TEXT COMMANDS

Text these commands to (518) 218-6998 to instantly receive account information:

- **ACCTS**
  List all accounts

- **BAL <nickname>**
  Obtain balance for an account

    e.g.:   BAL share1

    BAL ALL *(obtain balance for all accounts)*

- **HIST <nickname>**
  History inquiry for an account

    e.g.:   HIST loan2

- **SETBAL <nickname> <amount>**
  Set a low balance alert amount

    e.g.:   SETBAL club1 1000.00

- **STOP**
  Stop receiving text messages

- **RESUME**
  Resume receiving text messages

- **TRANS <amount> <from nickname> <to nickname>**
  Balance transfers

    e.g.:   TRANS 120.00 share1 club1

- **HELP**
  List help information

- **CMD**
  Lists all commands available for use

The following notifications will be sent to your phone should you opt to receive them:

- **DEPHLD**
  Deposit Hold Clear notification

- **PDFT**
  Paid Draft notification

- **ODFT**
  Overdraft notification

- **LNDUE**
  Loan Due notification

- **LOWBAL**
  Low Balance notification

FREQUENTLY ASKED QUESTIONS

What are the text banking commands?
See the commands page for a full listing of all commands. Alternatively, you may text CMD to (518) 218-6998 to obtain the list of commands via text message.

How is text banking secure?
Text banking is secure because you view accounts by nicknames you set, not account numbers. There is no detailed personal information being transmitted.

Please view our detailed security policy here.

Will text banking work on my phone?
Text banking will work as long as your carrier supports text messaging. Check with your carrier for details about text messaging charges.

Does my mobile carrier support text banking?
Currently, text banking is supported by the following carriers:

- AT&T
- Nextel
- US Cellular
- Boost Mobile
- Sprint
- Verizon
- Cricket
- T-Mobile
- Virgin Mobile

Are text commands case-sensitive?
No, commands can be sent in lowercase (bal) or all capital letters (BAL).

What should I do if I get a new phone or phone number?
If you have a new mobile number, visit the Account Profile page to update your contact information.

I forgot my password! How can I change it?
Go to the login page and click the "Forgot your password?" link to reset your password. You will then be able to log in and set a new password right away.

Will text banking work on my pre-paid service plan?
At this time, pre-paid carriers do not support text banking.

Who can I contact if I have a problem or need help?
For further assistance with text banking, please visit the contact information page.

TEXT BANKING SECURITY POLICY

Introduction

This statement discloses the privacy and security practices for this text banking system. CompuSource Systems, Inc. respects the privacy and rights of its visitors. Please read the following to learn more about our security policy.

Account Security

Your personal account information will never be provided or requested while using Text Banking. Once signed up, all of your accounts are referenced by the nicknames you set for them, and never by account number. Your Control / Account Number is needed once during the initial signup process to identify you, and is not used after. Your interactions with this website will require only your phone number and password. The information presented on this website cannot be used to identify or compromise your accounts.

Website Security

We use multiple levels of security to protect your account when you use this Text Banking website. All private information submissions require a Secure Sockets Layer (SSL) protocol. SSL provides a secure communication between you and your credit union with mutual authentication and encryption for privacy, ensuring that your information is kept confidential. Your account login requires a password that is encrypted one-way, preventing your password from ever being recovered. It may only be reset upon answering a personal security question that you will provide during signup. In addition, all personal data is encrypted when stored in the website database.

Mobile Phone Security

The information sent to you from Text Banking is similar to that printed on a typical ATM receipt—it cannot be used to identify you or compromise your accounts. If your phone is lost or stolen, you should call your mobile provider to cancel service on the phone. Once you replace the phone, and if you keep the same number, Text Banking will continue to work. If you change your number, you will need to enroll your new number using the "Profile" link at the top of the main page of the Text Banking Website.

Accuracy of Information

We make every effort to ensure that our records contain accurate, current, and complete information. If you find that your account information is inaccurate, please contact us. We will promptly investigate and make any necessary changes to update our records. Contacting the Website If you have any questions about these privacy and security statements, the practices of this site, or your interactions with this website, you can contact CompuSource Systems, Inc. with your concerns.