



YOUR DIGITAL BANKING IS GETTING *safer & smarter*

We're upgrading online and mobile banking to make it more secure and easier to use. Starting on October 28, you'll notice some important changes.

Here's your guide to getting ready.

GET READY, GET SET

Before October 28, make sure you're ready for a smooth upgrade:

CONFIRM YOUR CONTACT INFO

Log in to the app

- » Tap **More**
- » **Profile**
- » **Contact Info**

Then simply check that your phone number and email are correct - you can update them here if necessary.

Without up-to-date contact info, you may not be able to set up MFA — or log in.

Not sure or prefer help? Call us at 306.842.6641 or stop by — we'll check in minutes.

TAKE NOTE OF YOUR USERNAME.

If your username is saved in your app or browser — or if you normally log in with Face ID or fingerprint — double-check that you know it. MFA setup requires your username and password for your first login after the upgrade — Face ID or fingerprint won't work until after you've set up MFA.

NOTE FOR LAUNCH DAY: OCTOBER 28

Installing the updated app and setting up MFA may take a little longer than your usual login. It's a one-time setup — after that, sign-ins will be quick and secure.



GO - STARTING OCTOBER 28

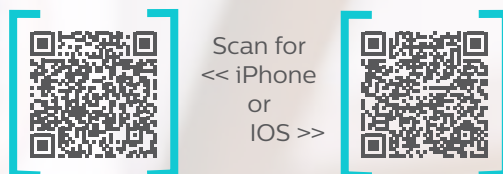
Here's what you need to do the first time you log in after the upgrade:

STEP 1: UPDATE YOUR MOBILE APP

When the upgrade goes live, you'll be prompted to download the latest version of our app before logging in.

You can also visit your app store to download the latest version:

- Open the App Store (iPhone) or Google Play Store (Android).
- Search for our app and tap Update.

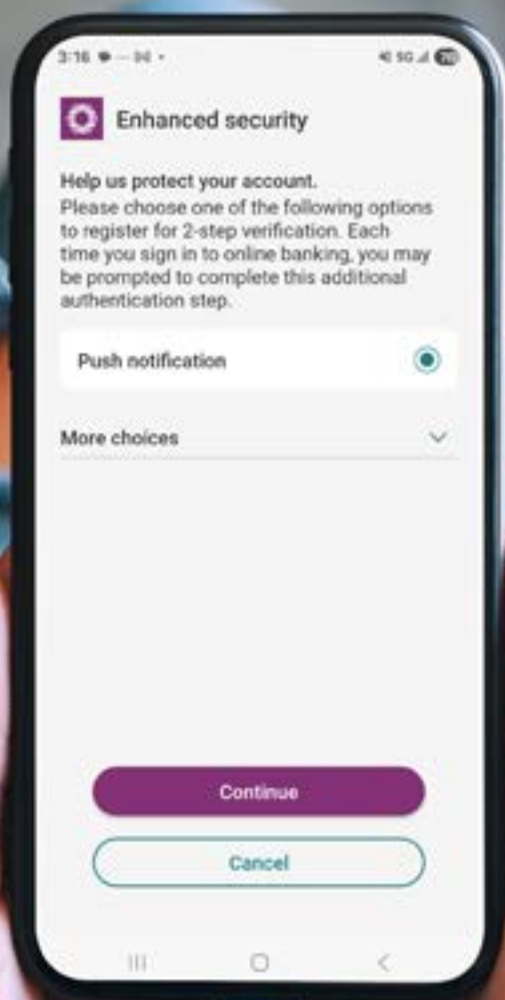


STEP 2: SET UP MULTI-FACTOR AUTHENTICATION (MFA)

MFA adds a quick extra step when you log in so we know it's really you.

1. Sign in with your username and password.
 - You won't be able to use Face ID or fingerprint for this first login.
2. You'll be prompted to set up MFA.
3. Choose your method:
 - Push Notification (**recommended** — fastest & easiest)
 - Web Authentication
 - Text Message
 - Voice Call
4. Confirm and you're all set.

TIP: After MFA is set up, you can turn Face ID or fingerprint login back on for quicker sign-ins. Just go to More > Security Settings > Biometric Authentication and toggle it on.



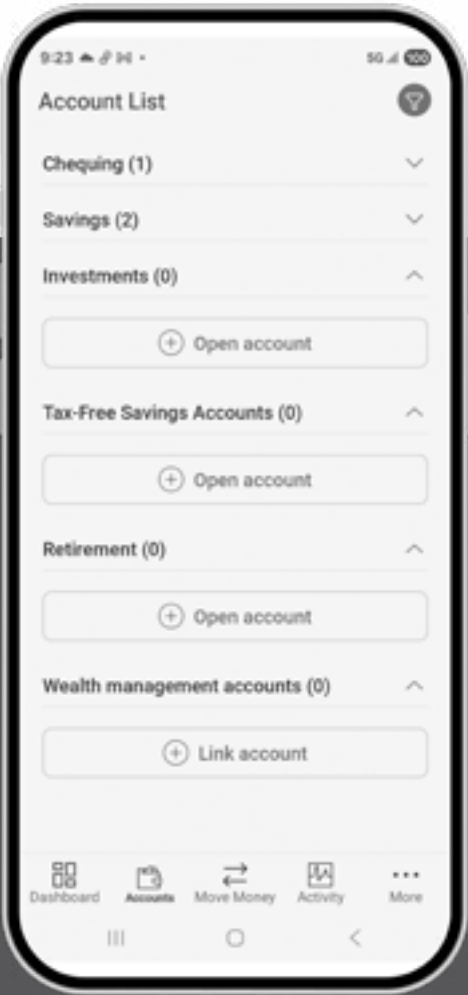
BONUS STEP

STEP 3: LINK YOUR INVESTMENTS

If you have investments with Aviso, you can now see them in your digital banking.

- 1. Go to “Wealth Management Accounts” in the menu.
- 2. Enter your Aviso Client ID, last name, and postal code.
- 3. Confirm and connect — your accounts will appear instantly.

This is view-only. For trades, contact your representative or log in to Aviso directly.



WE’RE HERE TO HELP — EVERY STEP OF THE WAY.

Whether you’d like someone to walk you through setting up Multi-Factor Authentication (MFA) or you just want to make sure you’re doing it right, we’ve got you covered.

Here’s how you can reach us:

- Stop by your branch — our team can guide you through it in person.
- Give us a call at 306.842.6641 — we’ll help you set up MFA right over the phone.
- Visit our weyburncu.ca — you’ll find step-by-step instructions and a demo video anytime.

TIP: Bring your phone or tablet with you if you visit us — we can show you how to log in, set up MFA, and turn your biometrics back on together.

You’ve got this — and if you ever need a hand, we’re right here.

