

Your first line of Defence against fraud!

Add another level of security to your Online Banking experience with our Alerts feature.

ALERTS



Keep track of your accounts and be alerted by text message, email or both!
Make it your first line of defence! Be the first to know; be the first to act.

What types of alerts are available?

There are currently five security alerts available:

Type of alert	Why should I use this alert?
Online Login	Alerts you every time your account has been logged in to.
INTERAC® e-Transfer recipient added	Alerts you when an INTERAC e-Transfer recipient has been added to your account.
Password changed	Alerts you if you or someone else has changed your password.
Account Locked - Security Questions	Alerts you that your account is locked after you or someone unauthorized tried unsuccessfully to log in to your account three times. You can contact us to have your online banking account unlocked.
New bill payment vendor account added	Alerts you know if a new bill payment vendor has been added to your account.

How do I sign up for alerts?

To sign up for alerts just follow these simple steps:

1. Login to **Debden Credit Union** MemberDirect Online Banking.
2. Click on **Messages and Alerts**.
3. Select **Get Started**.
4. You can select whether you want the alerts to go to your email or to your phone or both.
5. Select **Add Contacts** to set up your email address or your mobile phone.
6. After you have completed your contact information, you can then select which alerts you would like to receive by using the drop down menu.

Managing Your Alert Service

You can manage your alerts by editing the contact information, account nicknames, or choosing different alerts to be received-you'll find all these functions under **Messages and Alerts** and click on the **Manage Alerts Contacts and Mobile Nicknames** tab.

In addition to receiving your Direct Alerts via email or text, you can review the last 30 days of Alerts History in Internet Banking-just click on the **View Alerts History** under the **Messages and Alerts** tab.

Frequently Asked Questions

1. What are Alerts and why should I sign up?

Debden Credit Union Direct Alerts make it easy to keep track of any changes that occur with Internet Banking – for example, if you sign up to receive an Alert if your PAC is changed, you will receive a text or email if the Internet Banking system detects that change. If you receive an alert but did not perform a change in Internet Banking, this may be a sign of fraudulent activity. Contact your credit union immediately and we can address your concerns and take appropriate action.

2. What are the fees for using Debden Credit Union Alerts?

There is no charge to members for receiving alerts from **Debden** Credit Union. However, your Mobile Service Provider may charge you for receiving text messages or for data usage. Members are advised to check with their provider for details.

3. Are Alerts safe?

Personal information is not transmitted in a Direct Alerts text message or email. Accounts are identified by nickname only – no account numbers, balances or identifying details are visible. Also remember –**Debden** Credit Union will never ask you to provide personal information over email or text.

4. Which Mobile Service Carriers support Alerts?

Currently, this feature is supported by Telus, Rogers, Fido, Bell, MTS, Virgin, Sasktel, Koodoo, Solo and PC Mobile.

5. What happens if I change my mobile device number?

Sign into Internet Banking and edit your Alerts Contact information to include your new mobile number.

6. What happens if I lose my mobile device?

Contact your service provider to suspend your service. Then, sign in to **Debden** Credit Union Internet Banking to deactivate the alerts being sent to your device.