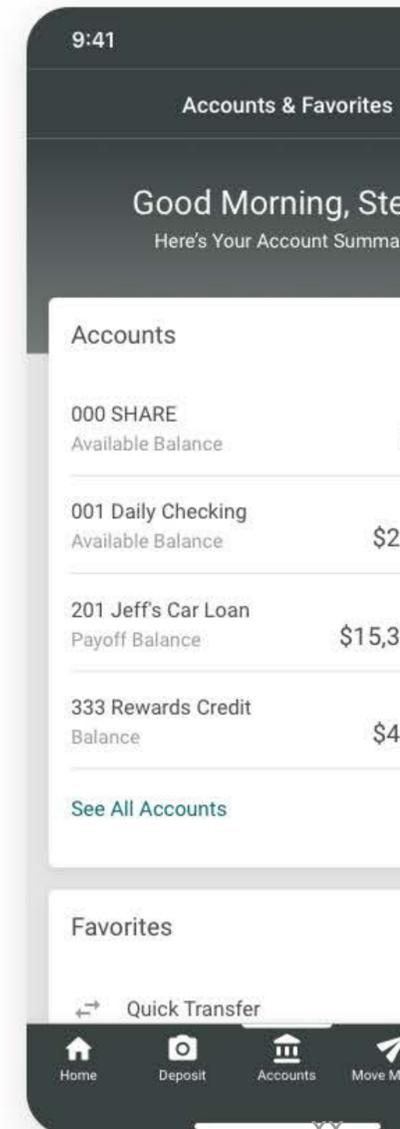
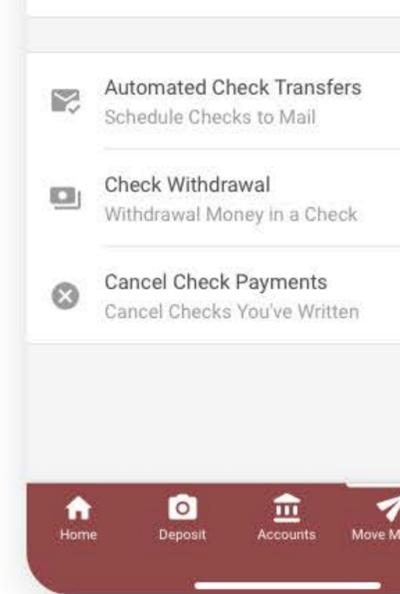
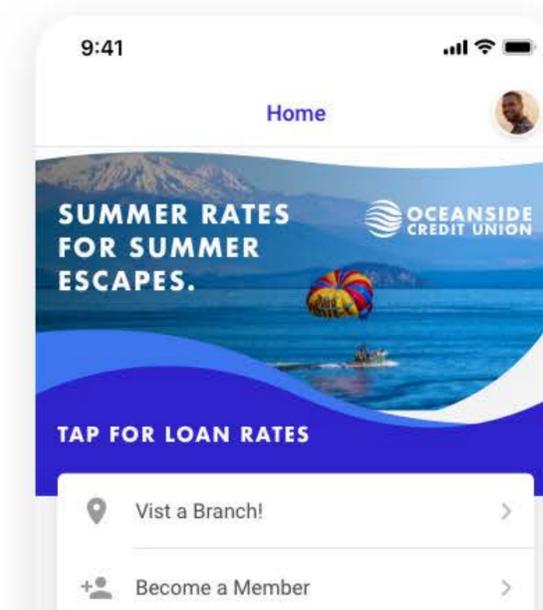
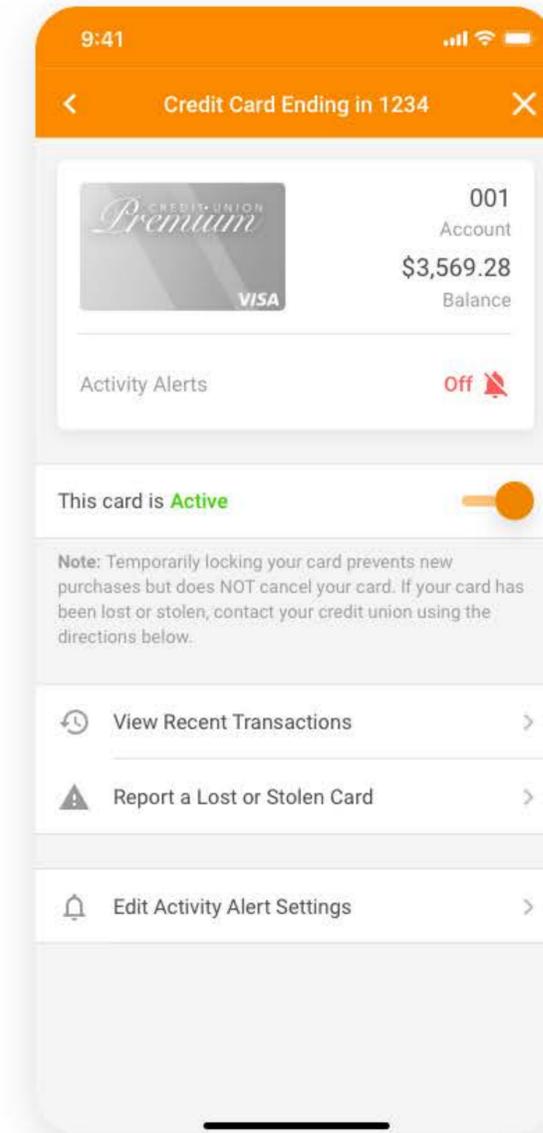
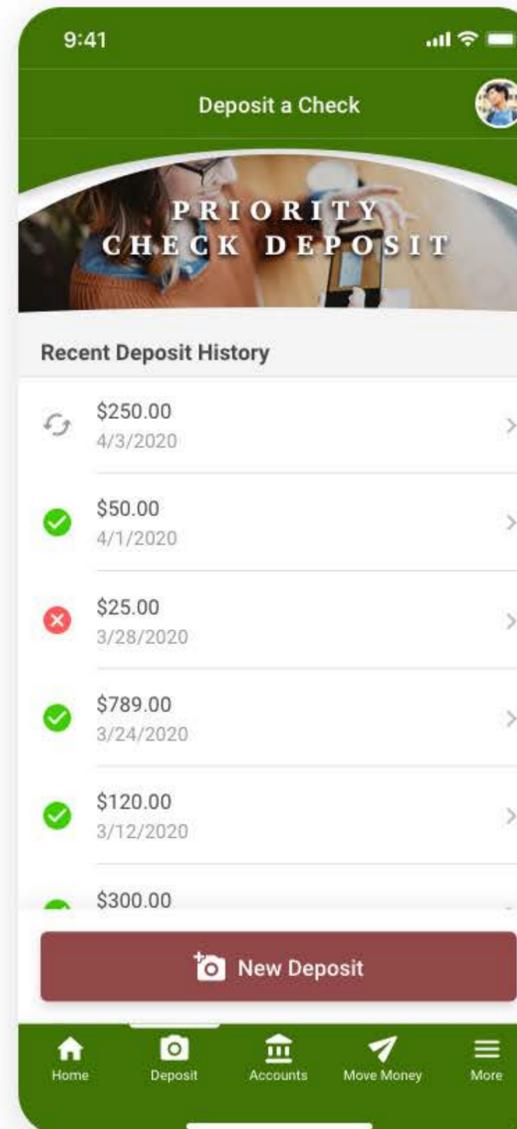
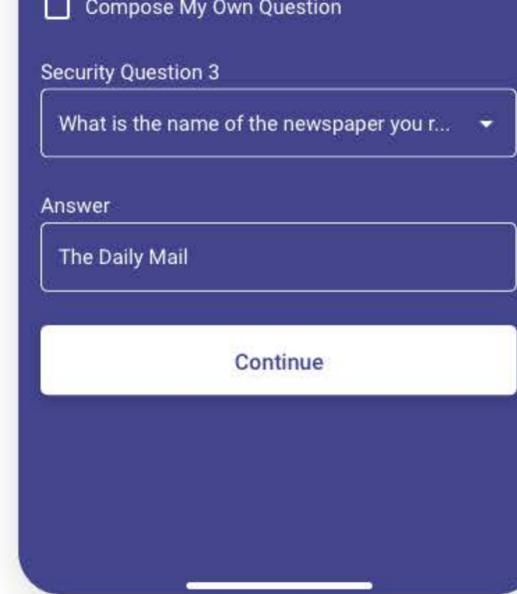


Mobile 5.0

Our Biggest Mobile App Update...Ever

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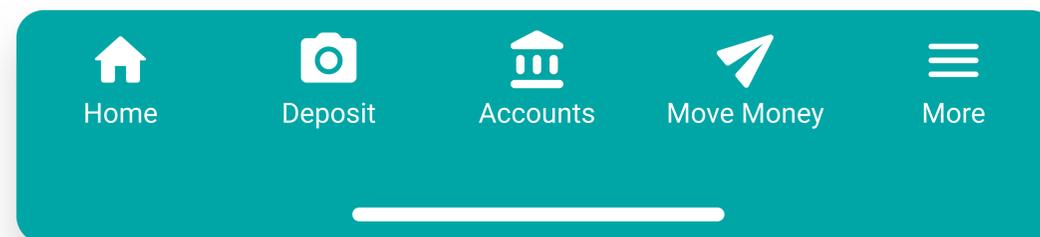
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Mobile 5.0

100% Native Master Navigation

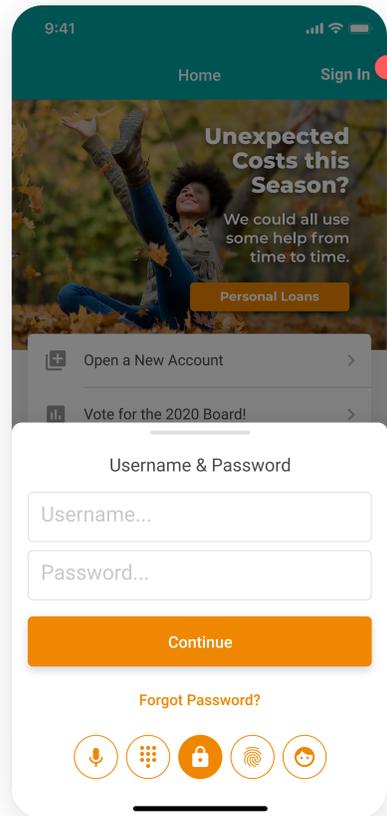
What is Master Navigation? Anything and everything that gets your members to the features they want and the features you want them to discover.



Master Navigation

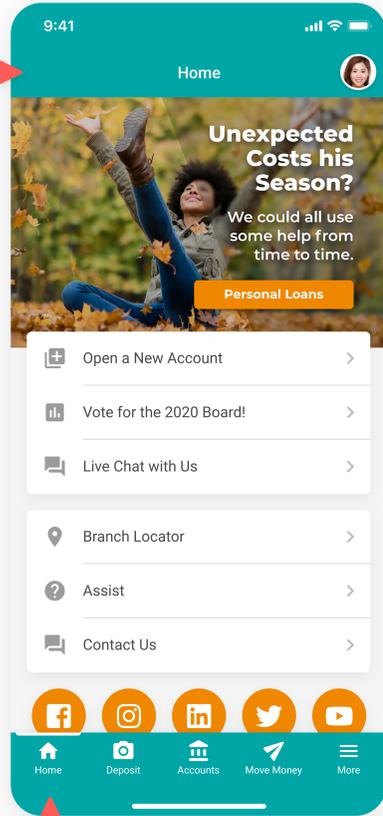
On Demand Sign In Pane

Mobile 5.0 brings a new dedicated "Sign In" option at the top right of the screen. Or, tap on any feature/tab that requires authentication — the **Sign In Pane** will slide up and prompt the member to authenticate.



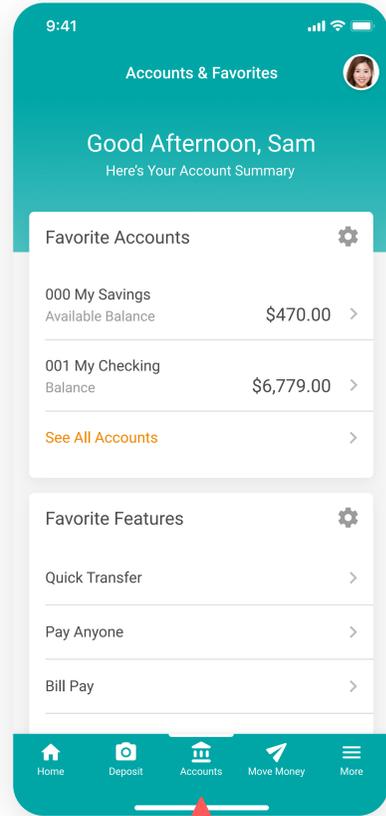
Home

Home tab is the prime location for Credit Union's to market to their members. Everything from latest news to social media links. Button links now support grouping.



