

# ONLINE SERVICES

## Easy Enrollment



# NEW HORIZONS CREDIT UNION

Solutions for the Real World

# 24/7 Account Access

## ONLINE BANKING



Online Banking provides you and your family with secure and easy access to your NHCU accounts. This is at no-cost to you, accessible 24/7.

### Online Banking enables you to:

- Transfer funds between accounts.
- Access Bill Pay to schedule your bill payments.
- Make loan payments.
- View posted payroll or electronic funds transfers.
- Print a copy of your account history.
- Make withdrawals & stop payments.
- View holds on your accounts.
- Set alerts for loan payments, balances, etc.
- Verify account balances & much more!

## MOBILE BANKING



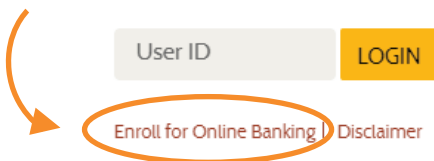
We offer no-cost 24/7 Mobile Banking through our App! Access your finances from the palm of your hand. *All you need is our Online Banking and a mobile web browser.* To get started, visit the App Store or Google Play Store and search for New Horizons Credit Union.

### Mobile App Features:

- Fingerprint & Face ID authentication (on supported devices).
- View account balances.
- Transfer funds.
- Pay loans.
- Deposit checks remotely.  
*(This feature can be added once the App is loaded, by downloading the agreement – available online – signing and submitting.)*

# STEP 1: Sign up for Online Banking

1. For Online Banking, visit our website NewHCU.org. On the top right of the website, click on **"Enroll Here for Online Banking."**



2. Agree to the Online Banking Disclosure.

**New Horizons eBranch Online Account Access and eStatements Disclosure**

**Account Access:**  
You may access your account using New Horizons eBranch Online Account Access any time, seven (7) days a week, and twenty four hours a day using standard computer software through the Internet at [www.newhcu.org](http://www.newhcu.org). While New Horizons Credit Union makes every effort to maintain reliable access to our online services, periodic downtime for system maintenance is occasionally necessary. You understand this disclosure subject to change with additional notification, or as otherwise provided by law.

**Limitations of Service:**  
When using New Horizons eBranch Online Account Access, you may experience technical or other difficulties. We cannot assume responsibility for any technical or other difficulties or any resulting damages that you may incur. Some of the services have qualification requirements, and we reserve the right to change the qualifications at any time without prior notice. We reserve the right to change,

3. Enter your SSN, your Primary Share Account number, and other requested information.

**Online Banking Application (page 1 of 2)**  
Please complete the fields below. Fields marked with an asterisk are required

\*SSN (no dashes)

\*Main Account #

\*E-mail Address on File

4. You will then be asked to create an eBranch User ID and an eBranch password which will be unique to you for security purposes in accessing your Online Banking Account.

**Once enrolled, all other electronic services become available behind Online Banking.**

**If you have any trouble, simply contact:**  
**251-316-3240 | M-F 8:15 A.M.-5 P.M**

# STEP 2: Download Our App

*(You must have Online Banking)*

## Features on our Mobile App include:

Access to all of  
your accounts

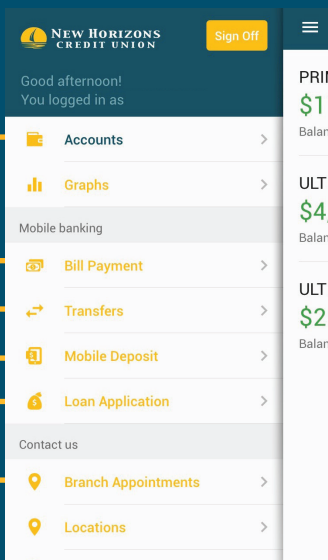
Bill Pay

Transfer Money

Mobile Deposit\*

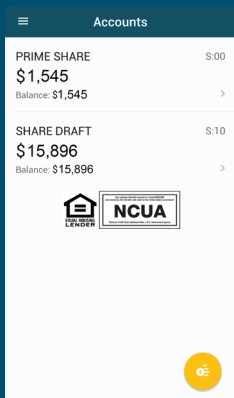
Loan Application

Branch  
Appointments

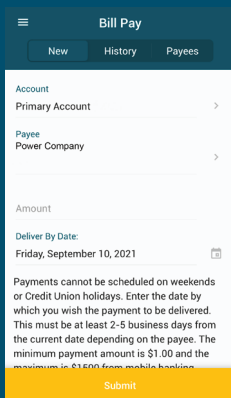


*\*Sign our User Agreement  
online to gain access to  
Mobile Deposit.*

### Accounts



### Bill Pay

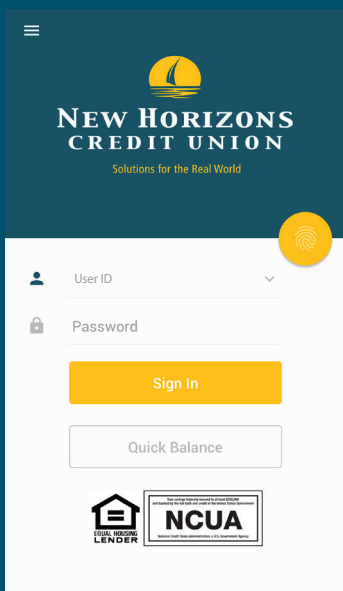


# How to Sign Up for our Mobile App

Download our FREE app on the iTunes App Store or the Google Play App Store.



Sign in using your credentials for Online Banking (eBranch) with your User ID & password. Now you have access to your Account, Bill Pay, & more!



Add Mobile Deposit to your App. A **Remote Deposit Capture User Agreement** must be signed and received by NHCU before Remote Deposit Capture will be available. **The Remote Deposit Capture Agreement** can be found on our website at [NewHCU.org/benefits/online-banking](http://NewHCU.org/benefits/online-banking).

# STEP 3: Sign up for e-Statements & Bill Pay

Once Online Banking is set up, enroll in free ***e-Statements & Bill Pay***. These services are available inside Online Banking once you log-in. Step-by-step instructions are available when you click on the tabs.

If you need assistance, contact our Member Services Center at  
**(251) 316-3240.**



## NEW HORIZONS CREDIT UNION

Solutions for the Real World

251-316-3240 | [NewHCU.org](http://NewHCU.org)

Federally insured by the National Credit Union Administration. Your savings are federally insured up to \$250,000 and backed by the full faith and credit of the United States Government.

National Credit Union Administration, a U.S.  
Government Agency.

