

# Introducing Our New and Improved Online Banking Experience

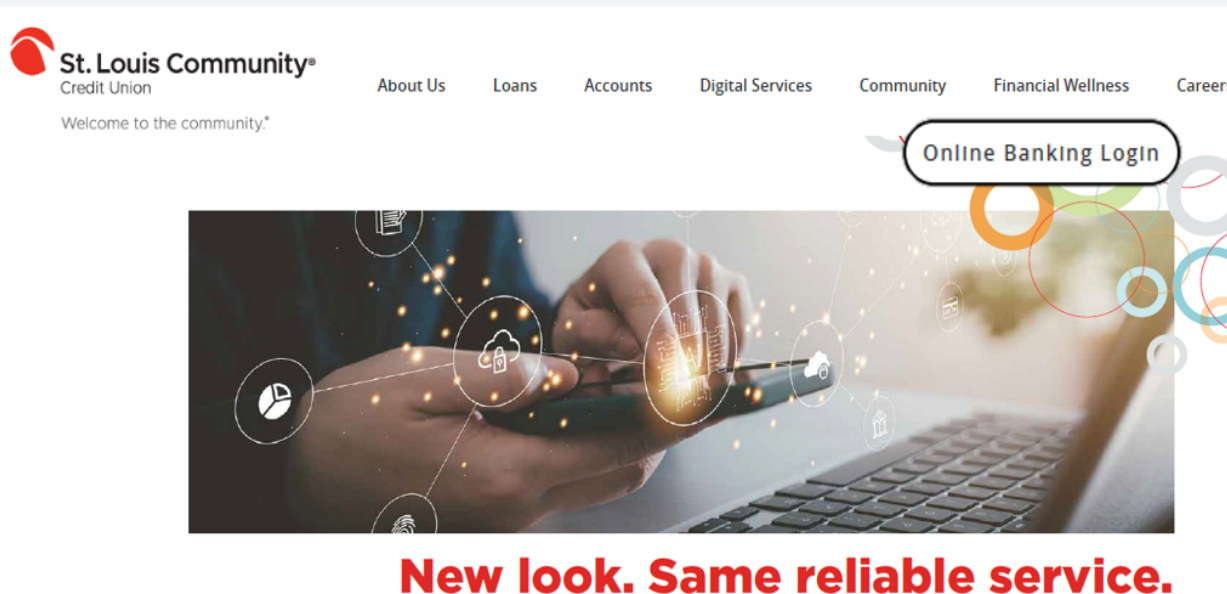


We're making it easier than ever to manage your money securely, simply, and on your schedule. Come discover the new look and features in this short tutorial. Whether you're looking to see your balances, set alerts, transfer funds, or access E-Statements, this guide will take you through step by step helping you to take full control of your finances.

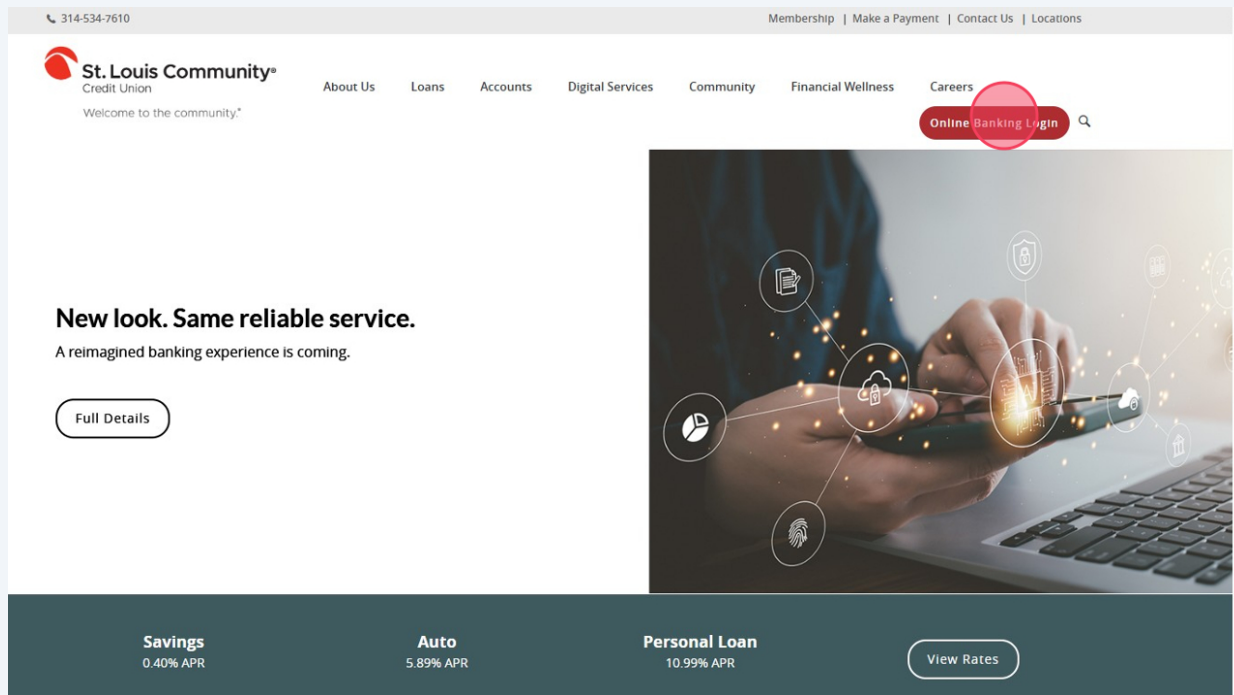
1

Welcome to the new and improved Online Banking Experience with St. Louis Community Credit Union.

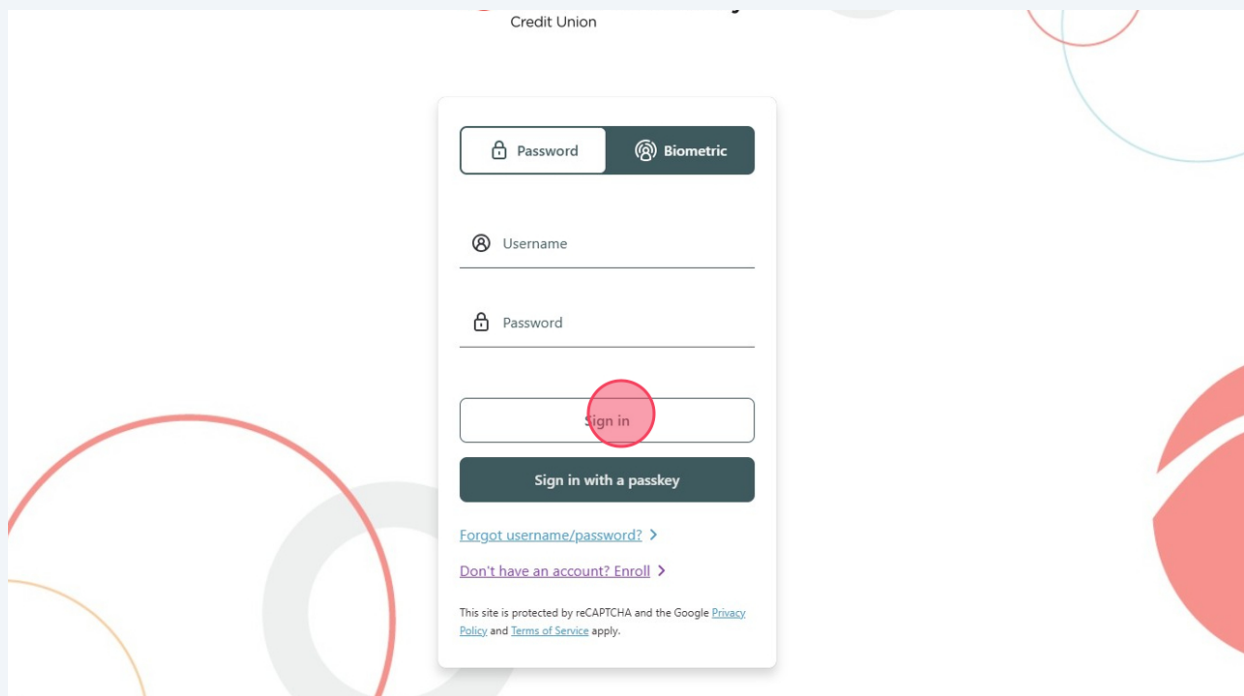
We've made it easier than ever to manage your money securely, simply, and on your schedule.



2 To get started, simply click the Online Banking button on our website.



3 If you've already been using Online Banking with us, there's nothing extra you need to do. Just enter your Username and Password, and click Sign In.



4

If this is the first time you're using Online Banking, we'll need to get a little information and set up your password. Click on the "Enroll" link here at the bottom of the screen.

Credit Union

Password Biometric

Username

Password

Sign in

Sign in with a passkey

[Forgot username/password? >](#)

[Don't have an account? Enroll >](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

The screenshot shows a login interface for a Credit Union. At the top, the text "Credit Union" is visible. Below it, there are two tabs: "Password" and "Biometric". Under the "Password" tab, there are input fields for "Username" and "Password". Below these fields are two buttons: "Sign in" and "Sign in with a passkey". At the bottom of the form, there are two links: "Forgot username/password? >" and "Don't have an account? Enroll >". The "Enroll" link is highlighted with a red circle. At the very bottom, there is a small disclaimer: "This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply."