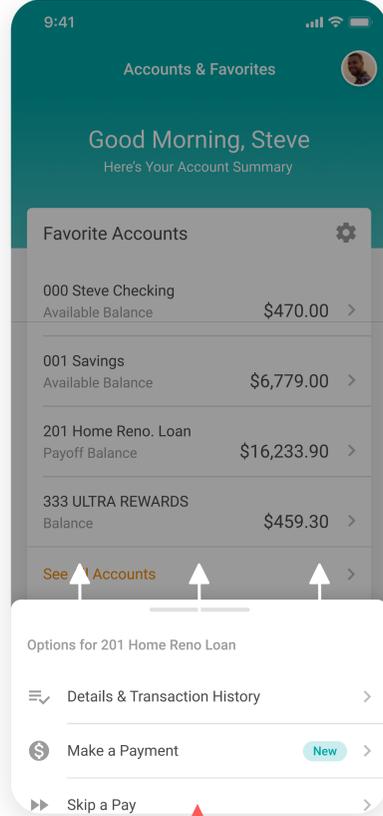
Accounts

Your new Member Favorite and most used tab. The **Accounts** tab is one tap away with member-configurable account balances and favorite features. Quickly seeing balances just got easier.



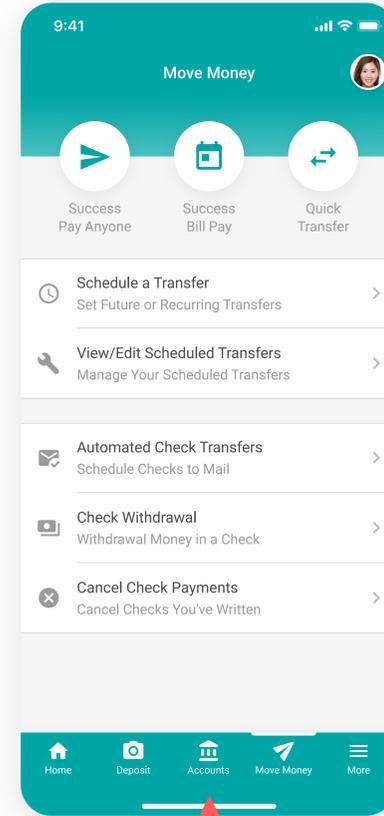
Account Drawers

With contextual navigation, your members will see features you want them to see without compromising user experience. Simple concept...powerful impact.



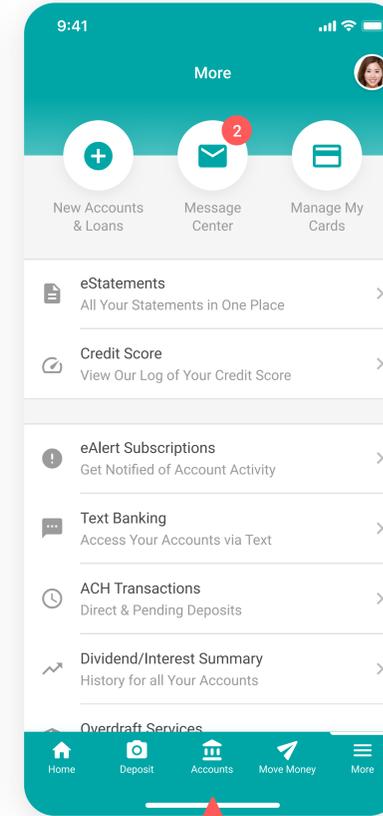
Move Money

Location for all banking features related to moving or sending money. Both the **Move Money** and **More** tabs are more traditional menus that CUs can customize with CU Publisher's Mobile Manager.



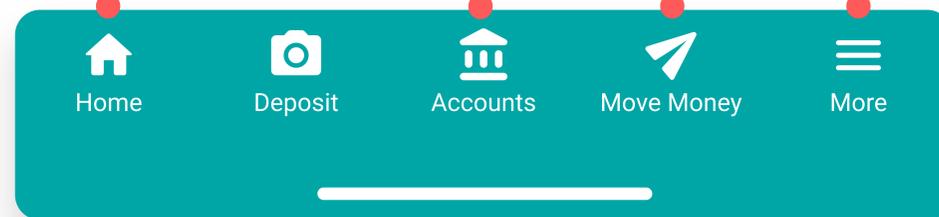
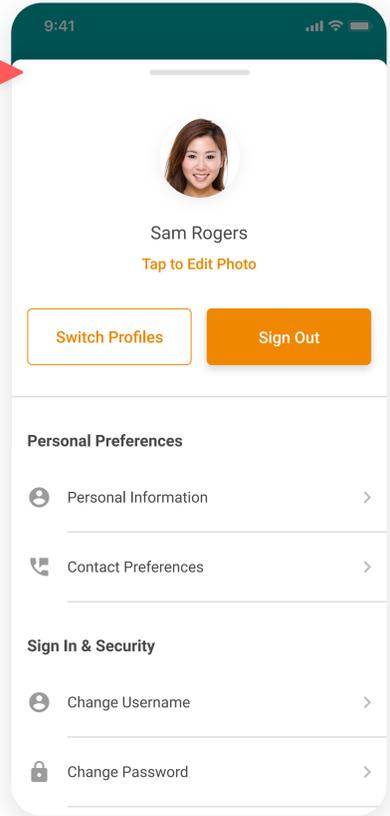
More

Just like the Move Money tab, the more menu lets you promote 3 features at the top and any groups of features below. The icon, feature name and feature description are all customizable using CU Publisher's MobileManager



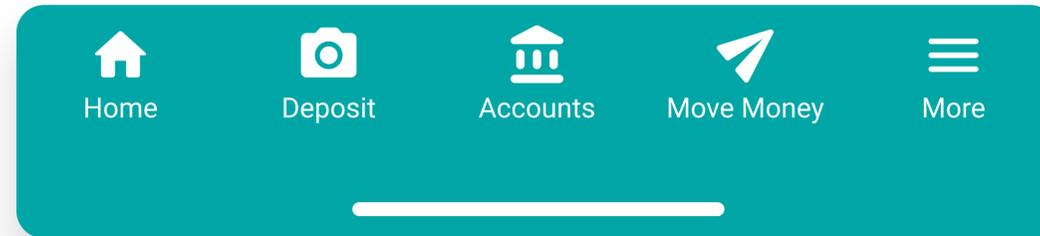
Profile Menu

The profile menu centralizes all features related to the member's personal information and security. It's also the place to quickly switch to a linked account, add or change their profile photo or sign out.



Home

Infinitely Scrollable with Improved Marketing Options



Home

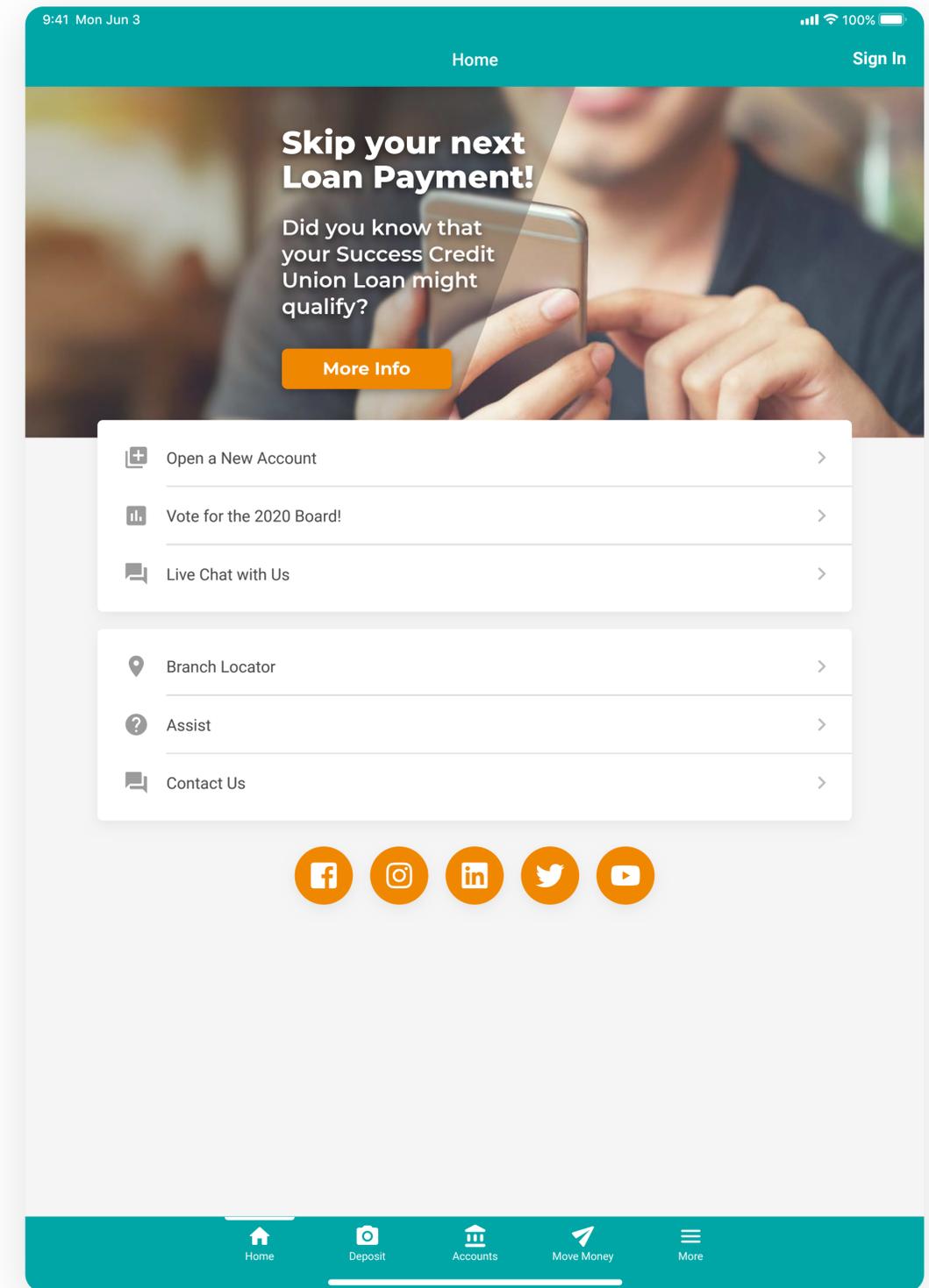
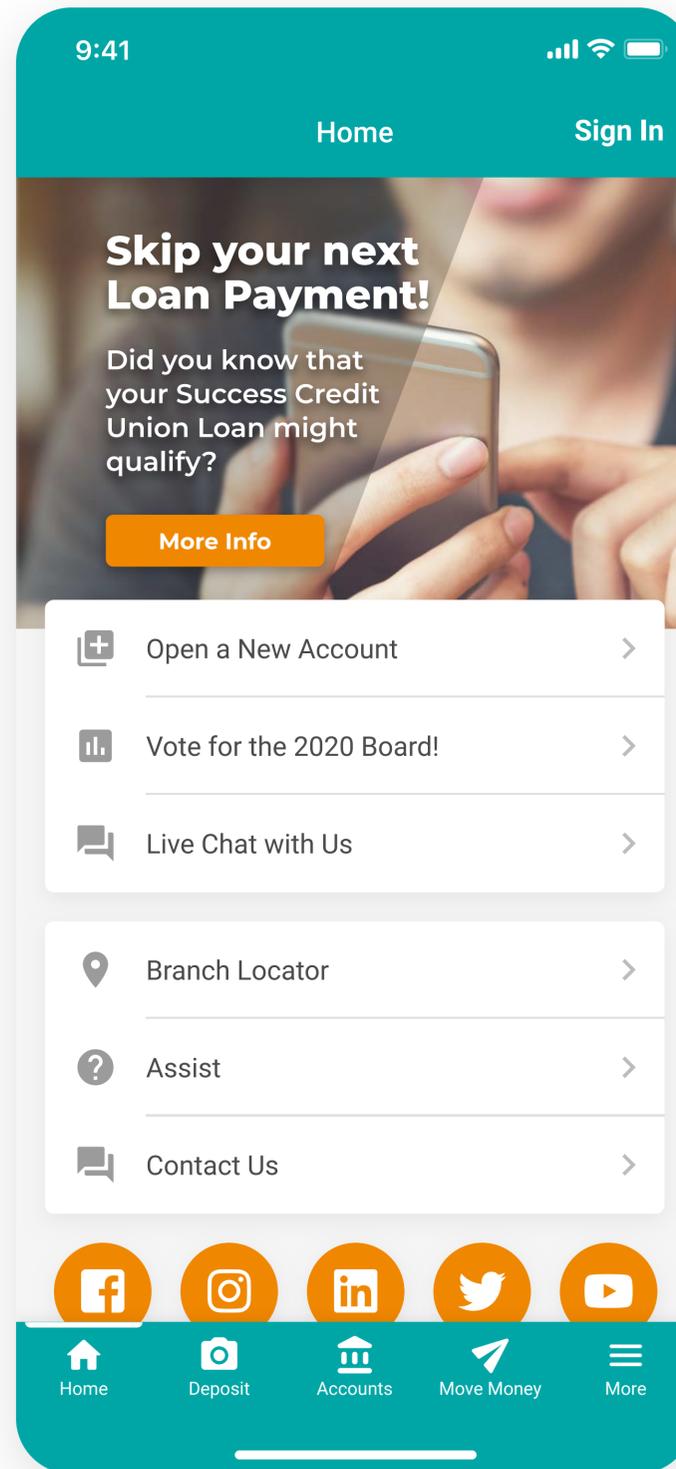
Updated for Mobile 5.0

Building off of the Mobile 4.0 homescreen design, social media links have been moved to the Home tab. The same mobile to tablet marketing ads and configurable button links will remain.

