



Banking at the speed of your life.



## FREQUENTLY ASKED QUESTIONS

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

Bow Valley 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 Bow Valley Credit Union Alerts?**

There is no charge to members for receiving alerts from Bow Valley 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 - Bow Valley 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.

*NOTE: If a user adds a new contact to an active alert at a later date they must **EDIT** the alert and check the appropriate contact box. If this box is not checked the new contact will not receive an email or text alert.*

6. **I want to add or change my email address?**

Sign into Internet Banking and edit your Alerts Contact information to include or change the email address.

*NOTE: Each time a contact is added or modified you must **EDIT** all of the active alerts and check the appropriate contact box. If this box is not checked the new contact will not receive an email or text alert.*

7. **What happens if I lose my mobile device?**

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