are required to notarize their application form.

Q Is Eastern Connect Online/ Mobile Banking secure?

A At Eastern Credit, we are committed to providing you with a secure and protected environment and have implemented hardware and software that is equipped with the most advanced security features available to the industry.

Q Who can access my account information online or via mobile banking?

A You are the only one who can access your account information over the Internet as you are required to enter your Username and Password to access the system. The Password will consist of alphanumeric characters. Eastern Credit Union staff will not have access to users Passwords.

Under NO circumstances should you reveal your Password(s) to anyone or any organization including Eastern Credit Union employees. If you believe your password has been compromised contact Eastern Credit Union's Electronic Banking Systems Department immediately to have your password reset.

Q What do I need to select my password?

A Password must contain a minimum of 6 and a maximum of 15 characters. Password must contain at least 3 of the following:

- Upper case letter (A, B, C Z)
- Lower case letter (a,b, cz)
- Number (0, 1, 29)
- Special character (*,&,#, @)
- Password must not contain spaces
- Password must not contain any part of the Login Name (this has to be created upon sign on)

Q What should I do if I forget my username or password

A Contact Eastern Credit Union's Electronic Banking System Department.

Q What transactions can I perform on Eastern Connect Online/ Mobile Banking Services?

- A**
1. Balance Inquiry
 2. Transaction History
 3. Transfer between Eastern Credit Union personal accounts (Share withdrawals / transfer will NOT be facilitated)
 4. Make payments towards loans and shares
 5. Obtain statements on account activities

Q Which accounts can I view via Eastern Connect Online and Mobile services?

A Eastern Connect Online / Mobile service allows you to view all your deposit (Savings, Jade, Evolution 50, Fixed Deposits), shares and loan accounts.