Since this Home tab is now infinitely scrollable, Branch Locator, Assist, and Contact Us have now been relocated to Home Tab (recommended).

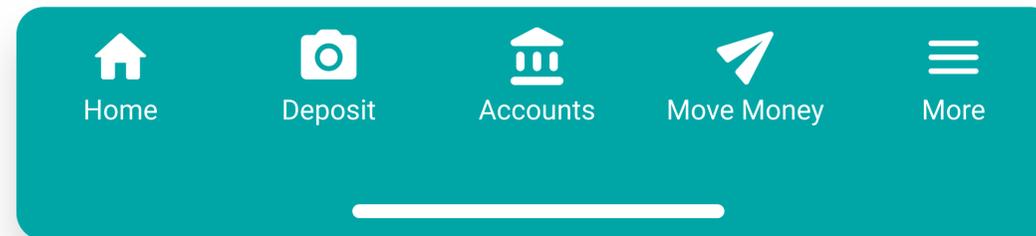
Mobile Manager

Menu order and text labels are customizable in CU Publisher.



Accounts

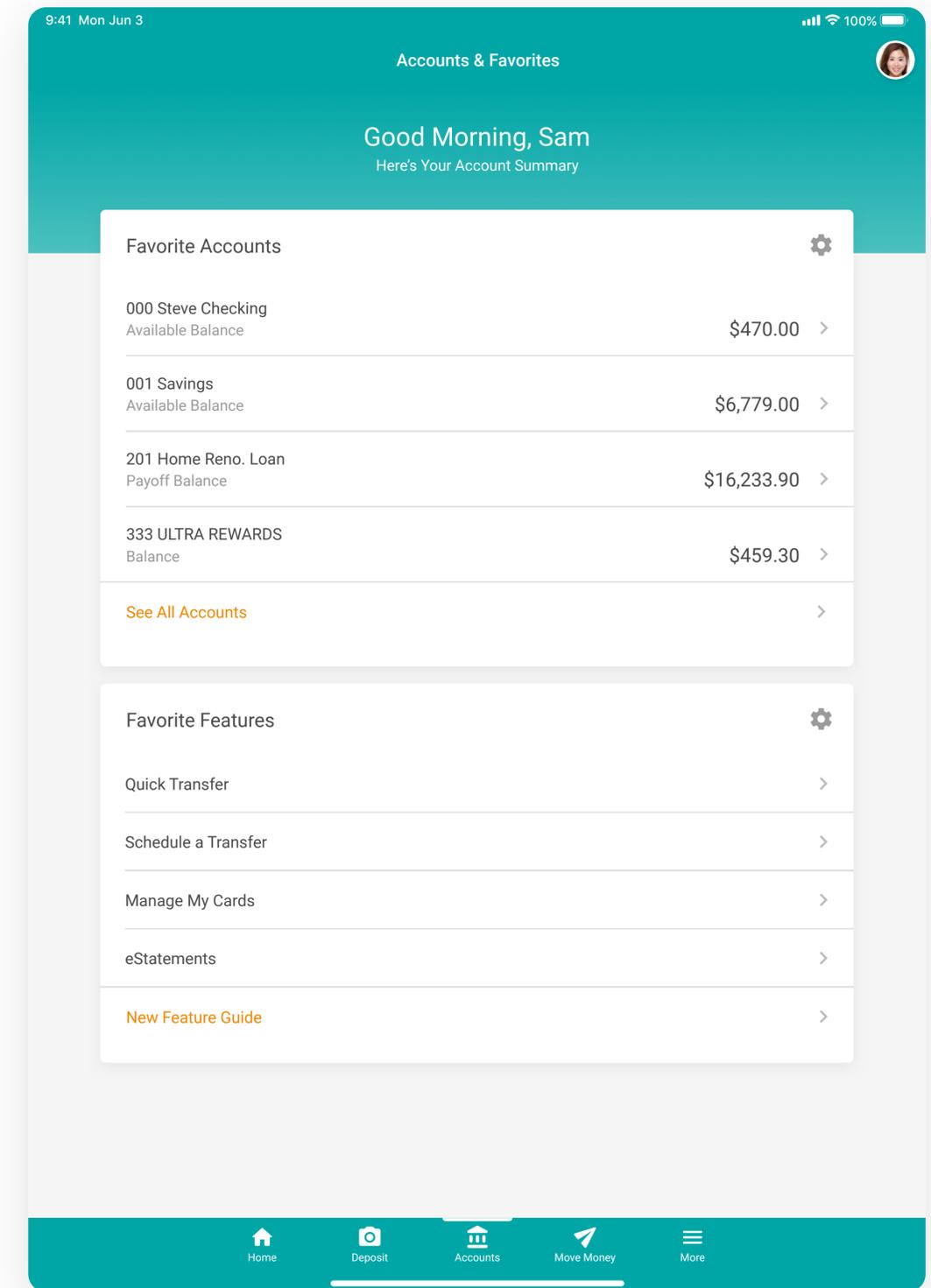
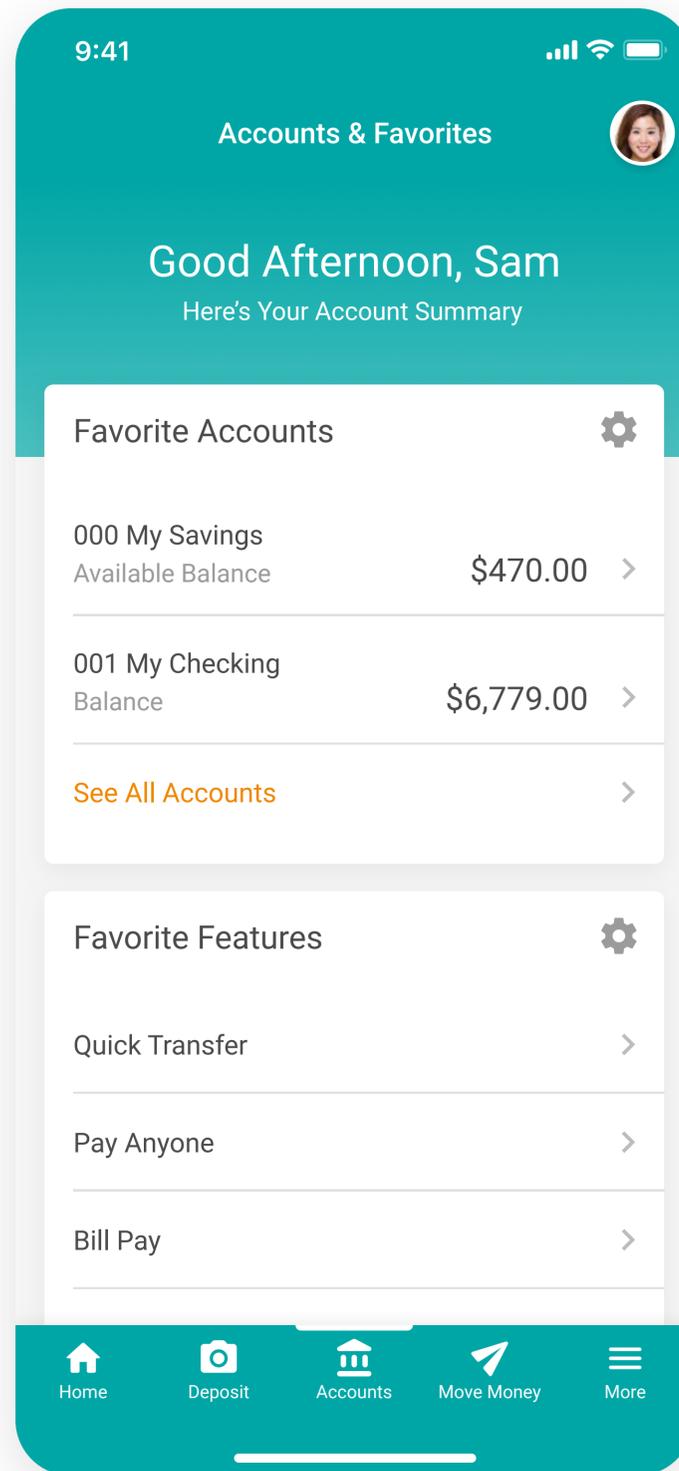
Game changer. See balances faster.



Accounts & Favorites

The NEW Accounts tab has been redesigned to prioritize the member's account balances. Member will receive a personalized courteous greeting, varying depending on the time of day, and see their account balances.

Below that, members see a set of "Favorites," features that are their favorites and can be opened right from the Accounts tab.



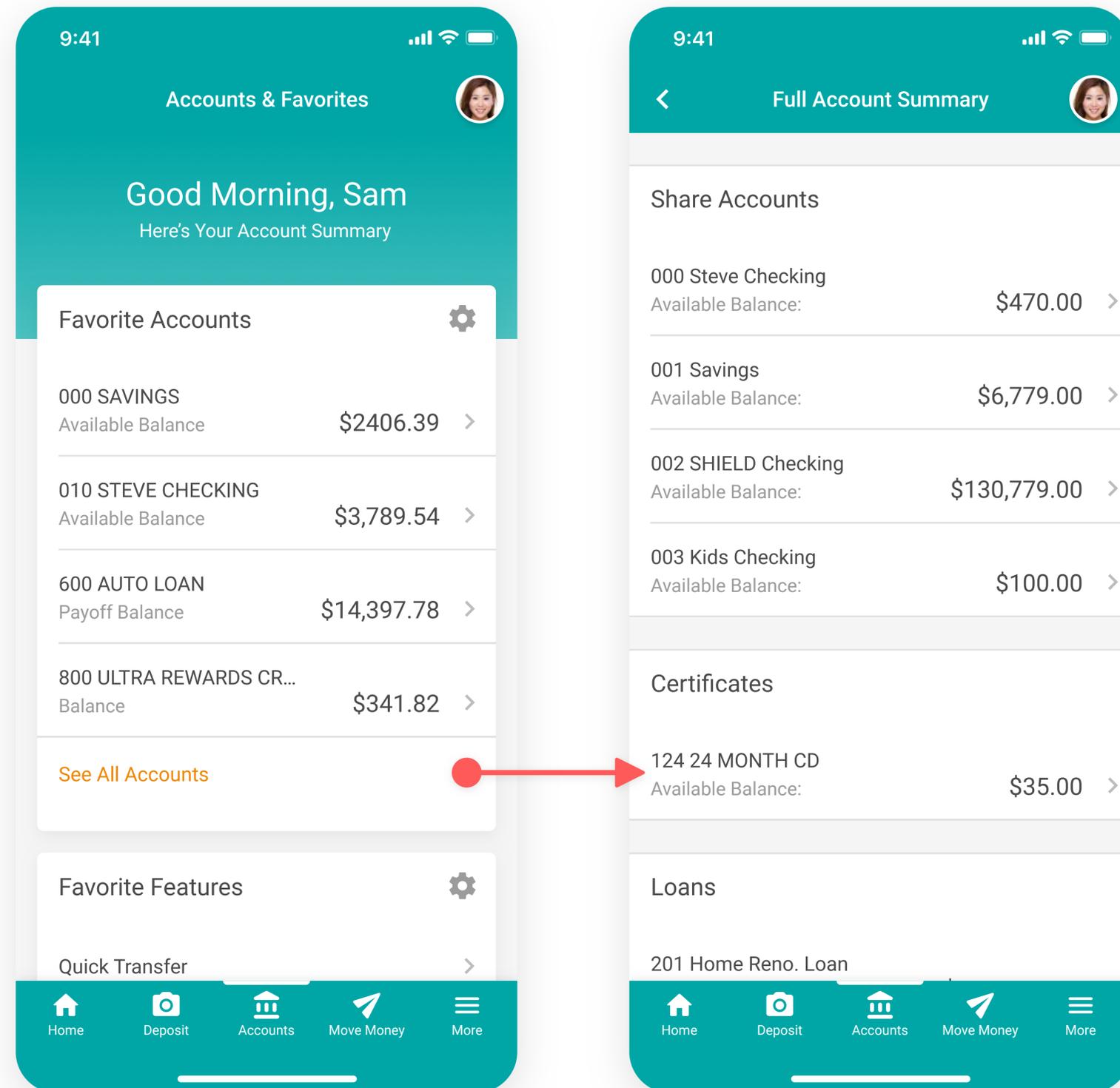
Account Summary

The New Mobile-First Account Summary

The best way to understand the new Accounts tab is to think of It's Me 247 Desktop or the new Biz Mobile Account Summary Pages. Unless a member navigates to the RDC, Move Money or the More tab, this will be the default landing page after a user has authenticated. Members have wanted faster access to their balances and now they have them.

The Account tab will be the most used tab for checking balances and recent transactions along with various Account-specific contextual menu items.

Whether a member taps Favorite Accounts or goes to the Full Account Summary, the contextual account menus will be identical.