5

First up, you'll enter your information so we can pull up your account. You'll need to be able to enter your Account Number, Social Security Number, and Birthdate. Click Continue once you've entered everything.

#### Establish identity

### Let's get started

Please provide the following information to begin your enrollment

Which type of account would you like to access online?

☒ Personal ☐ Business

Social Security Number (SSN)

---

Account number

---

Date of birth (MM/DD/YYYY)

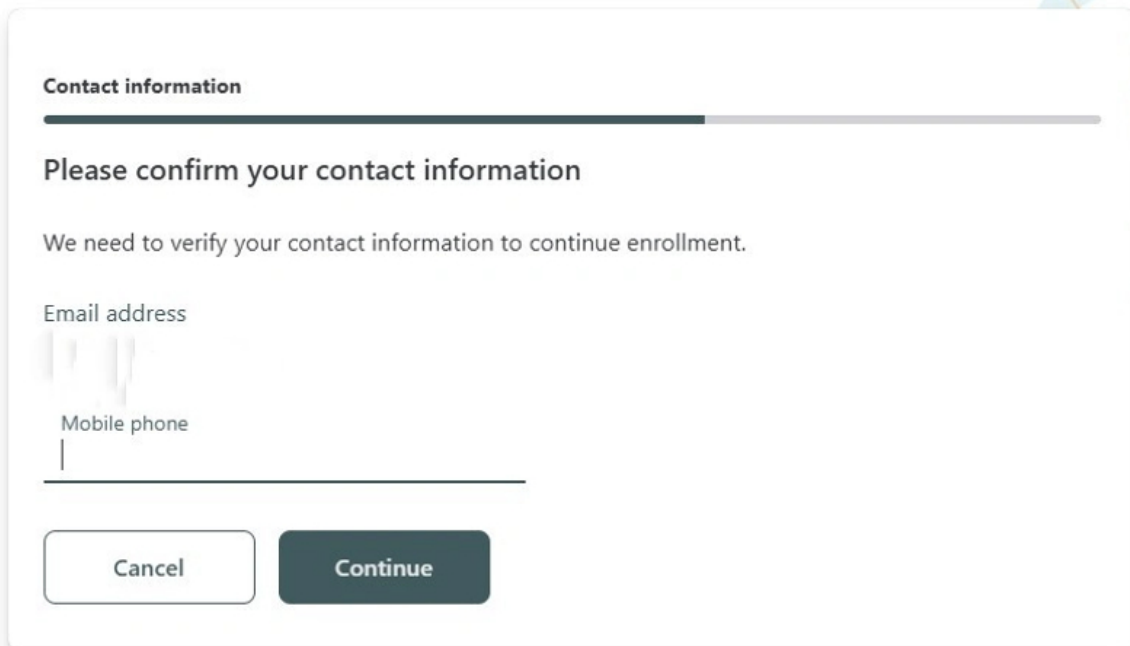
---

Cancel

Continue



- 6 Enter your contact information in the fields and click Continue.



**Contact information**

---

**Please confirm your contact information**

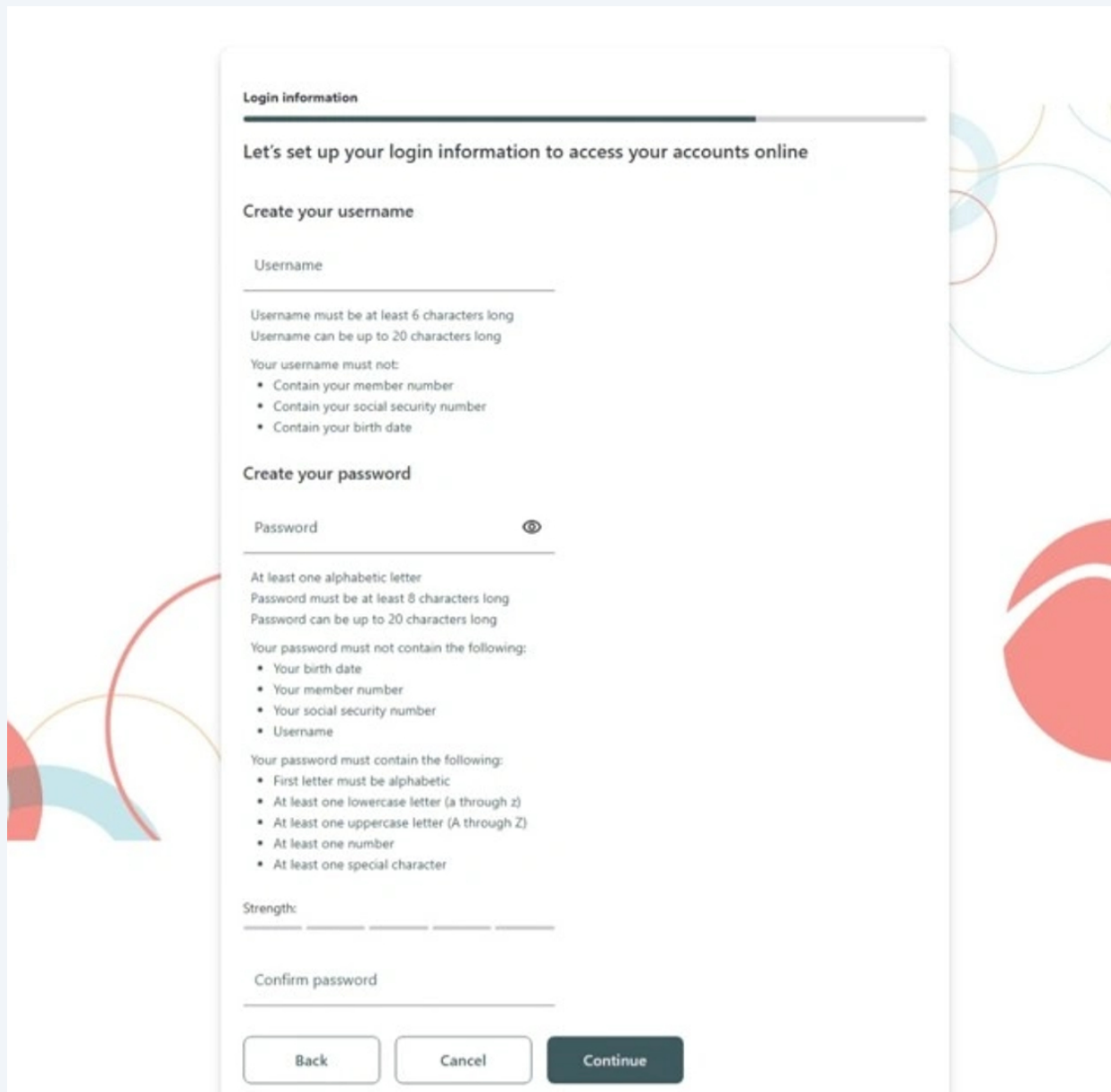
We need to verify your contact information to continue enrollment.

Email address

Mobile phone

7

Next, follow the tips provided on the screen to create your Username and Password. Then, click Continue.

The screenshot shows a 'Login information' setup screen. At the top, a progress bar is partially filled. The main heading is 'Let's set up your login information to access your accounts online'. Below this, there are two sections: 'Create your username' and 'Create your password'. The 'Create your username' section has a text input field labeled 'Username' and a list of rules: 'Username must be at least 6 characters long', 'Username can be up to 20 characters long', and 'Your username must not: Contain your member number, Contain your social security number, Contain your birth date'. The 'Create your password' section has a text input field labeled 'Password' with an eye icon for toggling visibility. It lists rules: 'At least one alphabetic letter', 'Password must be at least 8 characters long', 'Password can be up to 20 characters long', and 'Your password must not contain the following: Your birth date, Your member number, Your social security number, Username'. It also lists requirements: 'Your password must contain the following: First letter must be alphabetic, At least one lowercase letter (a through z), At least one uppercase letter (A through Z), At least one number, At least one special character'. Below the password field is a 'Strength:' indicator with a progress bar. At the bottom, there is a 'Confirm password' field and three buttons: 'Back', 'Cancel', and 'Continue'.

Login information

Let's set up your login information to access your accounts online

Create your username

Username

Username must be at least 6 characters long  
Username can be up to 20 characters long

Your username must not:

- Contain your member number
- Contain your social security number
- Contain your birth date

Create your password

Password

At least one alphabetic letter  
Password must be at least 8 characters long  
Password can be up to 20 characters long

Your password must not contain the following:

- Your birth date
- Your member number
- Your social security number
- Username

Your password must contain the following:

- First letter must be alphabetic
- At least one lowercase letter (a through z)
- At least one uppercase letter (A through Z)
- At least one number
- At least one special character

Strength: \_\_\_\_\_

Confirm password

Back Cancel Continue

8

Take a second to make sure everything looks correct, including your email and phone number. You can check the box to sign up for electronic or "E-Statements". Finally, check the box to agree to our Terms and Conditions and then click Confirm and Enroll.

**Review & Submit**

You're almost done. Please check your information before you submit.

