



MOBILE WEB BANKING FREQUENTLY ASKED QUESTIONS

What is Mobile Web Banking?

Mobile Web Banking is WFCU's Online Banking (from wfcu.ca) optimized specifically for mobile phones such as the iPhone® or BlackBerry®. The content is shown through your smartphone's web browser.

What can I do on Mobile Web Banking?

- Find a retail location/ATM
- Manage scheduled bill payments and transfers
- Memorize your account(s) feature
- Pay bills
- Rates
- Transfer funds
- View account balances
- View account transactions
- Contact WFCU

Do I have to sign up for Online Banking to use Mobile Web Banking?

Yes, you must have WFCU Online Banking in order to use WFCU's Mobile Web Banking. Mobile Web Banking is essentially Online Banking but in a different format to provide easy navigation for smartphone users.

Don't have an Online Banking account? Visit one of our convenient retail locations or call 519-974-3100.

What does it cost to use Mobile Web Banking?

It's free. WFCU does not charge for the Mobile Web Banking service. However, your mobile carrier could charge you for accessing your data plan. Please contact your mobile carrier for charges that may apply to you.

How do I know if Mobile Web Banking is compatible with my mobile phone?

As long as your device has a desktop-grade internet browser as well as a data plan or Wi-Fi connection, your device should be compatible with WFCU's Mobile Web Banking.

For example, an mp3 device such as an iPod when connected to a Wi-Fi network will work with WFCU's Mobile Web Banking. It is most commonly used with Apple, Blackberry and Android smartphone devices.

Does WFCU's Mobile Web Banking work outside of Canada?

WFCU's Mobile Web Banking for smartphones works anywhere where you receive data from your mobile carrier or where there is an available Wi-Fi connection. Although WFCU's Mobile Web Banking service is free, check with your mobile carrier for additional charges for accessing data outside of Canada.

How secure is the WFCU Mobile Web Banking?

WFCU's Mobile Web Banking uses the same level of security as Online Banking. Your security question and Personal Access Code (PAC) prevent unauthorized access and we advise that you do not save your secure passcode details anywhere on your device.

In addition, all information is transmitted via 128-bit encryption technology as it moves from your mobile device to our systems. We also ensure only minimal personal or banking information is saved and secured on your mobile device for the memorize your accounts(s) feature.

My phone's been lost or stolen, is my banking information at risk?

If your mobile device has been lost or stolen, it cannot be used to access Mobile Web Banking without your member card number, security question and Personal Access Code (PAC). You should contact your mobile carrier immediately to have your mobile device deactivated.