Account Menu Drawer

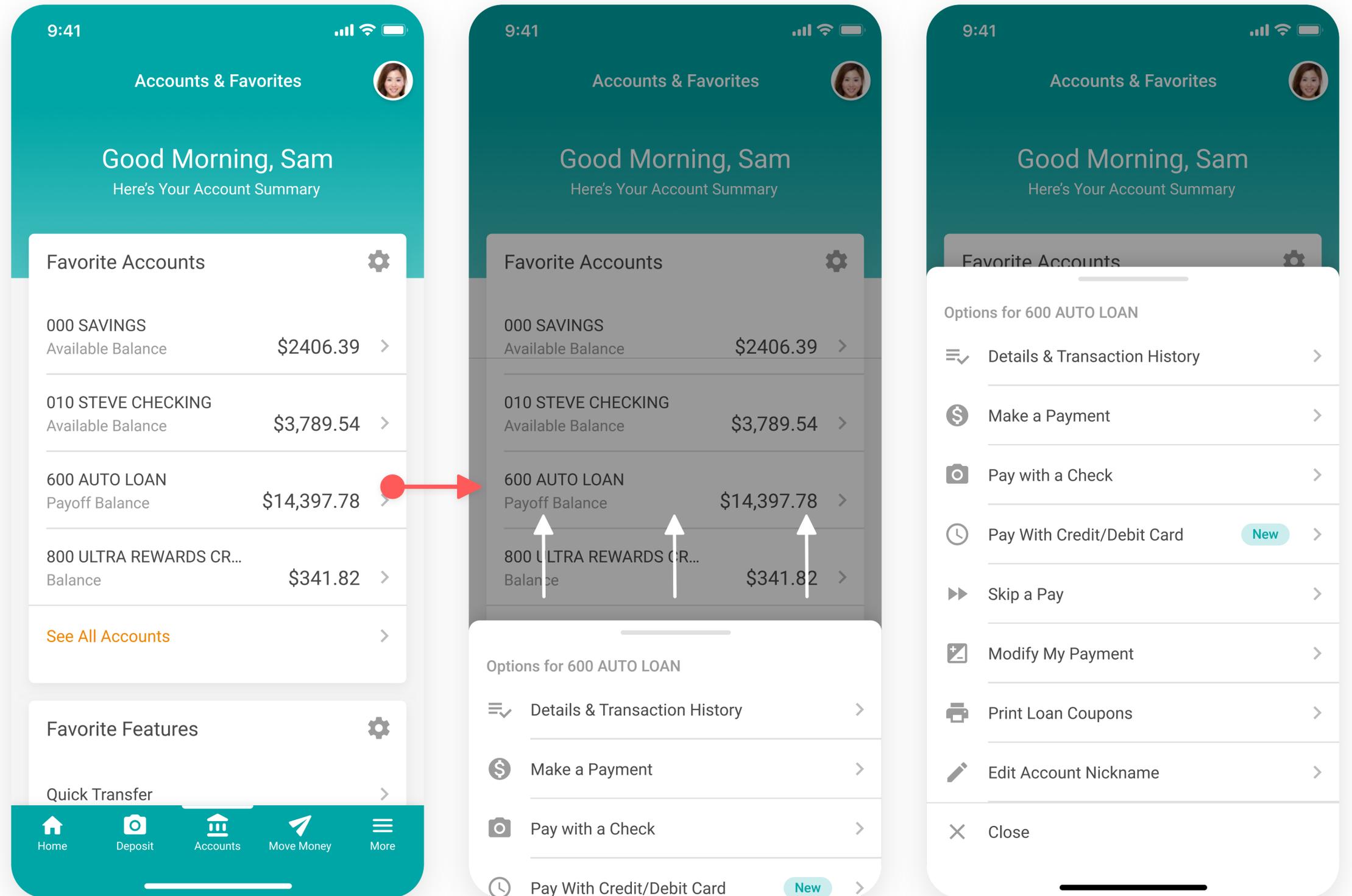
Contextual Menus

Contextual navigation exposes more features to more of your members.

Upon selecting/tapping an account from the Accounts menu, a drawer will quickly slide up from the bottom of the screen. This will include an CU Publisher configured list of the Contextual Modules associated with this account.

For Loans and Credit Cards, this is a way to highlight new or newly eligible services for that account like Skip a Pay, Modify Payment, and eventually, Magic Wrighter credit card payment options.

This navigation scheme is classified as **Contextual Navigation** or **Account Drawers**.

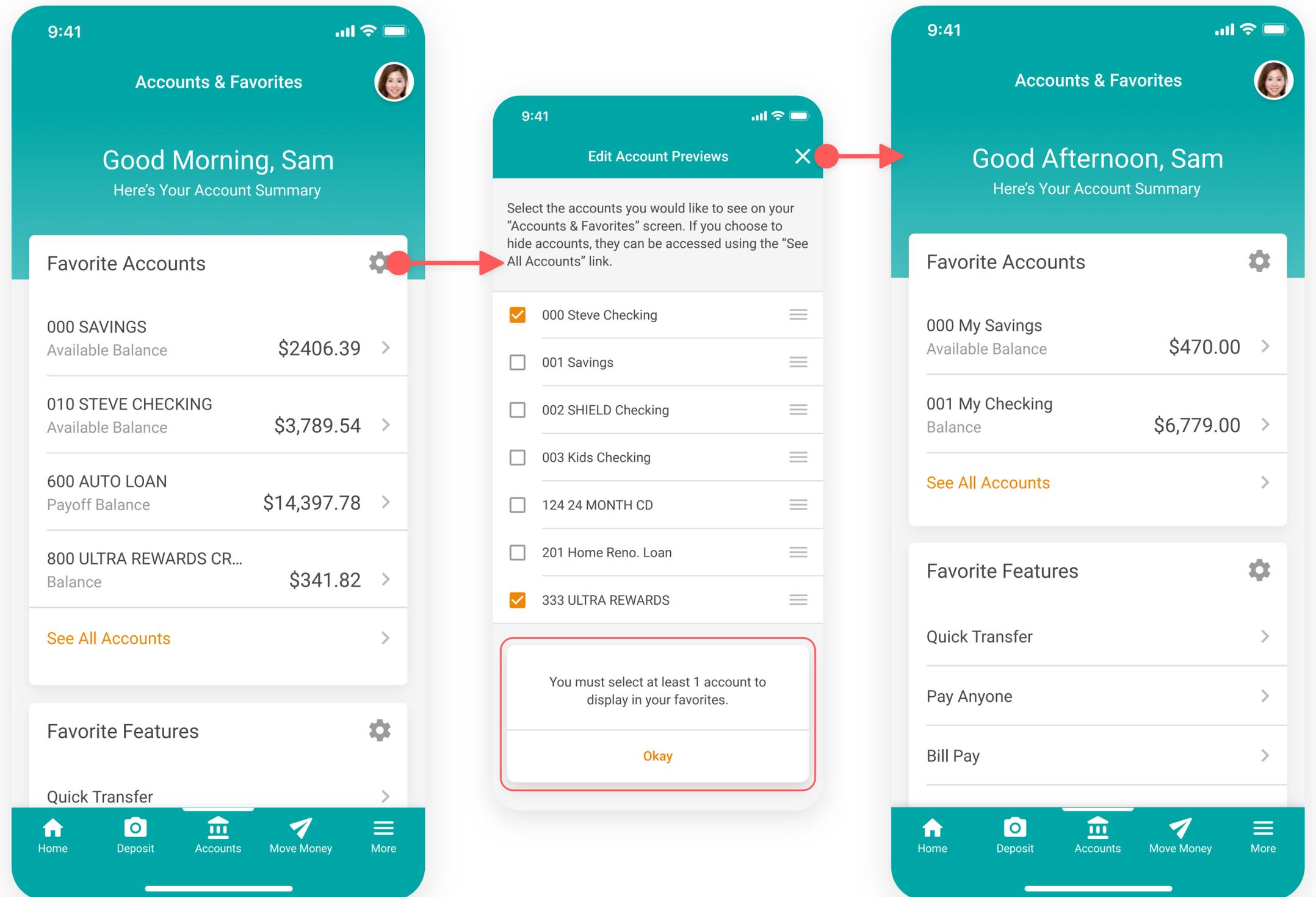


Favorite Accounts

Customizable Account Summary

By default, every member share, certificate, and loan account will be listed in the Favorite Accounts card. Additionally, any time a new suffix is added to the membership, it will automatically show EVEN if the member has customized the menu to only show Checking, for example.

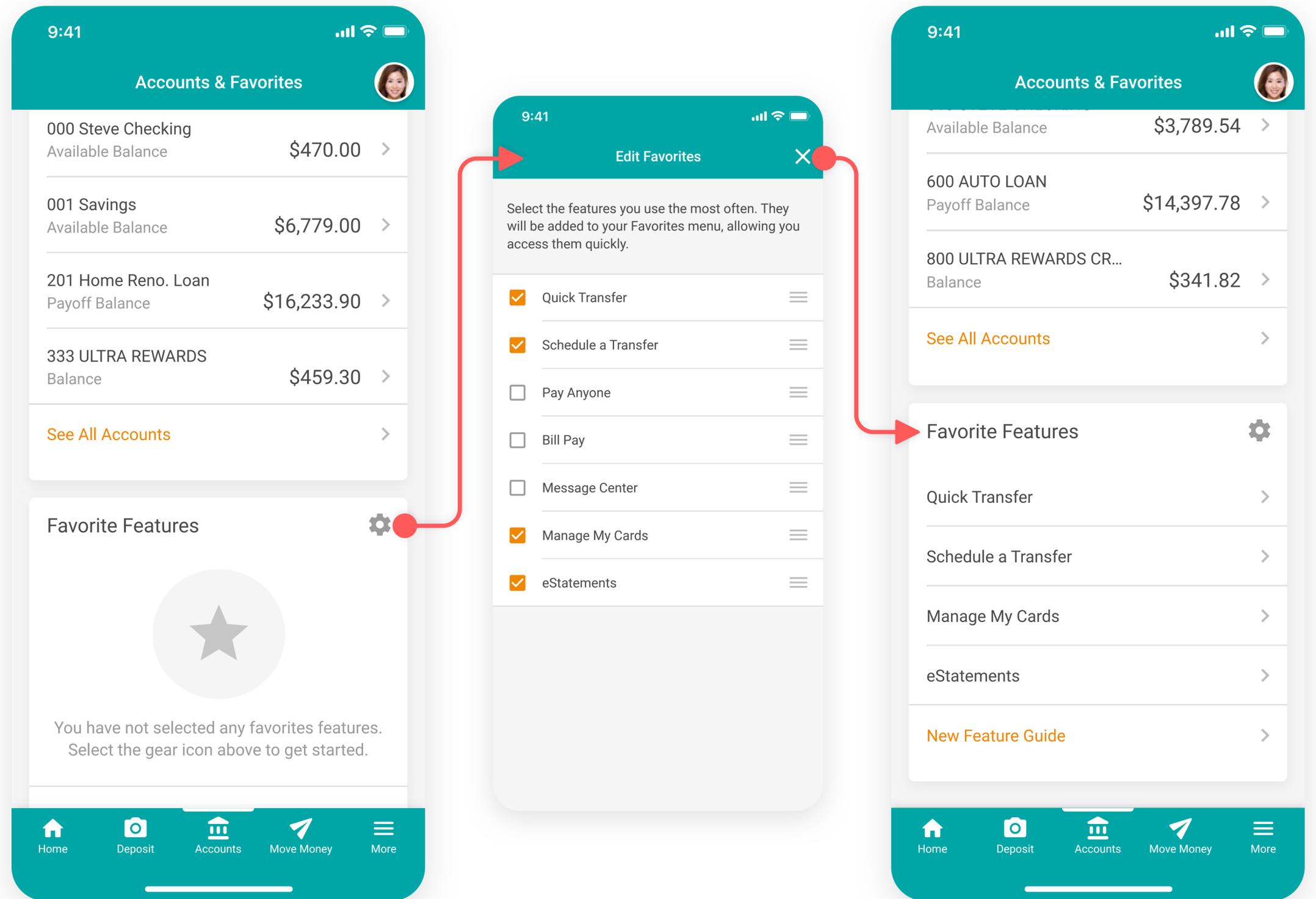
A convenient "See All Accounts" link takes the user to their entire list of accounts.



Feature Favorites

Customizable Features Menu

Much like Favorite Accounts, Favorite Features has similar behavior. By default, no features will be shown and a placeholder will be shown.