**Account information**

Username  
[text input field]

Email address  
[text input field]

Mobile phone  
[text input field]

**Account features**

Would you like to receive your bank statements electronically rather than by mail?  
☐ Yes ☐ No

**Agreement**

☐ By checking this box, you acknowledge that you have read and agreed to the terms below.  
[Read the Terms and Conditions](#)

**Before you can log in, we'll need to verify your email to finalize your enrollment. Please make sure info@stlouiscommunity.com is set as a trusted sender so the email doesn't go into your spam folder. Once you receive the email, just click on the link and log in to your account!**

[Back](#) [Cancel](#) [Confirm and Enroll](#)

9

The last step of the process will be verifying your email address. Click Send Verification Email. It may take a few minutes to come through.

### Please verify your email address

To protect your account, we require that all new users verify their email address. Please check your inbox for a verification email, and verify your email address by clicking the link in that message.

### Didn't get the email?

If you didn't receive the verification email, you can request another. It may take up to 10 minutes to arrive. Be sure to check your spam/junk folder.

Wrong address? [Contact us](#) to change your email.

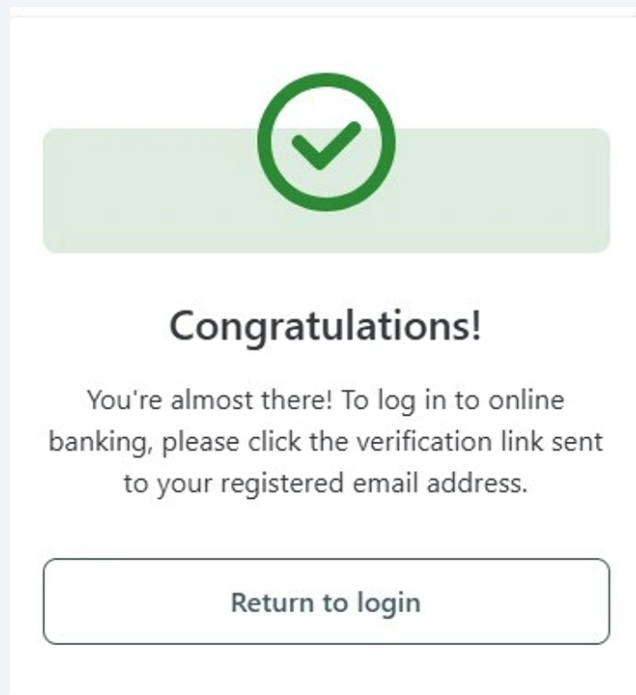
Email

c\*\*\*\*\*a@aol.com

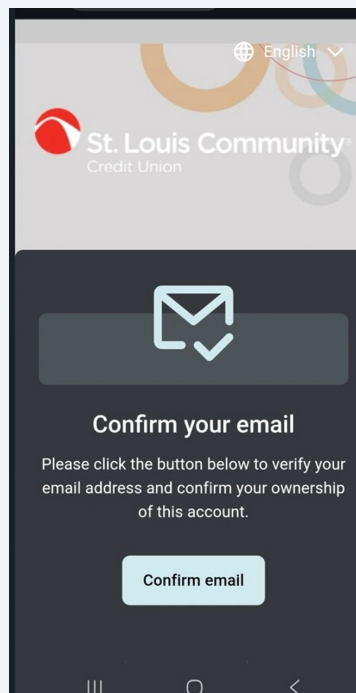
Send verification email

Return to login

- 10 The only thing left is to check your email address and click on the verification link.

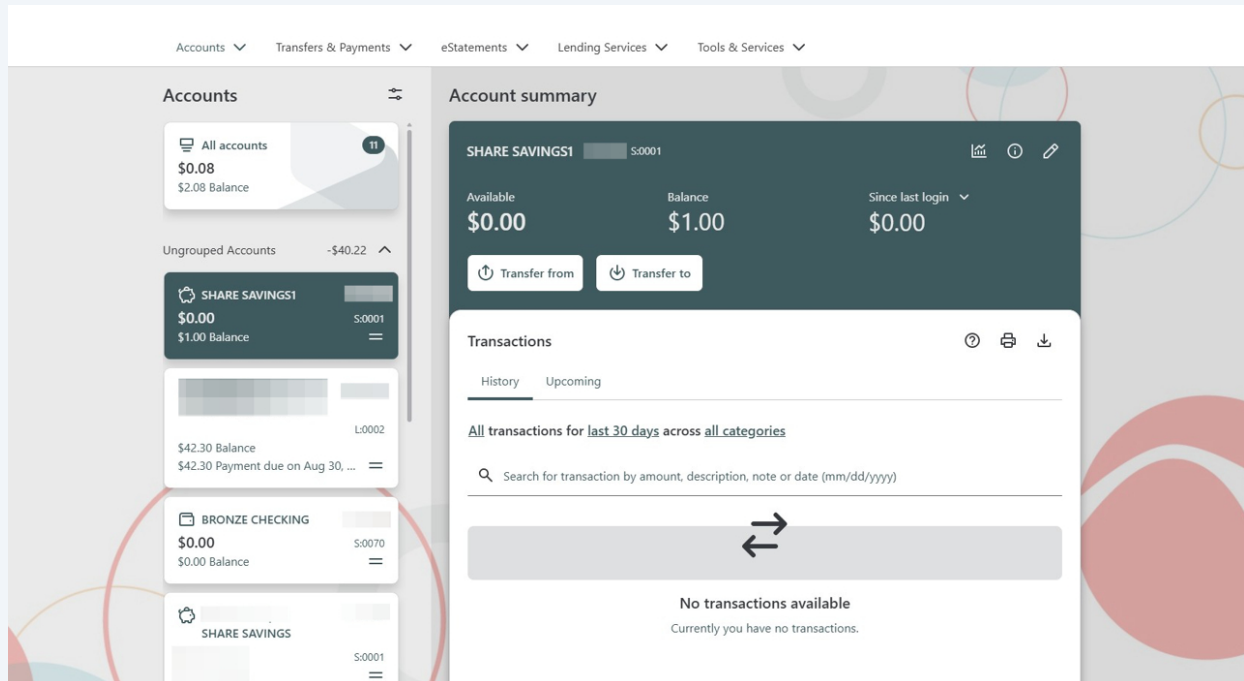


- 11 You can pull up the email and confirm from your computer or from your mobile device. And that's it, you're ready to go. Return to the website and click the Online Banking button to start using!



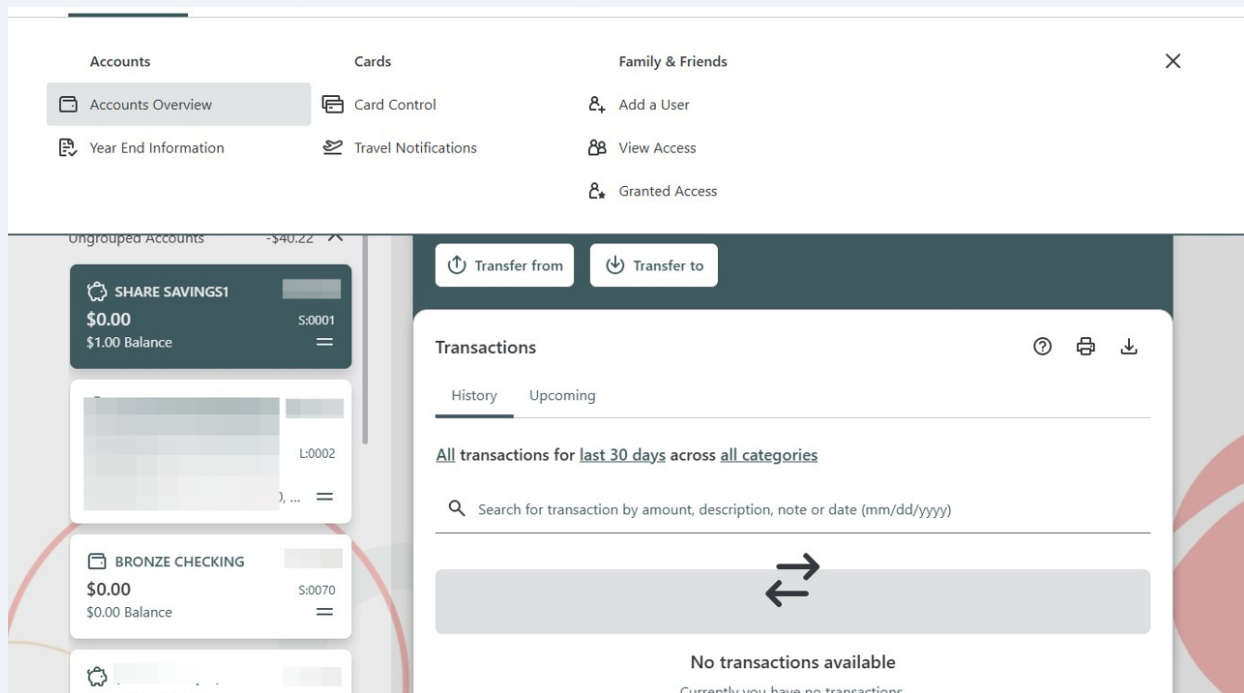
12

Once you're logged in, you'll be able to see all of your account information at a glance on the left side of the screen. You can check your balances and see all of your transactions right here on the Account Overview screen.

