

Introducing KEMBA's Enhanced Digital Banking Experience

Designed to deliver an **intuitive, personalized user experience**, KEMBA Financial Credit Union's enhanced Digital Banking platform is coming soon! Managing your accounts from your smartphone, tablet, or computer will be easier and more convenient than ever.

Please see the reverse side for step-by-step instructions to help you refresh your KEMBA Digital Banking access.

Want to know more? Visit kemba.org/enhanced for



Frequently Asked Questions ✓

Video Tutorials ✓

Details on New Features ✓

Live Chat or Video Service during normal business hours ✓

Or simply stop by your local KEMBA branch or call us at 614.235.2395, option 5.

Notes Section

Prepare for KEMBA's Enhanced Digital Banking Experience

Once our enhanced Digital Banking experience is live, access to online and mobile banking will be available only through the new platform and mobile app. All members will need to sign into the enhanced Digital Banking experience.

Follow the 3 Steps below to refresh your KEMBA Digital Banking platform.

1 Know Your Current KEMBA Account Information

To sign into the enhanced version, first ensure that you have the following information:

1. Your current Digital Banking **Username** (it will not change)
2. Your current Digital Banking **Password**
3. Your **Member Number** *
4. The **Email Address** tied to your account
5. Your **Date of Birth**
6. Your **Social Security Number**

*Hint: How to Find Your Member Number

 **Digital Banking:** Simply click on the profile icon  on the main dashboard, touch the three dots **...** to the right of "Member Number" and tap "Reveal" for your member number.

 **Mobile App:** Simply click on the profile icon  on the main dashboard and tap the eye icon  to see your member number.

2 Open the Enhanced Mobile App or Desktop Experience

 To access the **Desktop Experience**, simply visit kemba.org

 For **iOS Mobile App users**, simply update your current KEMBA Mobile App. This can be done manually or automatically if you have registered to auto-update.

 For **Android Mobile App users**, you will need to download the updated app from Google Play™. Search for "KEMBA Financial Credit Union" and look for our white icon in your app store, install our free app, and click open.

3 Log In to Your Enhanced Digital Experience

1. Enter your **current Username and Password** and click "Log In"
2. Review and accept the Digital Banking Security Agreement
3. Verify your identity using your personal information from Step 1
4. Choose your new password reset notification method: text or call
5. Enter the verification code and create a new password
6. Review and accept the Terms & Conditions

Having trouble? Visit kemba.org/enhanced for FAQs and Video Tutorials, simply stop by your local KEMBA branch, or call us at 614.235.2395, option 5 for help and support.