Member Messaging

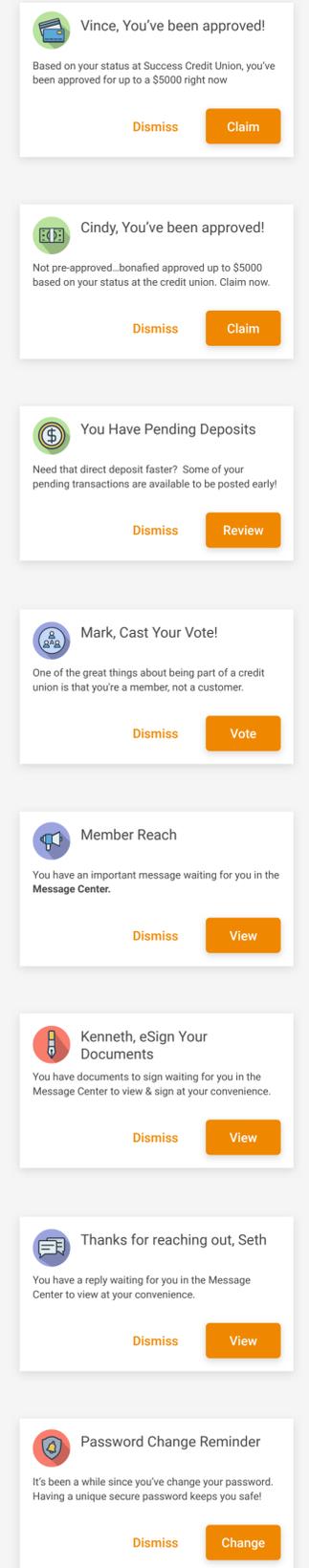
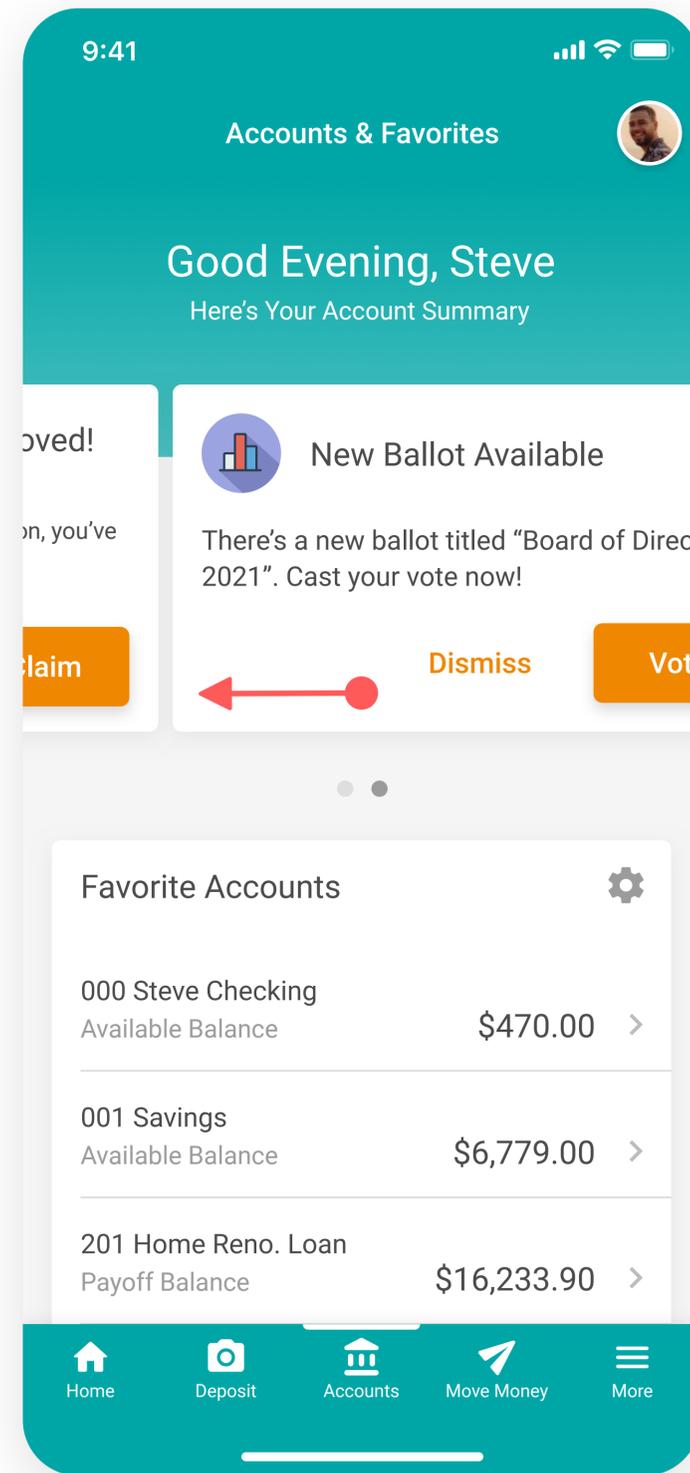
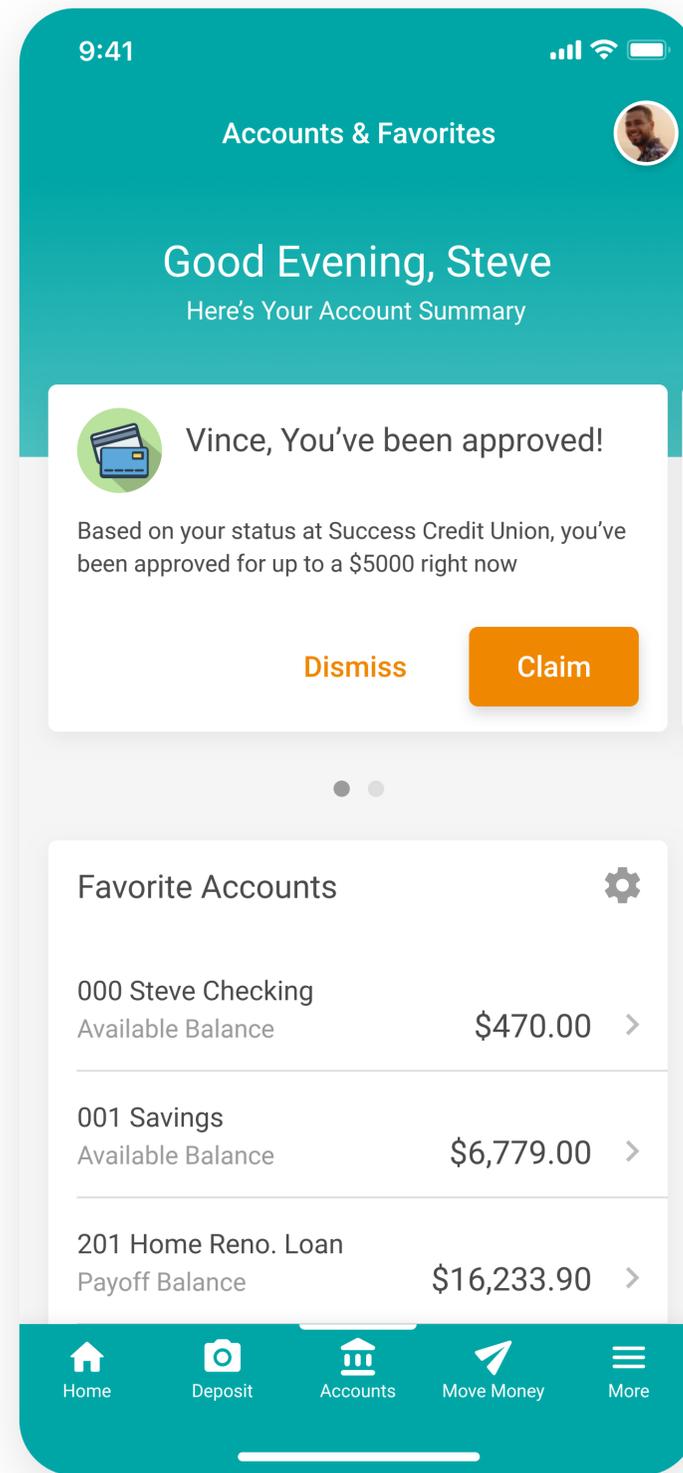
A New but Familiar Feature

Message Messaging aggregates prompts such as Password Reminders into a centralized member communication tool.

When no messages are available to show to the member, the entire view goes away, and the Favorite Accounts slides back up to its original position.

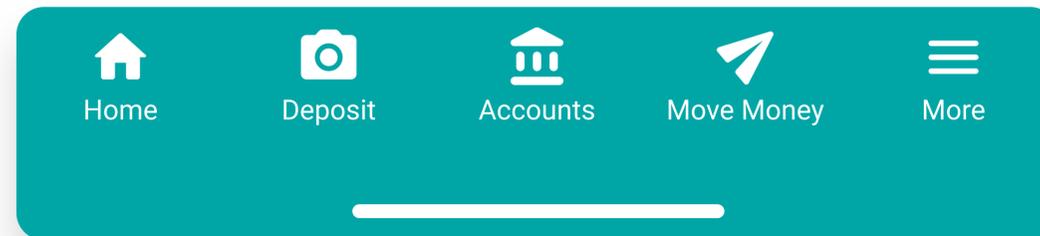
Member Messages:

- ACH On Demand
- Ballots
- Member Reach
- Documents to Sign (eDOC Signature)
- Secure Contacts
- Password Change Reminder
- 1 Click Loans - Credit Card
- 1 Click Loans - Loans - Coming soon!



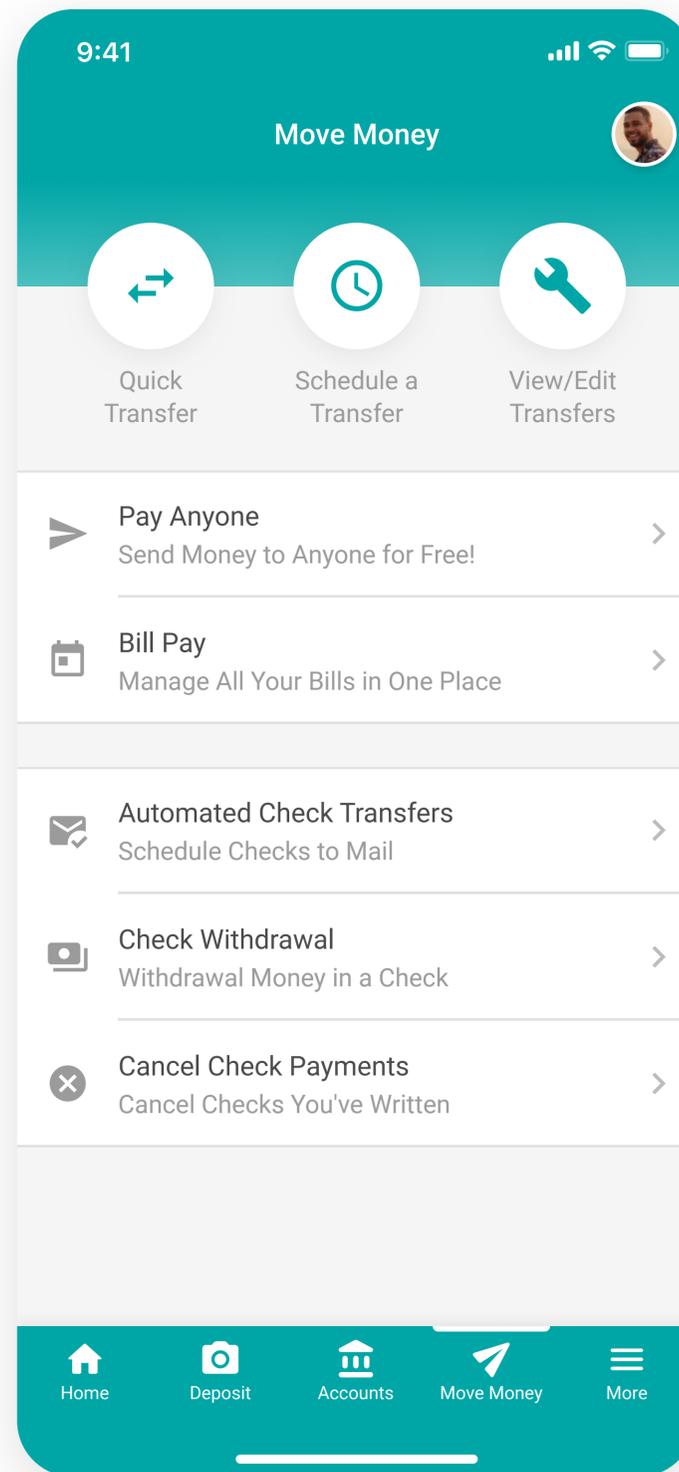
Move Money

100% CU-customizable



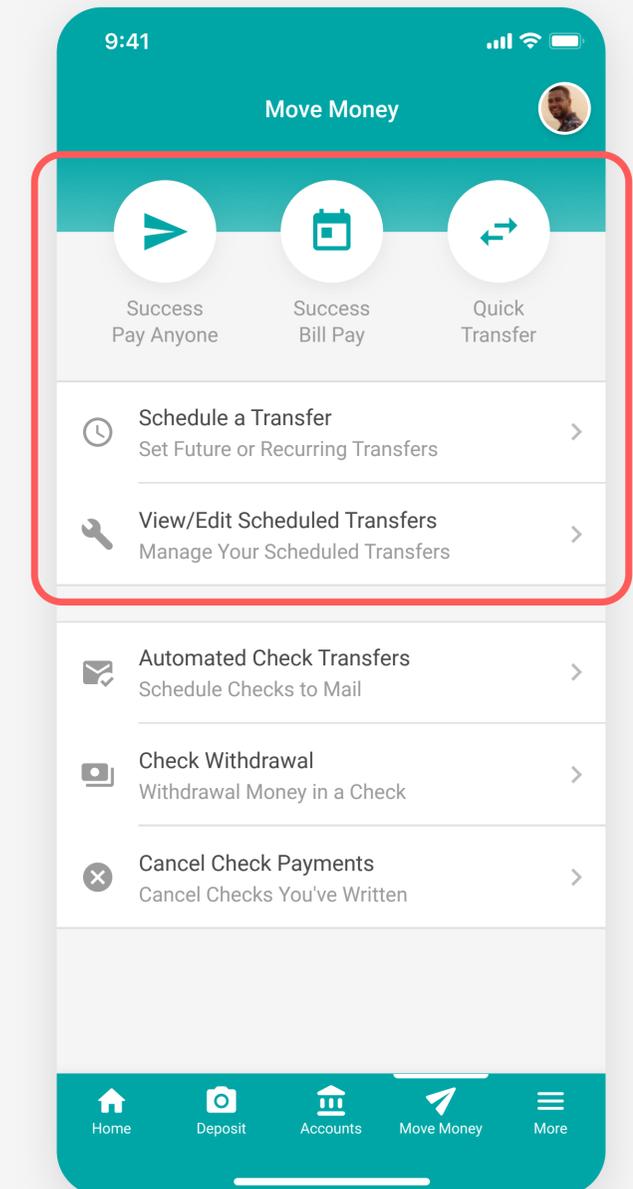
Move Money

Instead of revealing pucks upon expansion, the Move Money tab is now a page dedicated to transferring and sending money. This includes Quick & Recurring Transfers, Pay Anyone, Bill Pay, and any other CU configured check services as well. This way, all available methods of transferring funds is available to the member in one place.