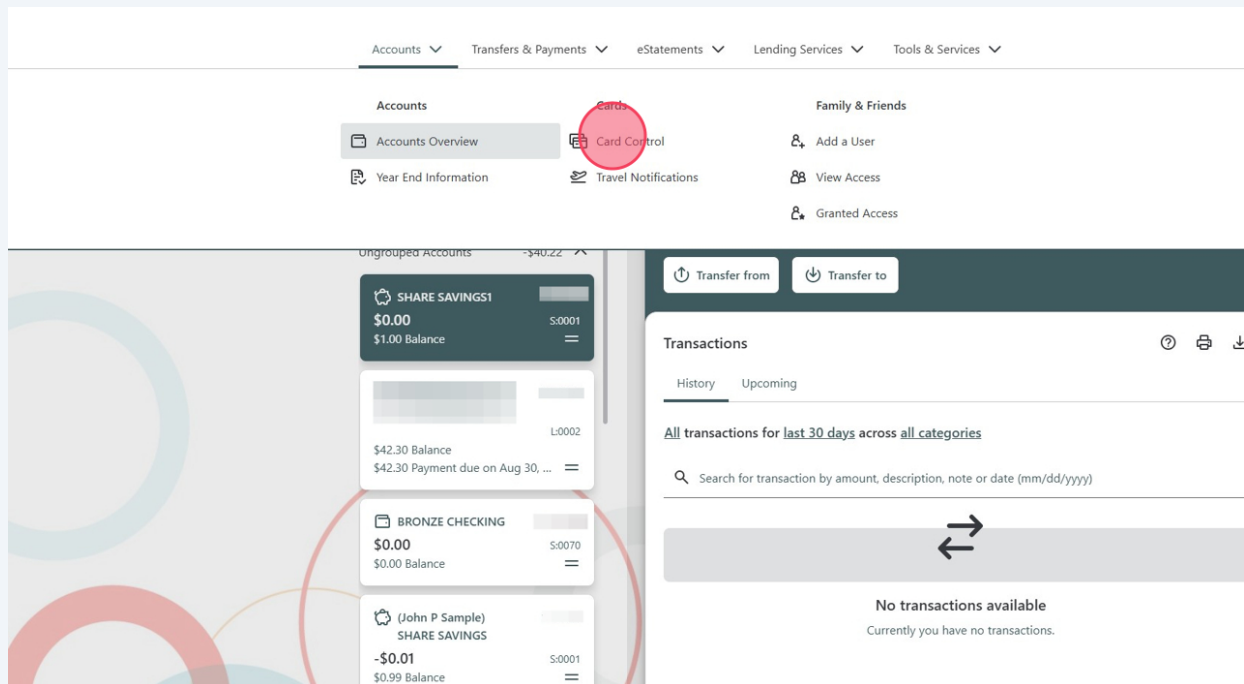


13

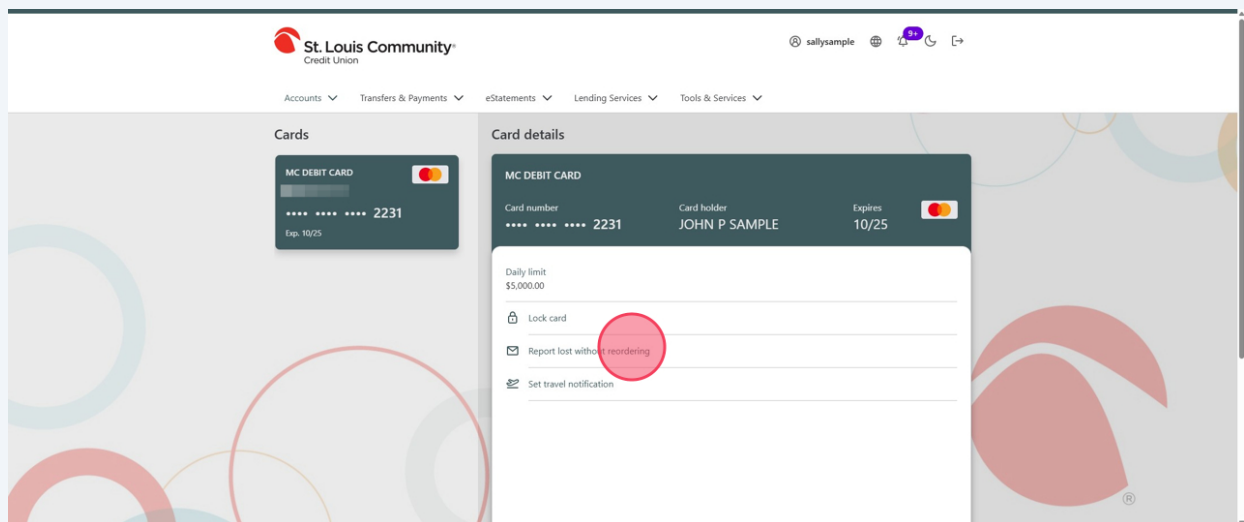
Along the top of the screen is your Navigation Bar, letting you pull up various tools to help you manage your accounts.



14 Need to manage your debit card? Click on Card Control under the Accounts tab.



15 From here you can lock and unlock your card or report it lost. You're always in control - right from your desktop or phone.



16

Planning a trip? Select Travel Notifications, Add New Travel, then choose your dates and destinations and you're ready to go. This helps ensure your card keeps working smoothly while you're away.

The screenshot shows the St. Louis Community Credit Union website. The navigation bar includes: Accounts, Transfers & Payments, eStatements, Lending Services, and Tools & Services. The main content area is titled 'Travel notifications' and features a '+ Add new travel' button. To the right, the 'New travel' form is displayed, which includes a 'Travel period' section with a date range of 11/06/2025 - 11/08/2025, a 'Select travel type' section with radio buttons for Domestic (selected) and International, and a 'USA destinations' section where up to 5 states can be selected. Currently, Illinois and New York are selected. There is also an 'Add state' button and a partially visible 'Select cards for travel' section at the bottom.

17

Want to move money or pay a bill? Under Transfers and Payments, select Make a Transfer or Bill Pay.

The screenshot shows the St. Louis Community Credit Union website. The navigation bar includes: Accounts, Transfers & Payments (highlighted), eStatements, Lending Services, and Tools & Services. The 'Transfers & Payments' menu is open, showing options: Make a Transfer (highlighted with a red circle), Transfer Activity, and Bill Pay. Below the menu, there is a '+ Add new travel' button. To the right, the 'New travel' form is partially visible, showing the 'Select travel type' section with Domestic (selected) and International radio buttons, and the 'USA destinations' section with Illinois and New York selected.



18

You can transfer money between shares, add payees, schedule payments, and review upcoming bills in seconds.

ST. LOUIS COMMUNITY Credit Union

Accounts ▾ Transfers & Payments ▾ eStatements ▾ Lending Services ▾ Tools & Services ▾

### Make a transfer

BETWEEN MY ACCOUNTS ▴

At STLOUISCOMMUNITYCU

OTHER OPTIONS ▴

To another member

Stop check payment

### Transfer internally

FROM TO

Select account ▾ → Select

Amount

When to send the money? ▾

Now

Memo for transfer

Optional

Transfer

19

You can even request a Stop Payment on a check.

Accounts ▾ Transfers & Payments ▾ eStatements ▾ Lending Services ▾ Tools & Services ▾

### Make a transfer

BETWEEN MY ACCOUNTS ▴

At STLOUISCOMMUNITYCU

OTHER OPTIONS ▴

To another member

Stop check payment

### Stop check payment

STOP CHECK PAYMENT ON

Select account ▾

Enter check information below

Check number

*You will be assessed a \$20.00 fee per Stop Payment request.*

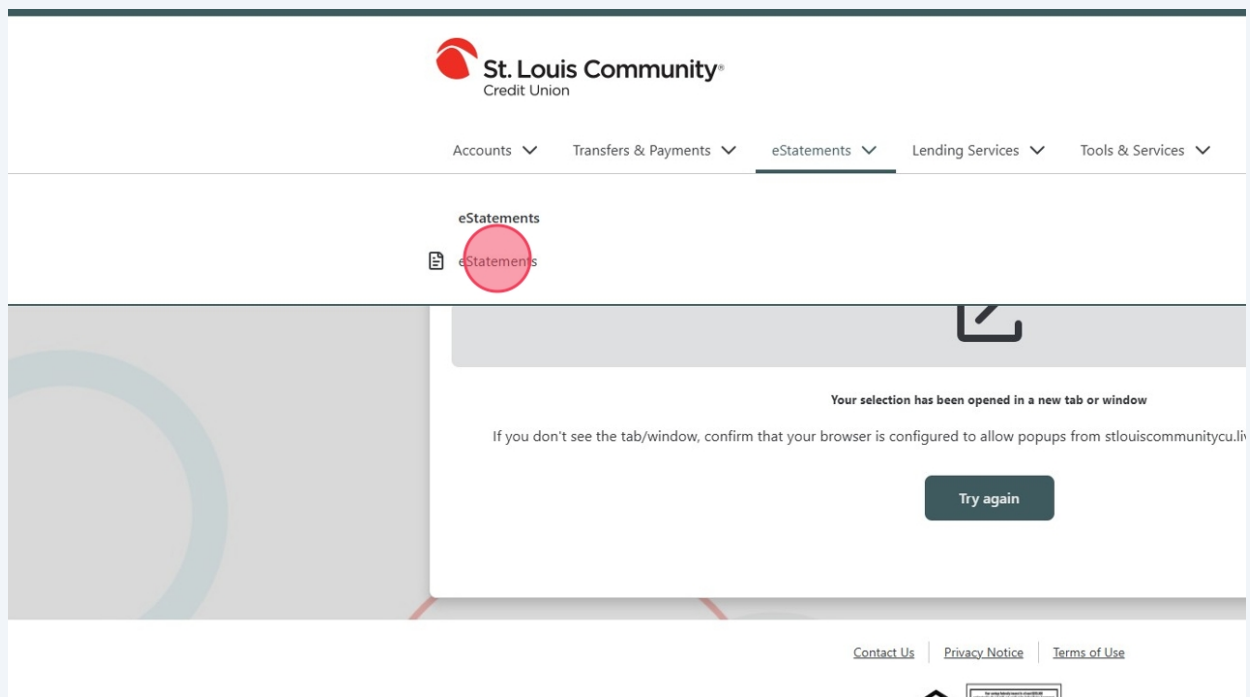
☐ I understand there is a fee for stopping a payment.

