

Start banking from home

Log in to online banking on vancity.com

1. What do you need to log in to online banking?

- a. MEMBER CARD # (last 10-digits of your MEMBER CARD debit card)
- b. Online Banking Password: If you don't already have a password, call our Member Services Centre (phone # in "Need help" section)

2. Logging in for the first time

For your first log in to online banking, you'll need to log in using a desktop (laptop or PC) or the Vancity mobile app. You'll be prompted to do the following:

- Create a new password
- Accept the [Account & Service Guide Agreement](#) (for personal members) or the [Business Member Agreement](#) (for business members)
- Set up 3 new Personal Access Questions and Answers

3. What are some transactions you're able to do with online banking?

- View eStatements
- Transfer money between your Vancity accounts
- Use *Interac* e-Transfer® to send, receive, or request money
- Pay your bills
- Deposit your cheques (using the mobile app)

Watch a step-by-step video on how to log in to online banking [here](#).

How to view eStatements

1. How to view your eStatements

- Log in to online banking on vancity.com
- In the left hand menu, under **My Accounts**
- Select **View e-Statements**
- Select your Statement Option: Choose Banking Statements or Credit Card Statements. A PDF of the statement will automatically download.
- Look at the bottom of your screen. Click open to see your statement.
- Here you'll be able to view your bank statements from the past 7 years, and your enviro™ Visa* statements (if you're an enviro™ Visa* cardholder) from the past 18 months.

Watch a step-by-step video on how to view your eStatements [here](#).

How to transfer money between Vancity accounts

You can Transfer Funds from one of your accounts to another, or to another member. If you are transferring funds to another member, ask them for their Relationship number before you start. The Transfer can be performed immediately, scheduled at a future date, or scheduled on a recurring basis (such as monthly).

If you are transferring funds to another member, you'll need to ask them for their Relationship number before you start. The Relationship number can be found on their statement or online banking.

1. How to transfer money between your own Vancity accounts

- Log in to online banking on vancity.com
- In the left hand menu, select **Transfer Money**
- On the main screen, click on the **Transfer From** drop-down menu and select the Account you would like to transfer from
- Enter Transfer Amount
- In Schedule Transfer, Select when you'd like to do the Transfer
- Select My own account
- Click **Continue**
- Review the information and click the Account drop down menu
- Select the recipient's account and click **Continue**
- Click **Confirm**

2. How to transfer money between your account and another Vancity member's account

- Log in to online banking on vancity.com
- In the left hand menu, select **Transfer Money**
- On the main screen, click on the **Transfer From** drop-down menu and select the Account you would like to transfer from
- Enter Transfer Amount
- In Schedule Transfer, Select when you'd like to do the Transfer
- Select Another Member
- Enter their Relationship #
- Click **Continue**
- Review the information and click the Account drop down menu
- Select the recipient's account and click **Continue**
- Click **Confirm**

How to pay bills

1. How to add a Bill Payee in online banking

- Log in to online banking on vancity.com
- In the left hand menu, select **Pay Bills**
- On the main screen, select **Add Payee**
- In the box enter the name of the company you would like to pay, click Search
- Select the company name
- Enter your Account Number for that company (usually located on your bill)
- Select which Relationship # you would like to pay this bill from
- Click **Submit**

2. How to pay a bill if Bill Payee has already been added

- Log in to online banking on vancity.com
- In the left hand menu, select **Pay Bills**
- On the main screen select the account you would like to **Pay From**
- Select the company you would like to submit payment to
- Enter **Payment Date** and **Amount**
- Click **Pay Bills**
- Click **Confirm**

How to deposit a cheque or cash in a Vancity ATM

You can deposit cheques or bills (no coins) in the envelope provided at the ATM. You'll need a MEMBER CARD debit card and your 4-digit PIN to use the ATM.

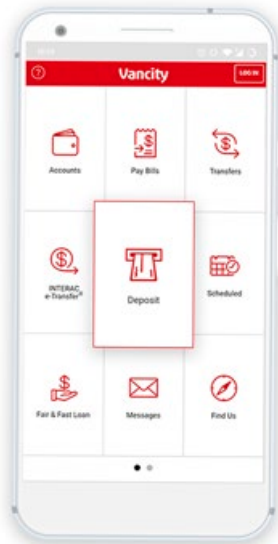
Press the button on the side of the screen next to the arrow to make your selections.

1. Select your desired language.
2. Enter your PIN (use the keypad to type in your secret 4-digit PIN). (For your security, cover the keys as you type in your PIN.)
3. Select a transaction: Deposit
4. Select to which account you want to deposit – Press Chequing or Savings
5. Enter the amount – use the keypad. Press 'correct'. If you made an error, press 'to re-enter.'
6. A deposit envelope is required for this transaction. Press 'I need an envelope' and the ATM will give you one.
7. Place the cash or cheque into the deposit envelope. Insert the envelope into the deposit slot. (No coins please)
8. Your transaction is complete. Would you like another transaction? Press Yes or No.
9. Take your card and receipt (if you requested a receipt)

How to make a cheque deposit on the app

Step 1:

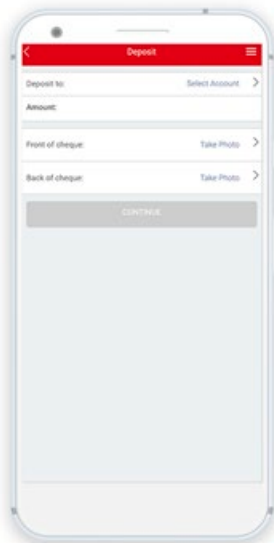
Select "Deposit" on the main screen in the mobile app



Step 2:

Complete the fields

- "Deposit to" is the account where the money will go to.
- "Amount" is the amount written on the cheque.



Step 3:

On the back of the cheque, print: "For deposit only to Vancity Financial Account # _____" and sign the back of the cheque.

Step 4:

Take a photo of the front of the cheque by pressing "Take Photo". Repeat for the back of the cheque.



Step 5:

Tap the "Continue" button to deposit the cheque into your account.

Step 6:

Write "Deposited" on the front of the cheque. Store the cheque for at least 45 days. Then destroy the cheque within 120 days after deposit.



Need help?

Call our Member Services Centre:

- Metro Vancouver: 604-877-7000
- Greater Victoria: 250-519-7000
- Toll-free: 1-888-826-2489

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