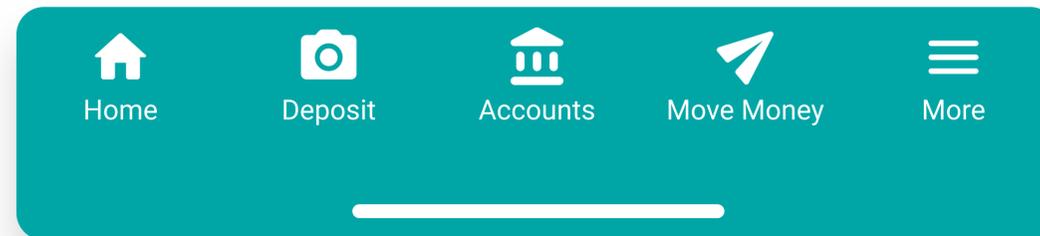
Mobile Manager

As part of your CU Publisher Subscription, Mobile Manager can be used to customize and reorder and text labels of the Move Money, More, and Home Screen menus.



More

100% CU-customizable

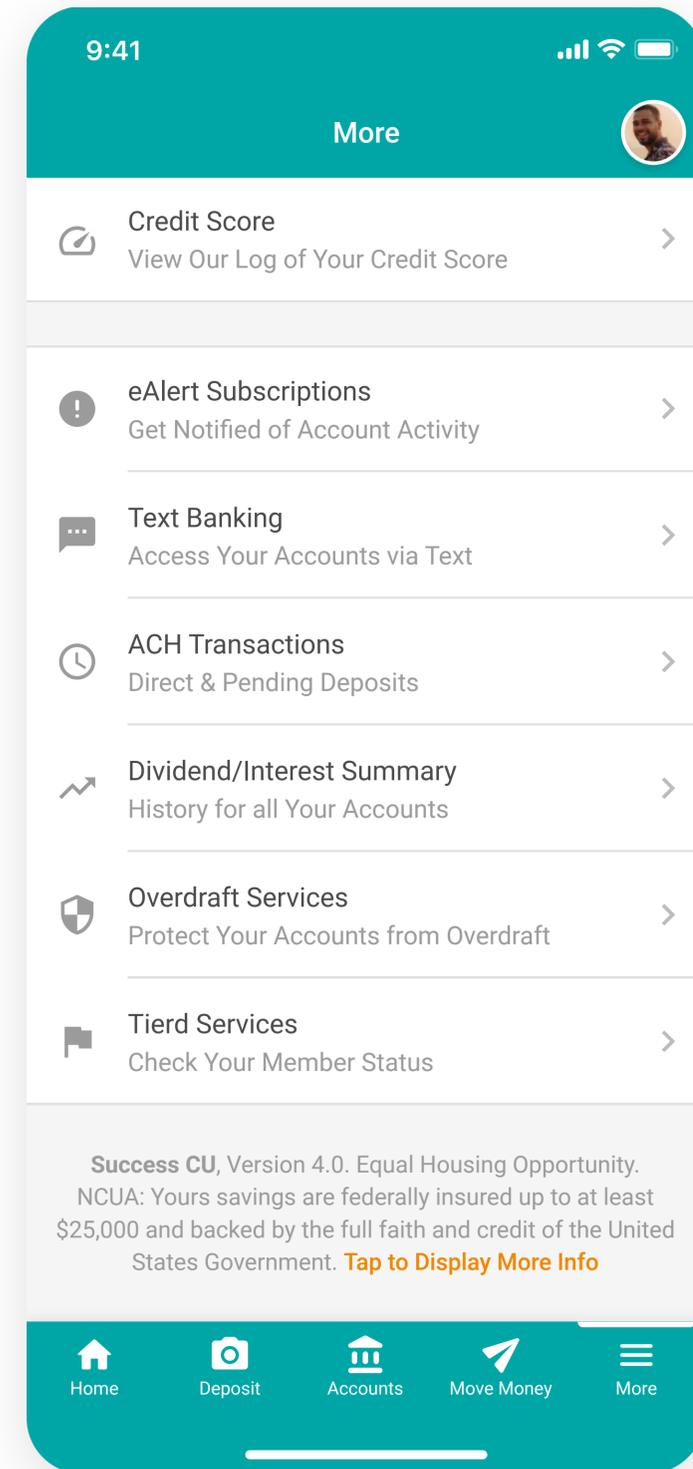
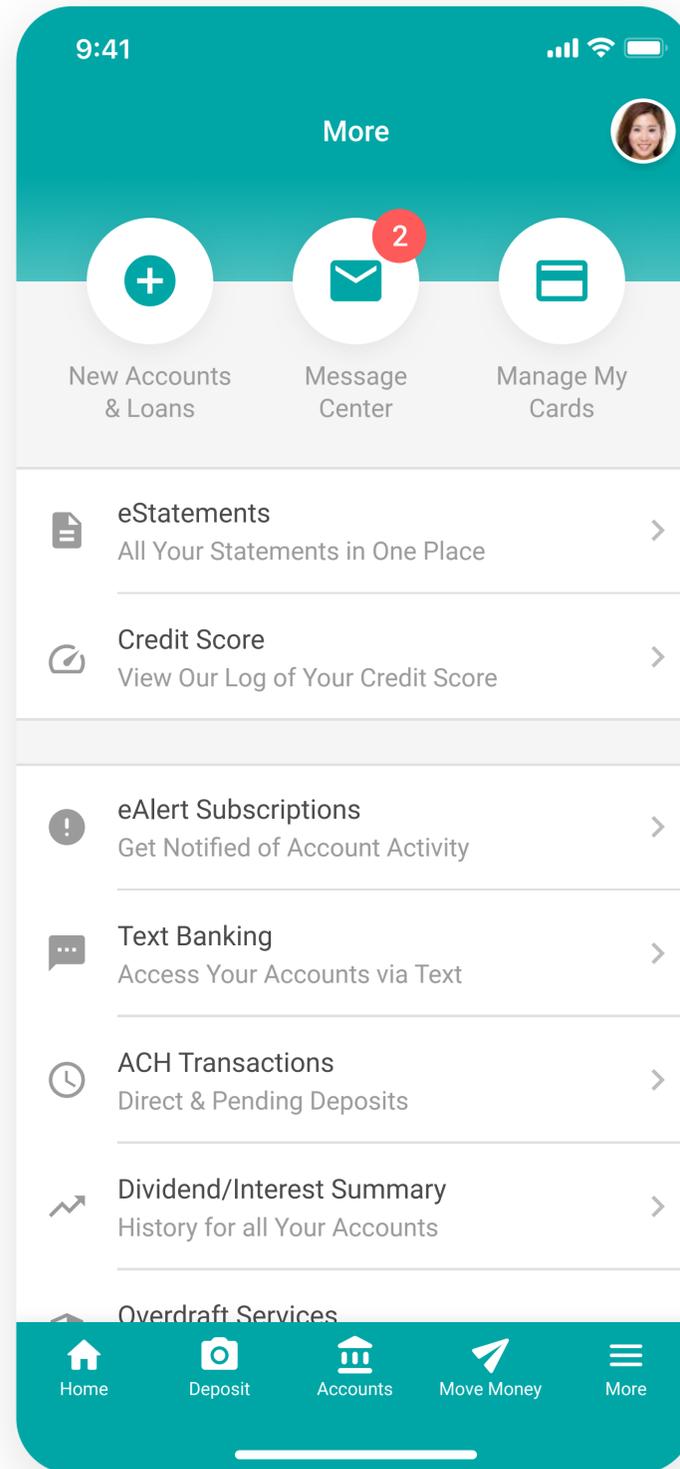


More Menu

The More Menu gives you all the features you didn't know you needed, like eStatements, credit score, text banking, etc. Just like the Move Money tab, the More Menu lets you promote 3 features at the top and any groups of features below. The icon, feature name and feature description are all customizable using CU Publisher's MobileManage

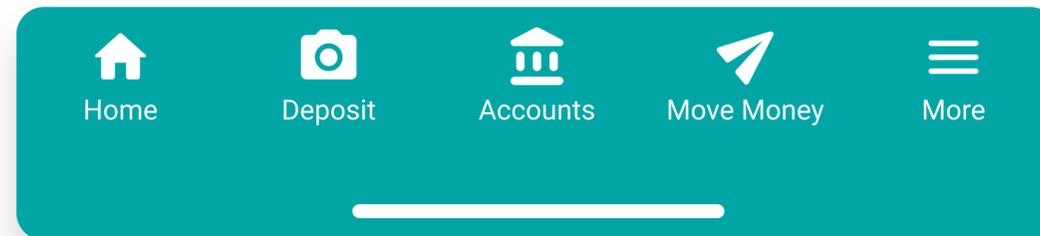
Mobile Manager

Menu order and text labels are customizable in CU Publisher.