Stop check payment

[Contact Us](#) | [Privacy Notice](#) | [Terms of Use](#)

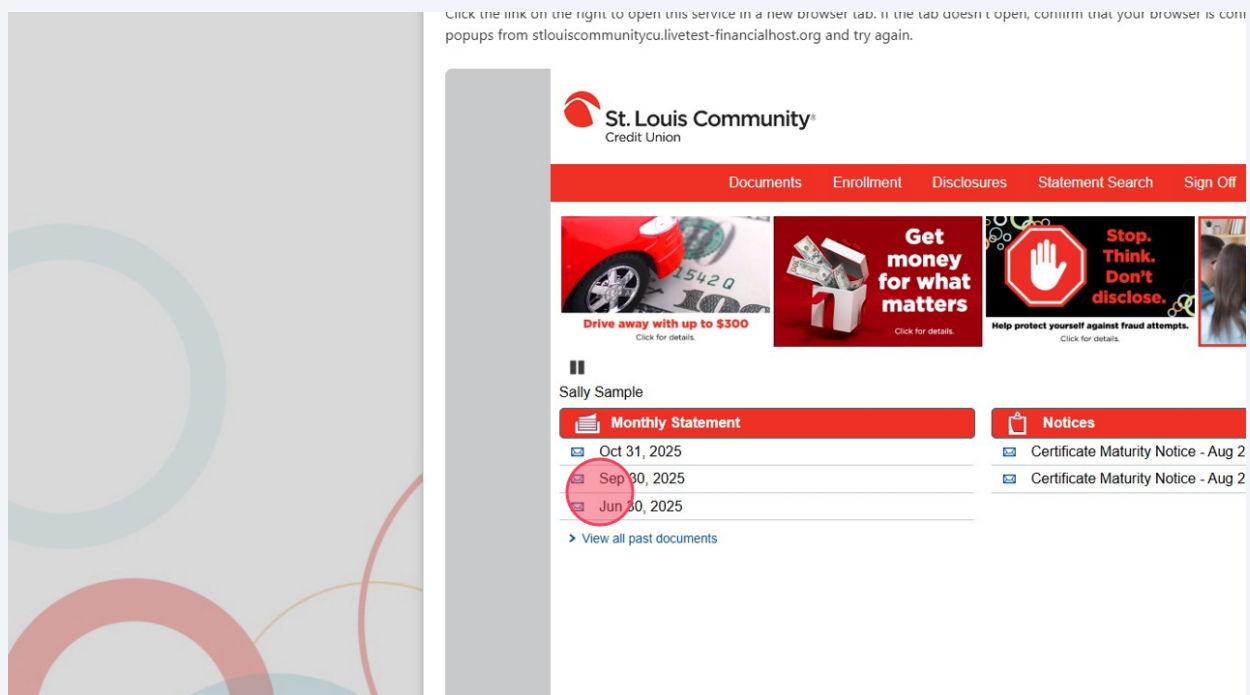
20

Go paperless with E-Statements. They're quick, convenient, and available anytime you need them - no waiting for mail.



21

Simply view or print right from your computer or mobile device.



22

Thinking about a Loan? Apply right from your account with the Lending Services tab. It's secure, simple, and fast.

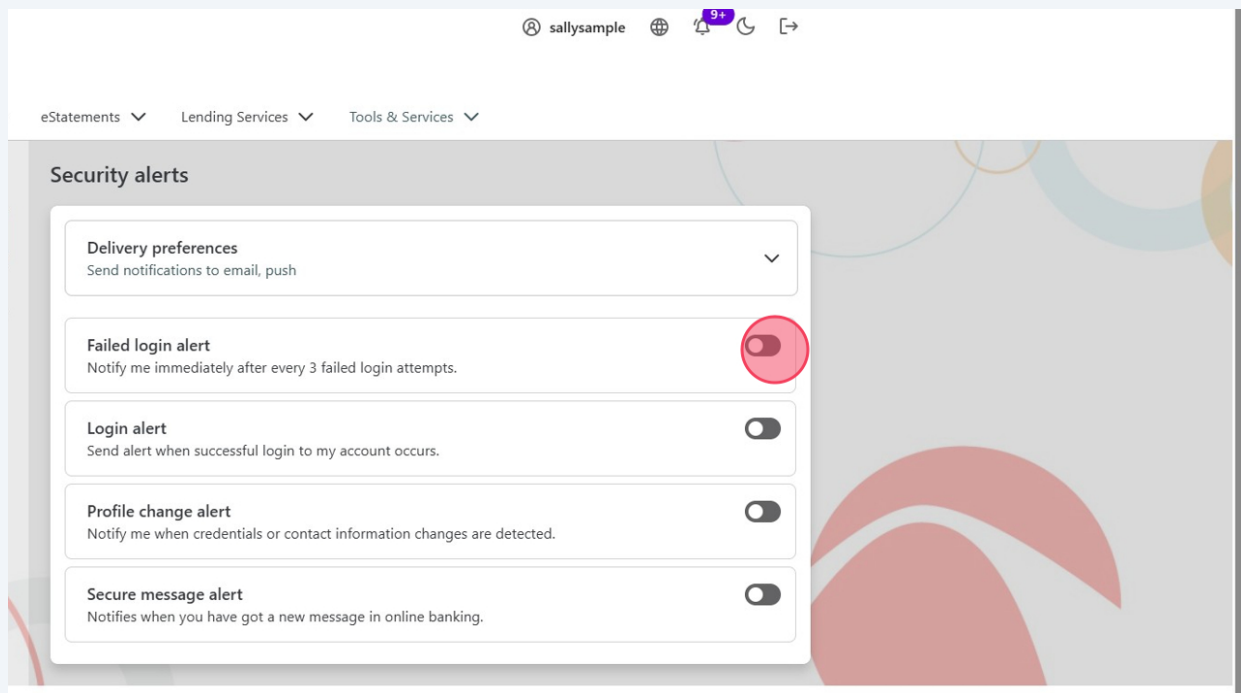
The screenshot shows the 'Lending Services' tab selected in the top navigation bar. Below the navigation bar, the 'Lending' section is visible, featuring three options: 'Apply for a Vehicle, Personal or Home Equity' (highlighted with a red circle), 'Apply for a Freedom LOC', and 'Apply for a First Mortgage'. To the right, a sidebar contains a 'Documents' section with a 'Monthly Statement' table for 'Sally Sample' showing dates Oct 31, 2025, Sep 30, 2025, and Jun 30, 2025. Below this is a 'Notices' section with two 'Certificate Maturity Notice - Aug 2' entries. The bottom of the sidebar features promotional banners for a car loan ('Drive away with up to \$300'), a money-saving offer ('Get money for what matters'), and a security warning ('Stop. Think. Don't disclose.').