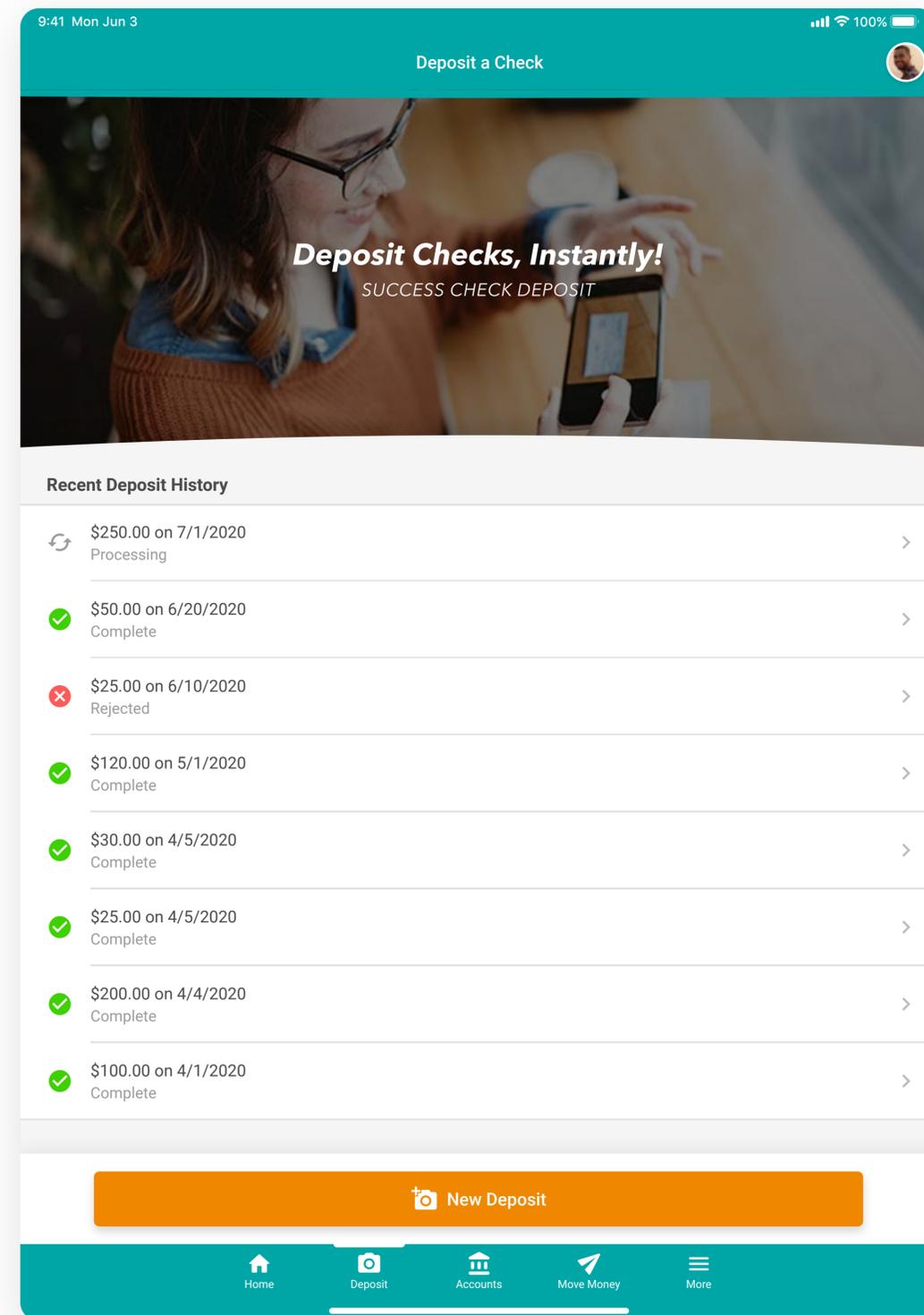
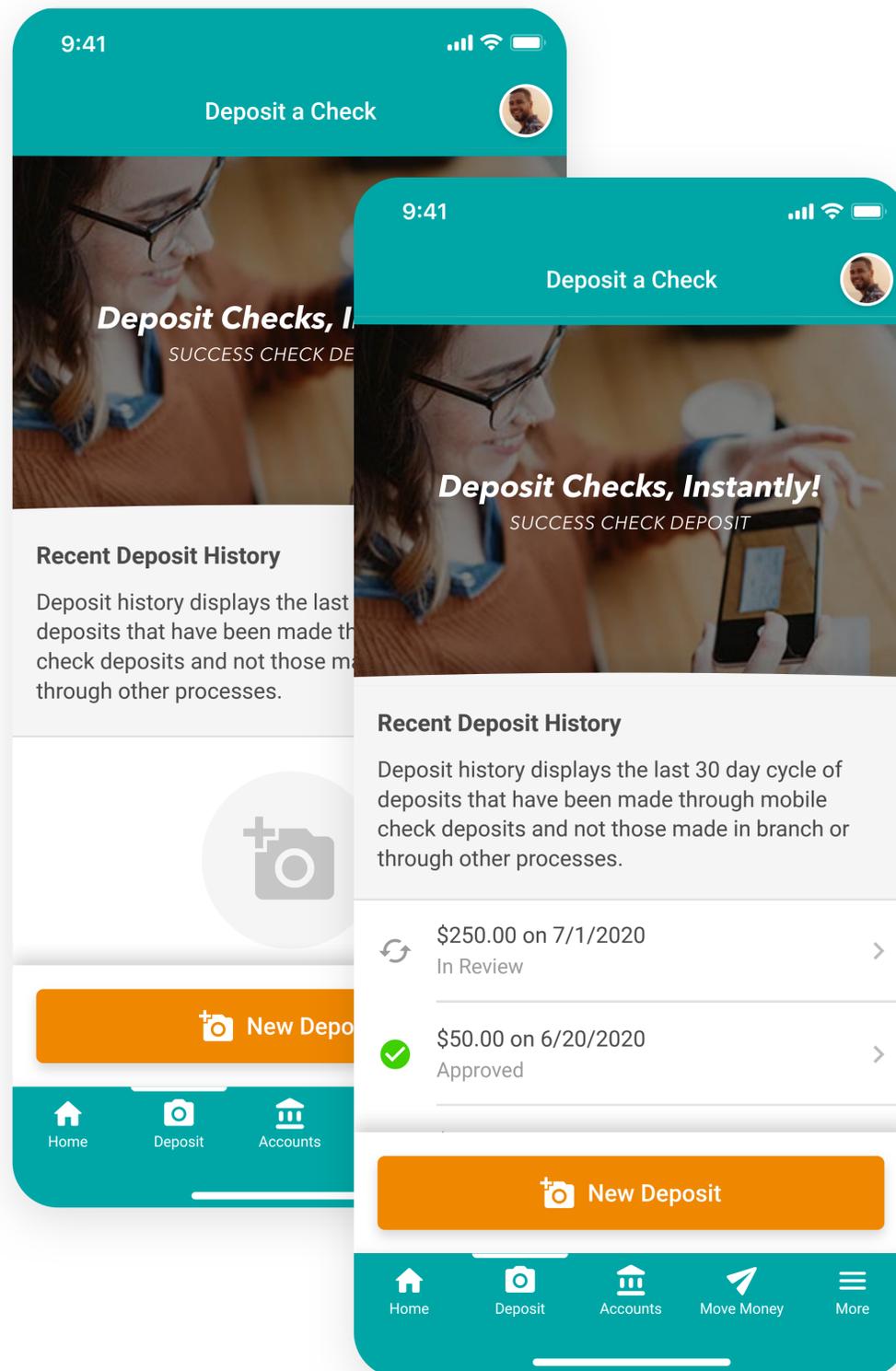
Mobile Check Deposit (RDC)

It's Very Own Menu Tab and an Improved User Experience



Remote Check Deposit

As previously mentioned, the RDC feature now has a dedicated location in the tab bar. Upon navigating to this tab, the member will see the status and amounts of their most recent deposits (if any), and are able to start a new deposit from a fixed button.



New Check Deposit UX

The experience for depositing a check has been streamlined. Upon starting a new deposit, the member will review any Tips or Business Rules the CU has set in place, then fill out the check amount and deposit destination.

Front and back check photos are then taken in succession, minimizing transitions between the camera and the app screens. This creates a faster and easier experience capturing check images.



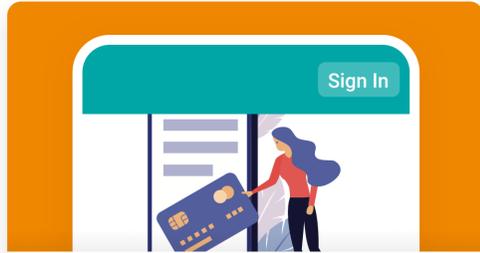
Onboarding for Members

Branded Onboarding.

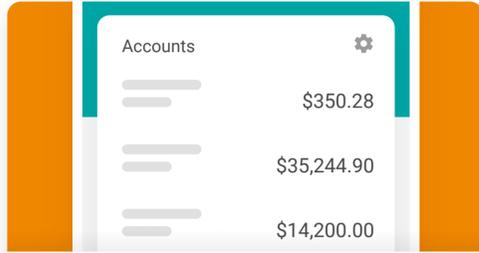
Primary



Secondary



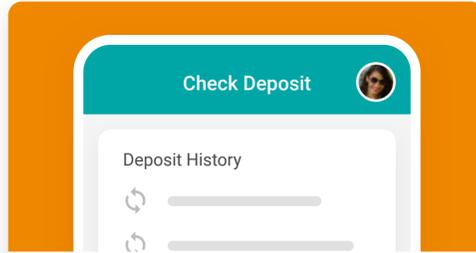
Sign In Has Moved!
Tap the top right of your screen to sign in. Or, simply navigate to a feature — we will sign you in on the way.



Accounts	
	\$350.28
	\$35,244.90
	\$14,200.00

Improved Account Previews
You can now see your account balances faster! Customize this tab with your favorite accounts and features.

Got It



Check Deposit

Deposit History

New Home for Checks
Your check deposits and history now live here. And, we've improved the process to be faster and easier!

Got It



Move Your Money
All the ways you can transfer or send your money are now in one place!

Got It



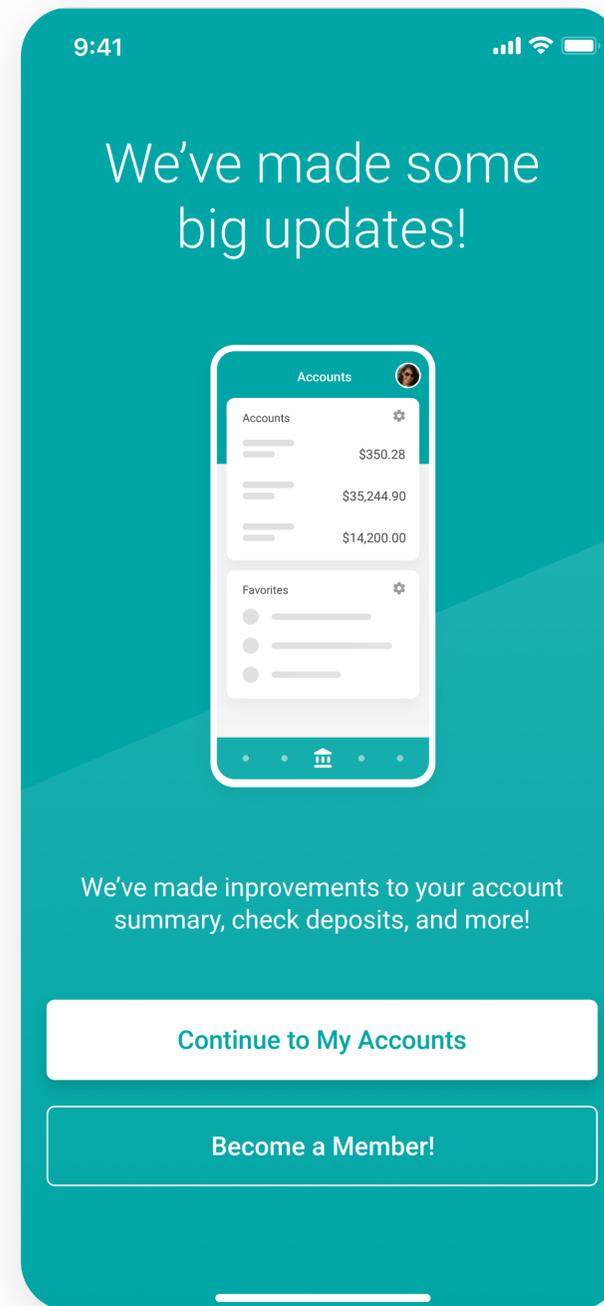
More in the More Menu
Looking for additional features & services? Just check out the More Menu!

Got It

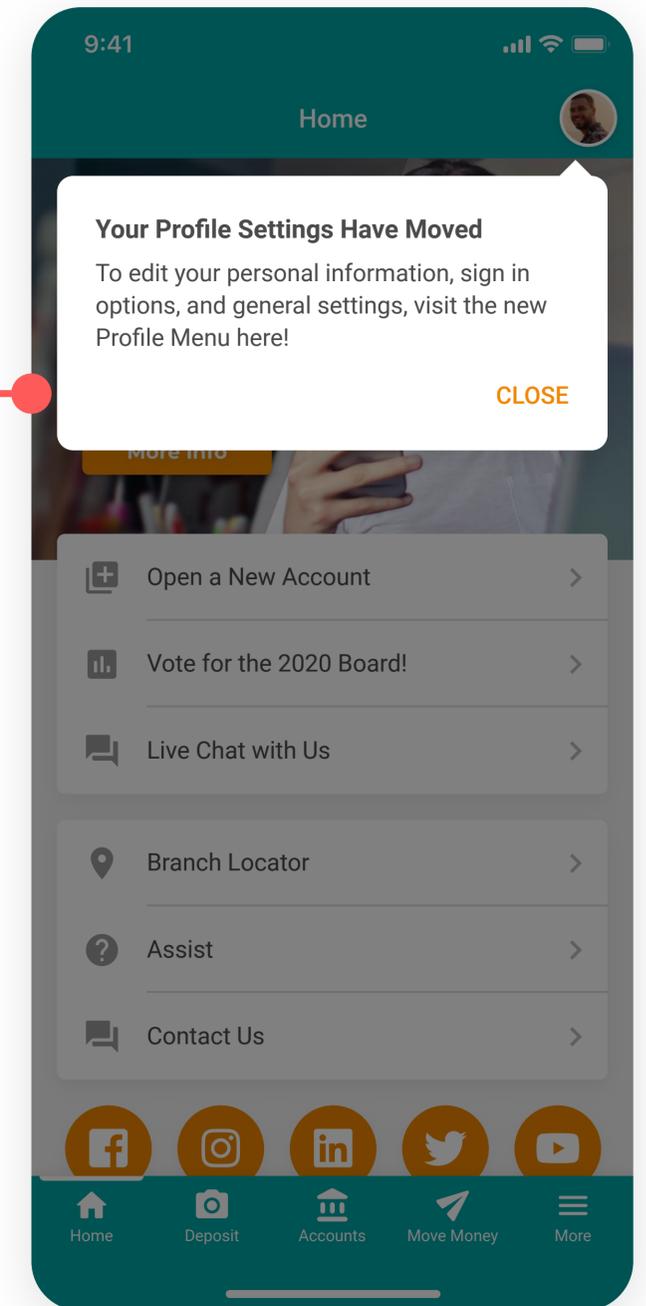
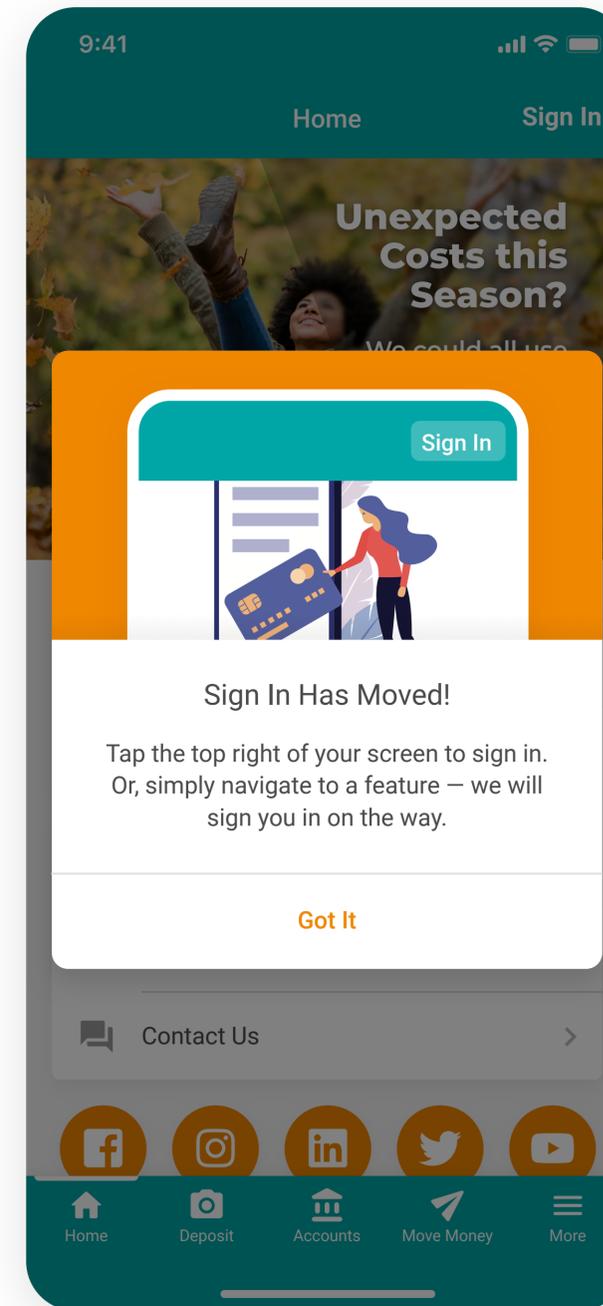
A Few Things Have Changed...