23

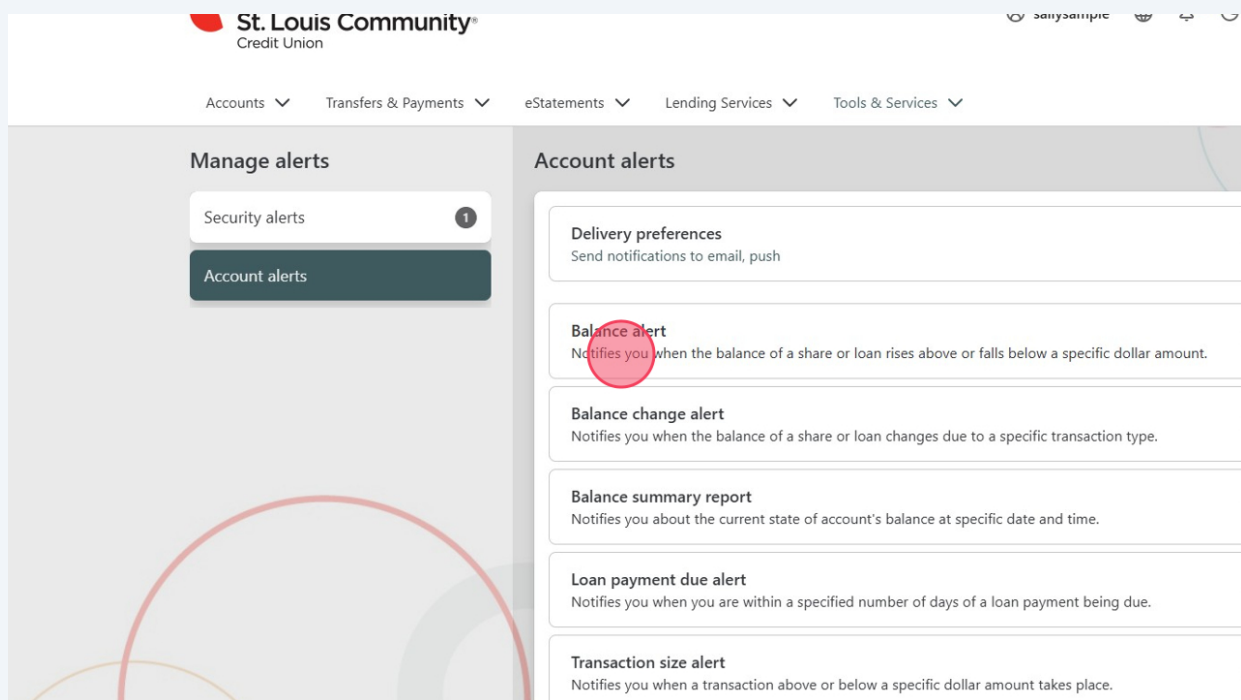
Our Tools and Services tab helps you stay informed with customizable Account Alerts and messaging.

The screenshot shows the 'Tools & Services' tab selected in the top navigation bar. Below the navigation bar, the 'Messages & Alerts' section is visible, featuring three options: 'Message Center', 'Manage Alerts' (highlighted with a red circle), and 'New Message'. To the right, the 'Contacts & Settings' section includes 'Contacts' and 'Profile & Security'. Further right, the 'Locations' section includes 'Locations'. The bottom of the sidebar features the same promotional banners as seen in the previous screenshot: a car loan offer, a money-saving offer, and a security warning.

## 24 Get notified if someone's trying to login to your account.

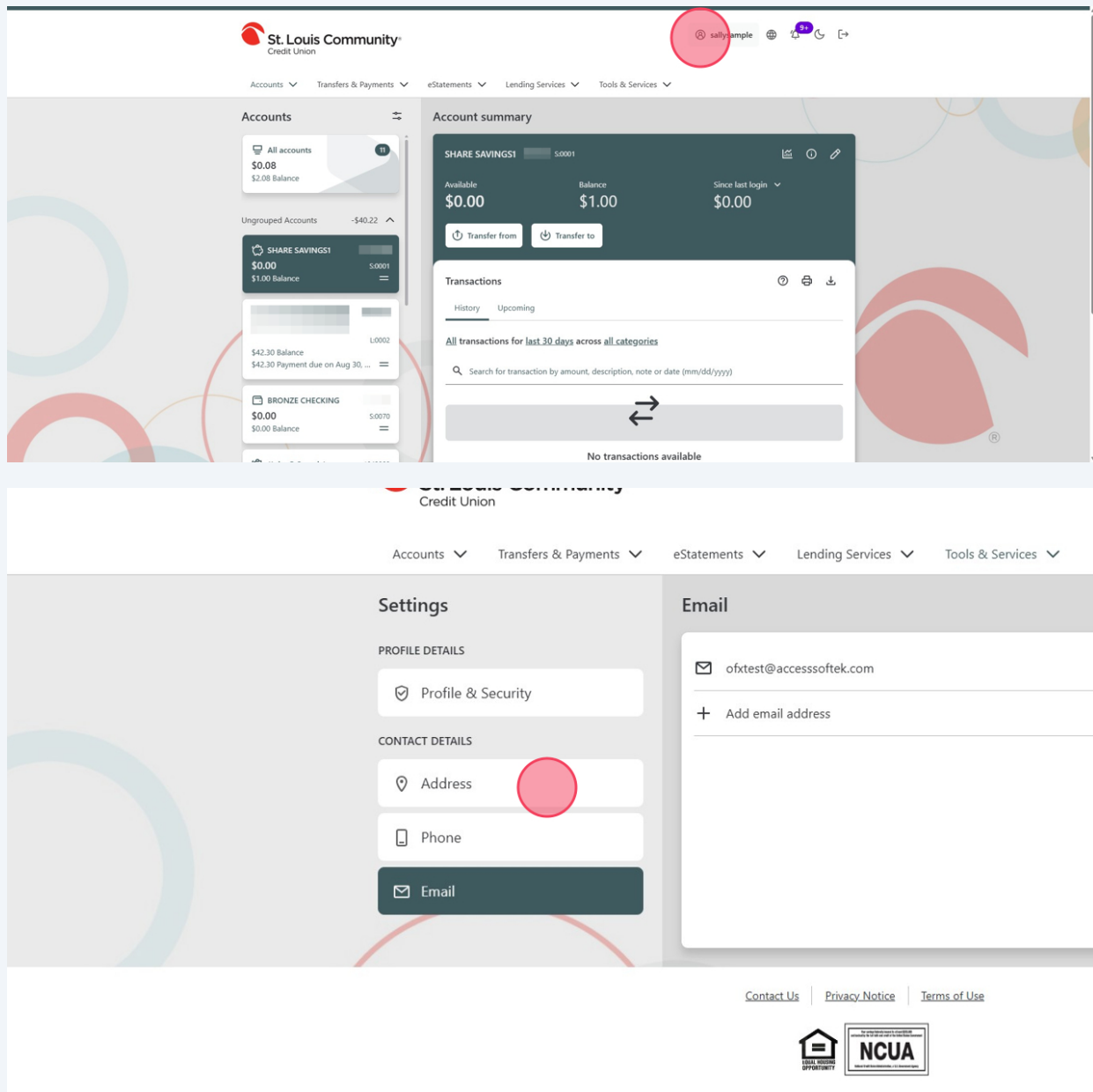


## 25 Or get real time alerts for when deposits hit, balances change, or transactions post. It's the easiest way to stay on top of what's happening with your money.



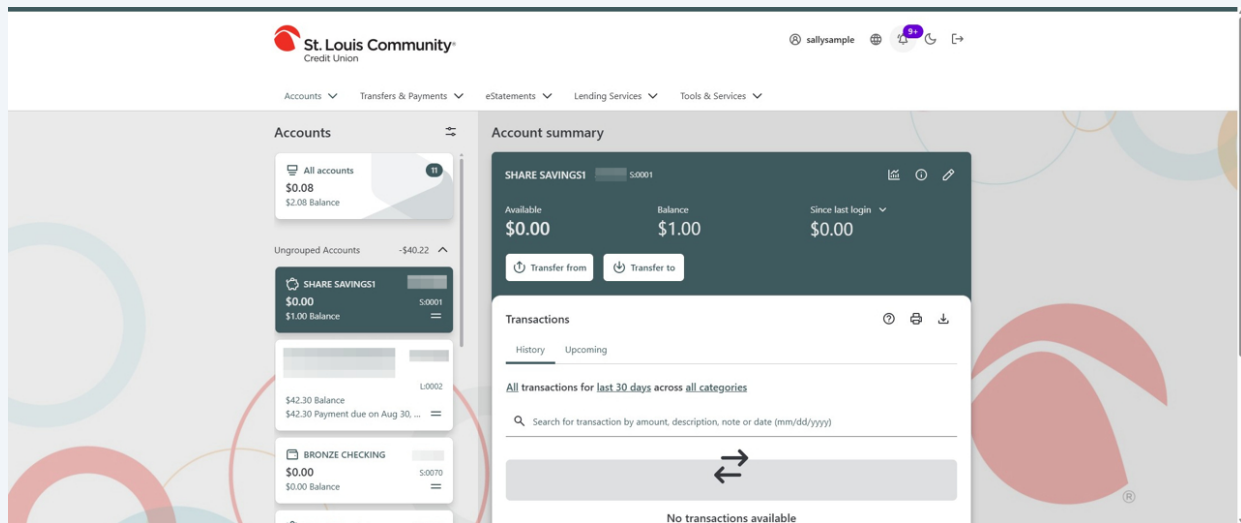
26

And that's not all. Need to update your address, phone, or email? Click on your Profile icon at the top of the screen to view and change your settings.



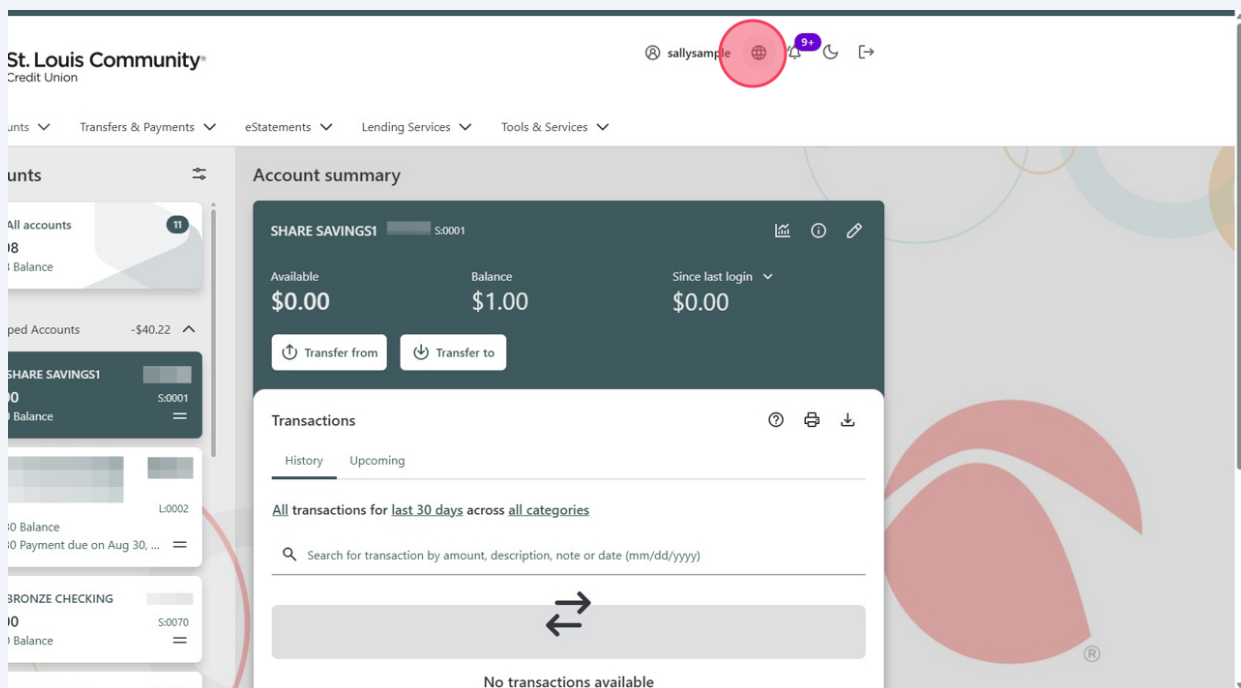
27

Oh, and before we forget, we've also added in a few extra features you might find helpful.

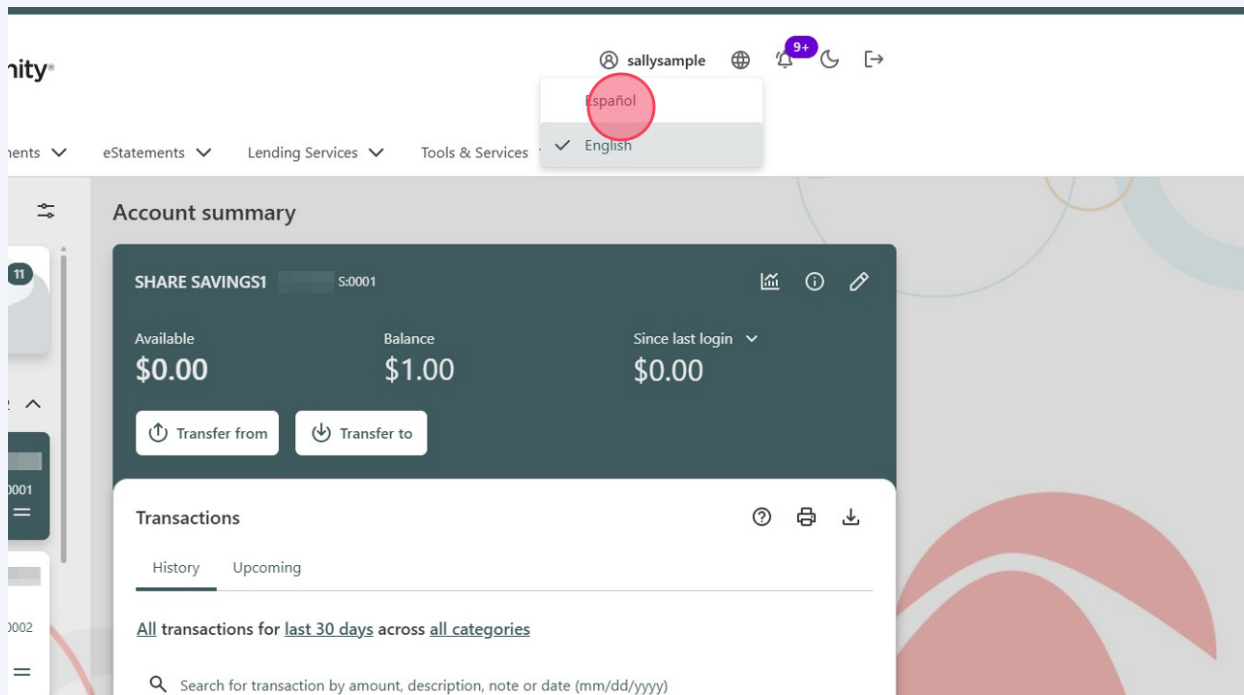


28

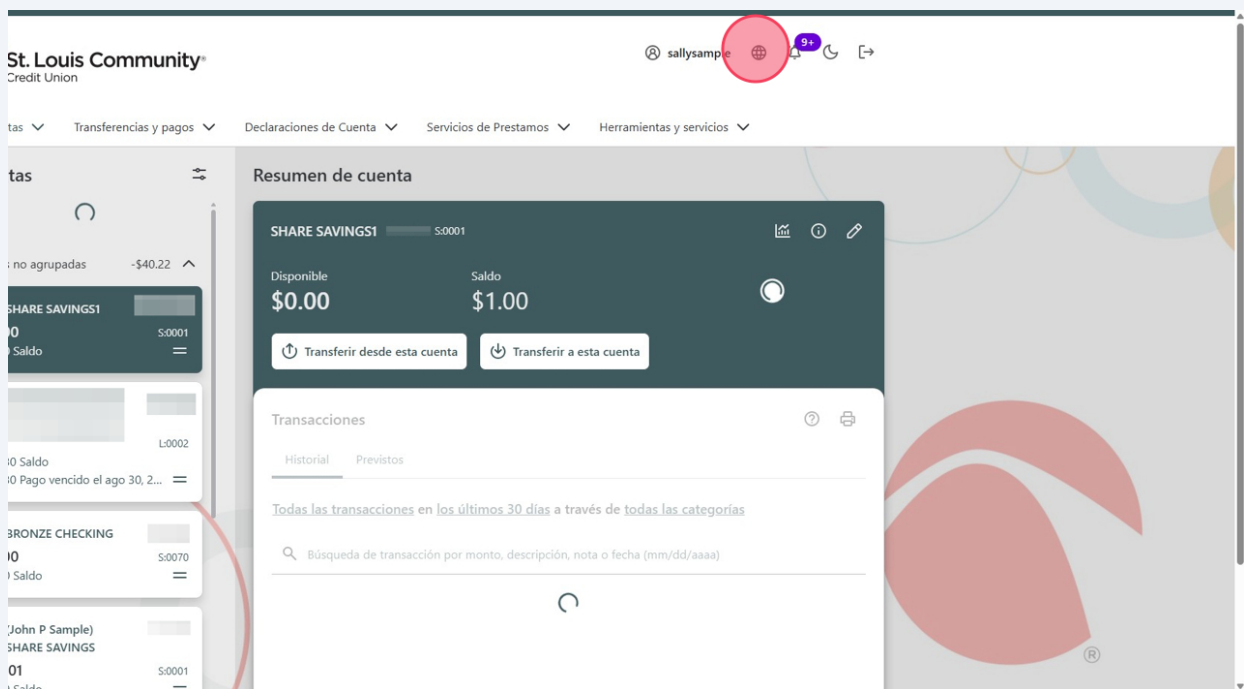
Like language options. Simply click on the Globe icon at the top of the screen.



## 29 Prefer Spanish?

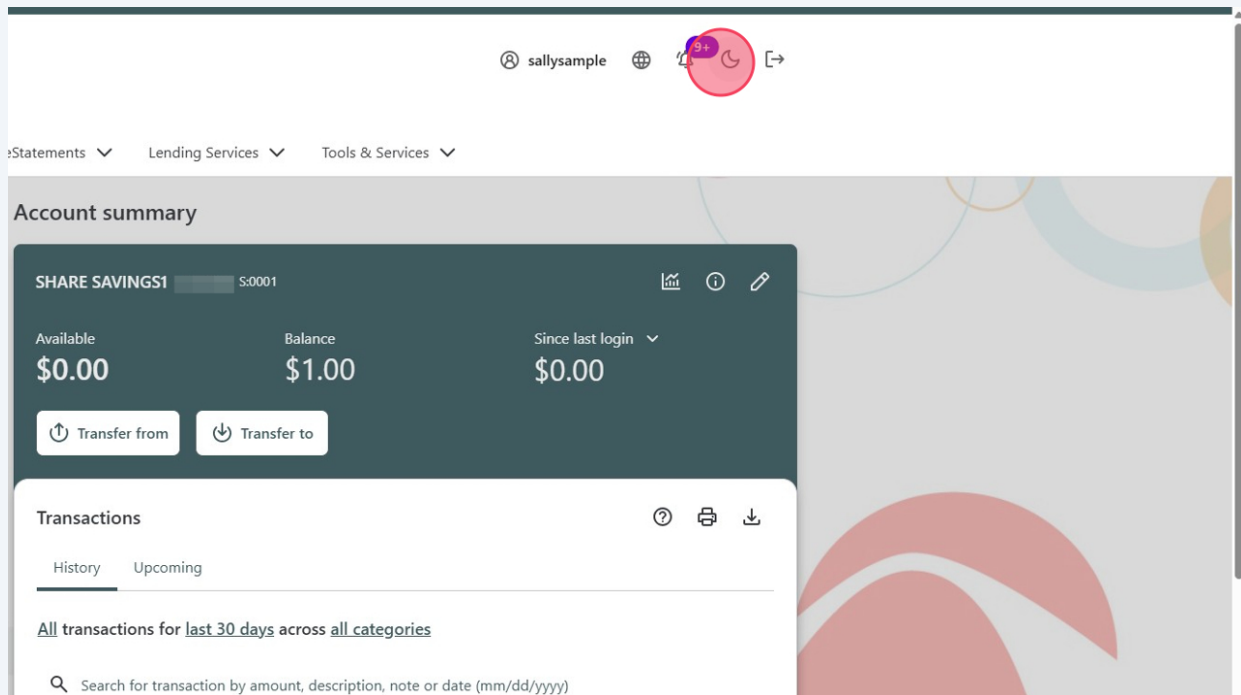


## 30 You can switch languages anytime for a more personalized experience.

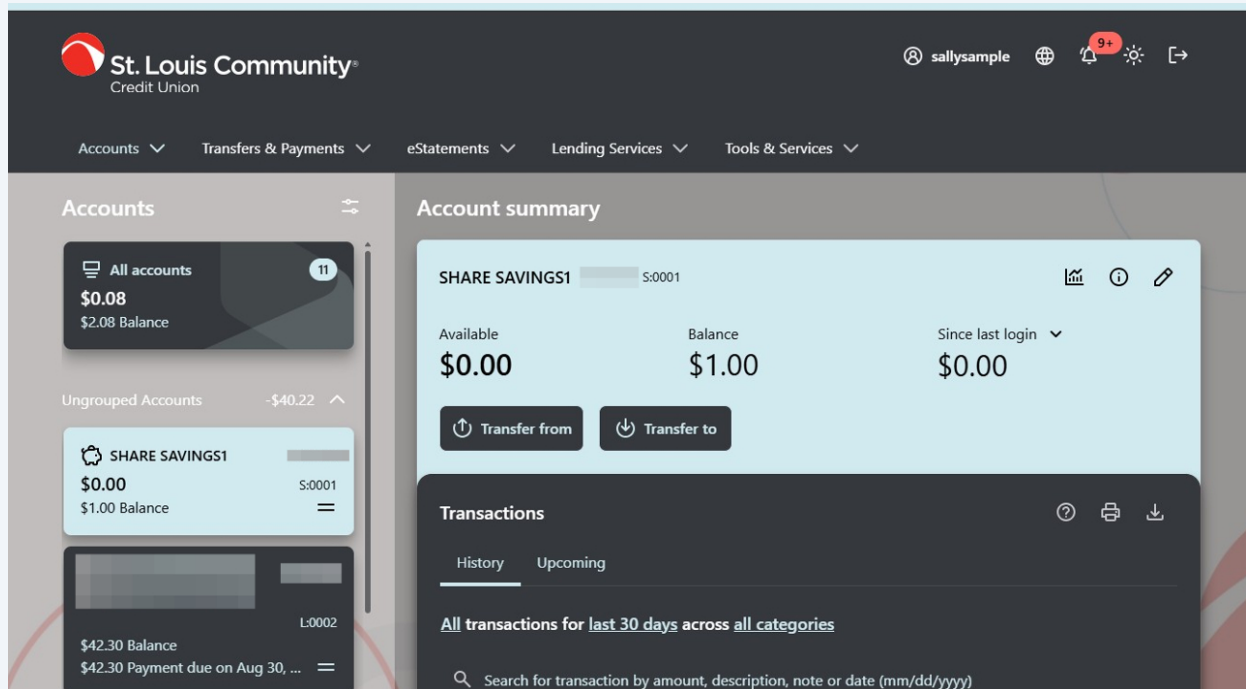




**31** We've even included an option to go Dark. Click on the Moon icon here at the top.

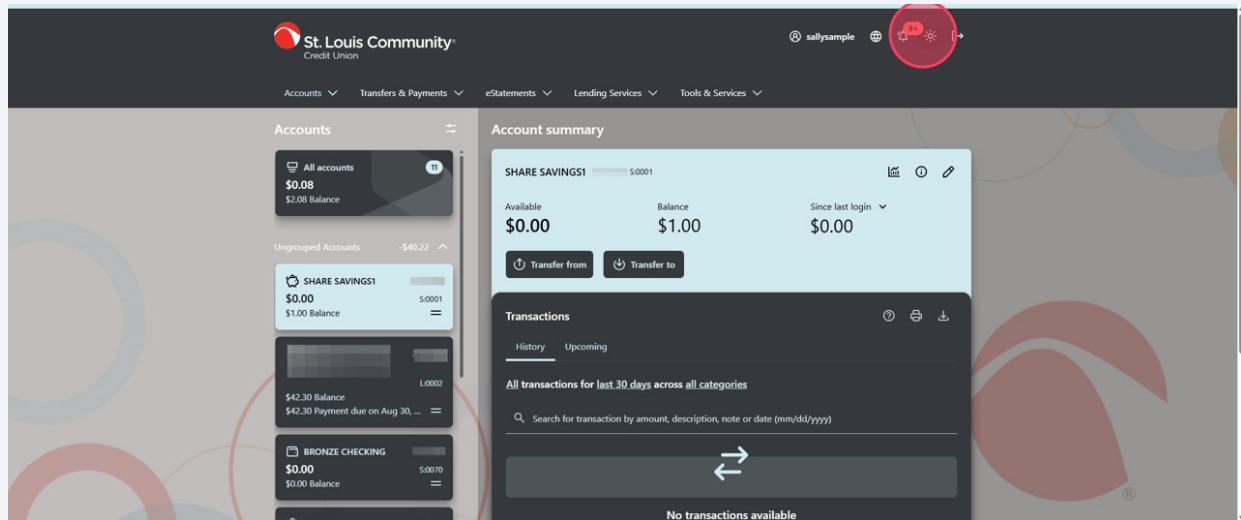


**32** To help ease eye strain or make it easier to read.

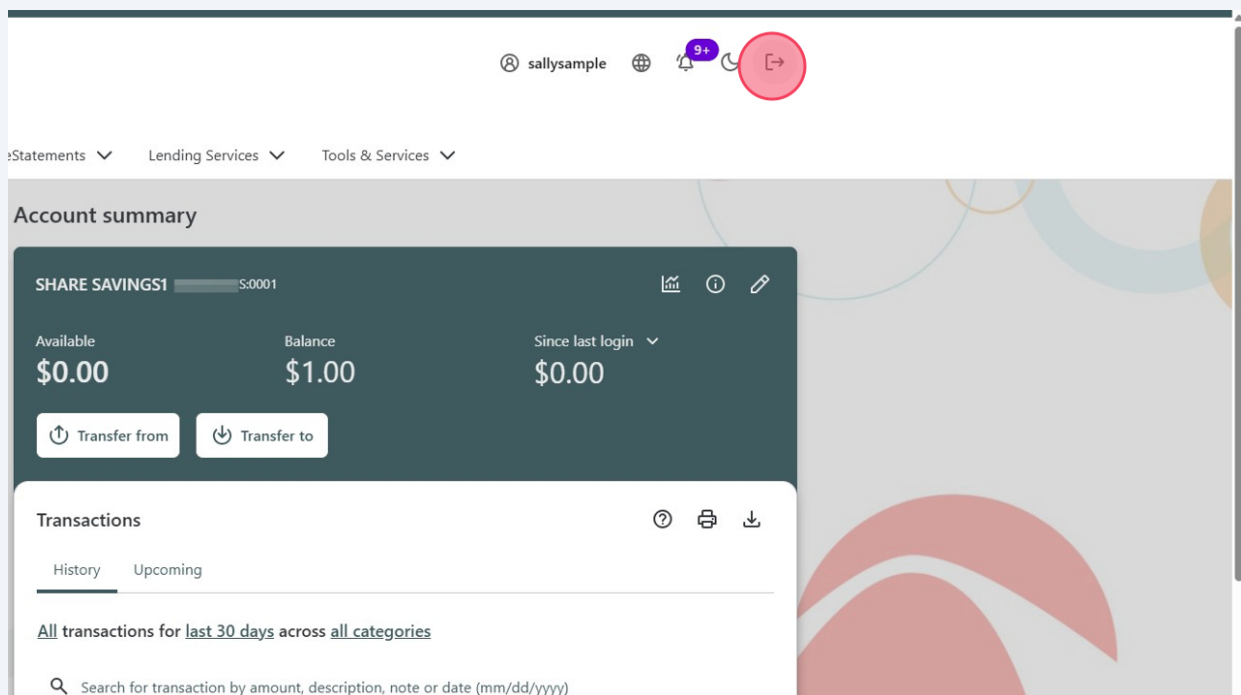




**33** When you're ready to go Light again, click on the Sun icon.



**34** And when you're done, be sure to click the Exit icon to securely close the page.



35

Discover the freedom of simple, secure, and connected banking with St. Louis Community Credit Union.