Mobile 5 is our our biggest update. In the era of instant gratification, Mobile 5 breaks up the onboarding process into steps to avoid overwhelming the member.

Step 1 addresses one of the biggest changes in moving the sign in location. Using SVG graphic technology, MTG create a CU-branded graphical onboarding experience using your credit union's primary and secondary colors.



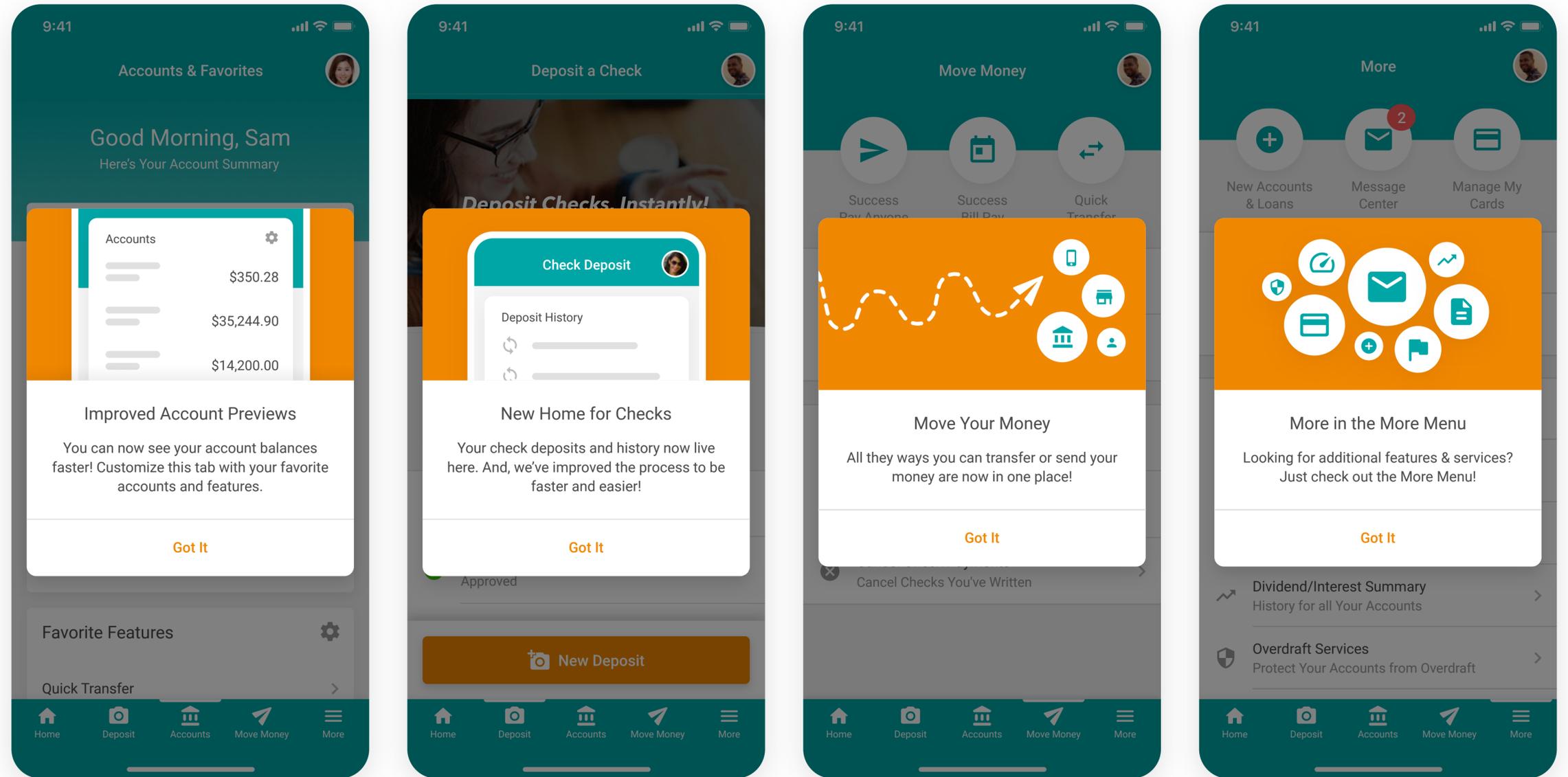
THIS SHOWS FOLLOWING FIRST LOGIN



Continued Onboarding

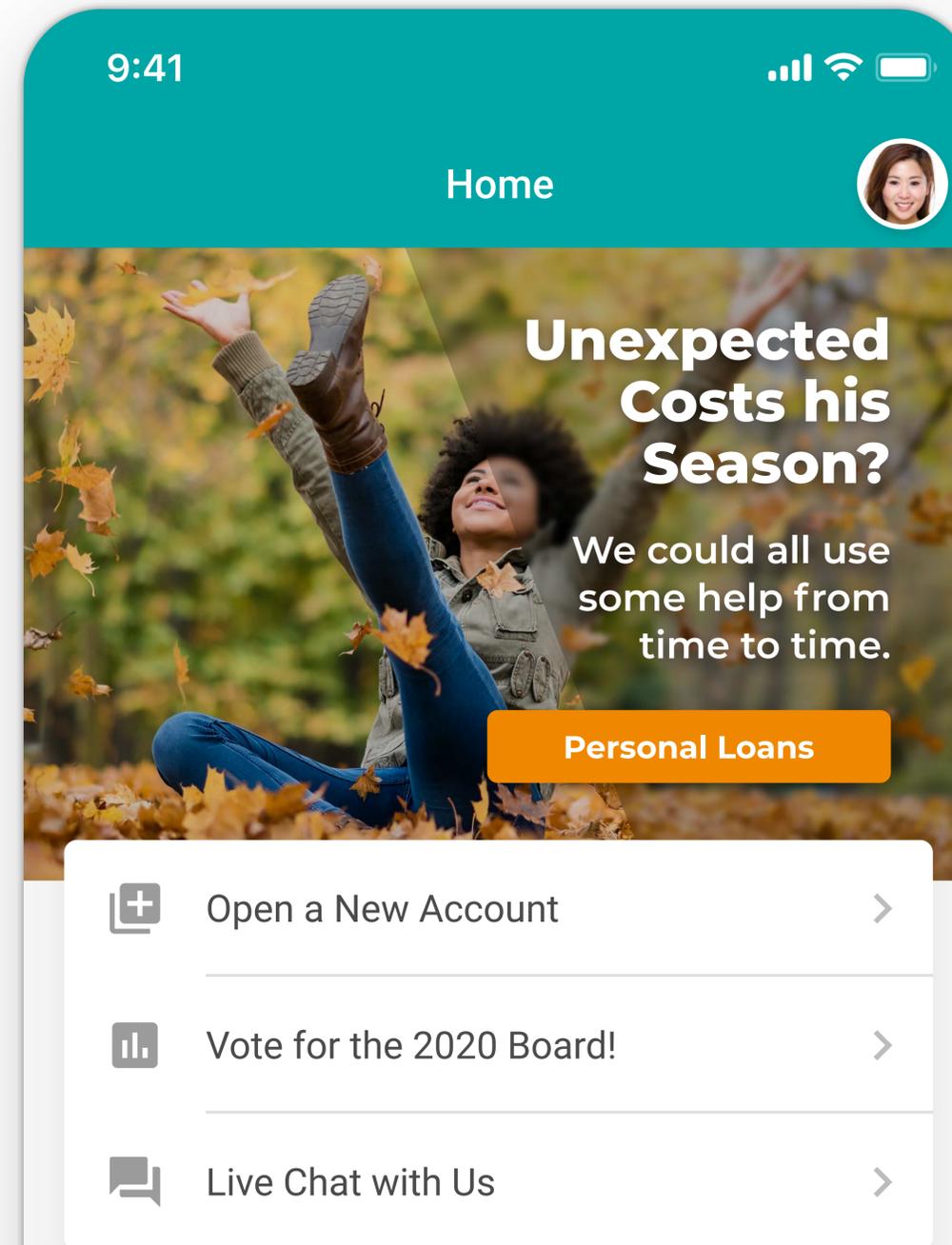
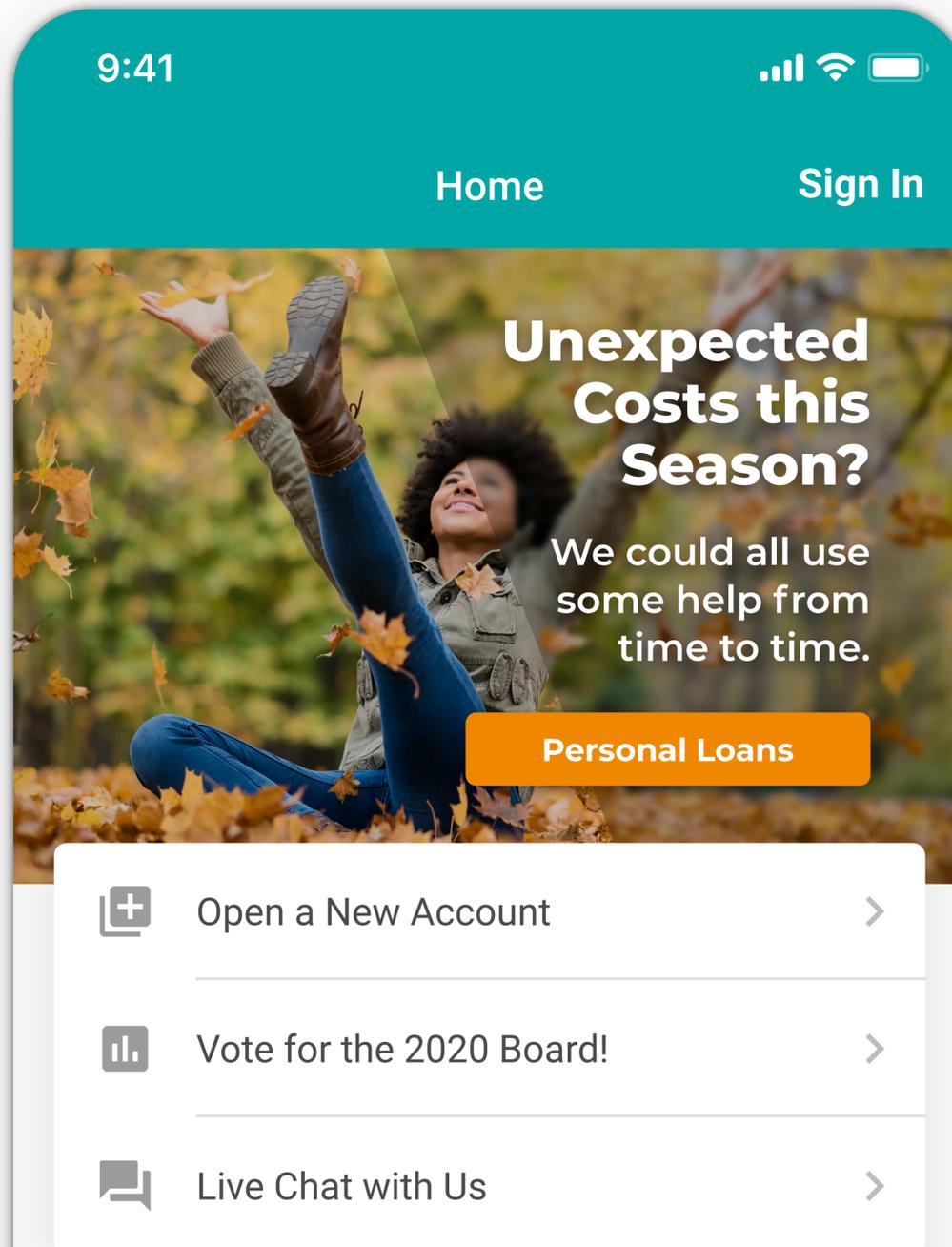
As the user progresses through the various features in the app they will come across the different features on the tab bar.

As they choose each different feature a balloon guide will come up and describe that selected feature to them.



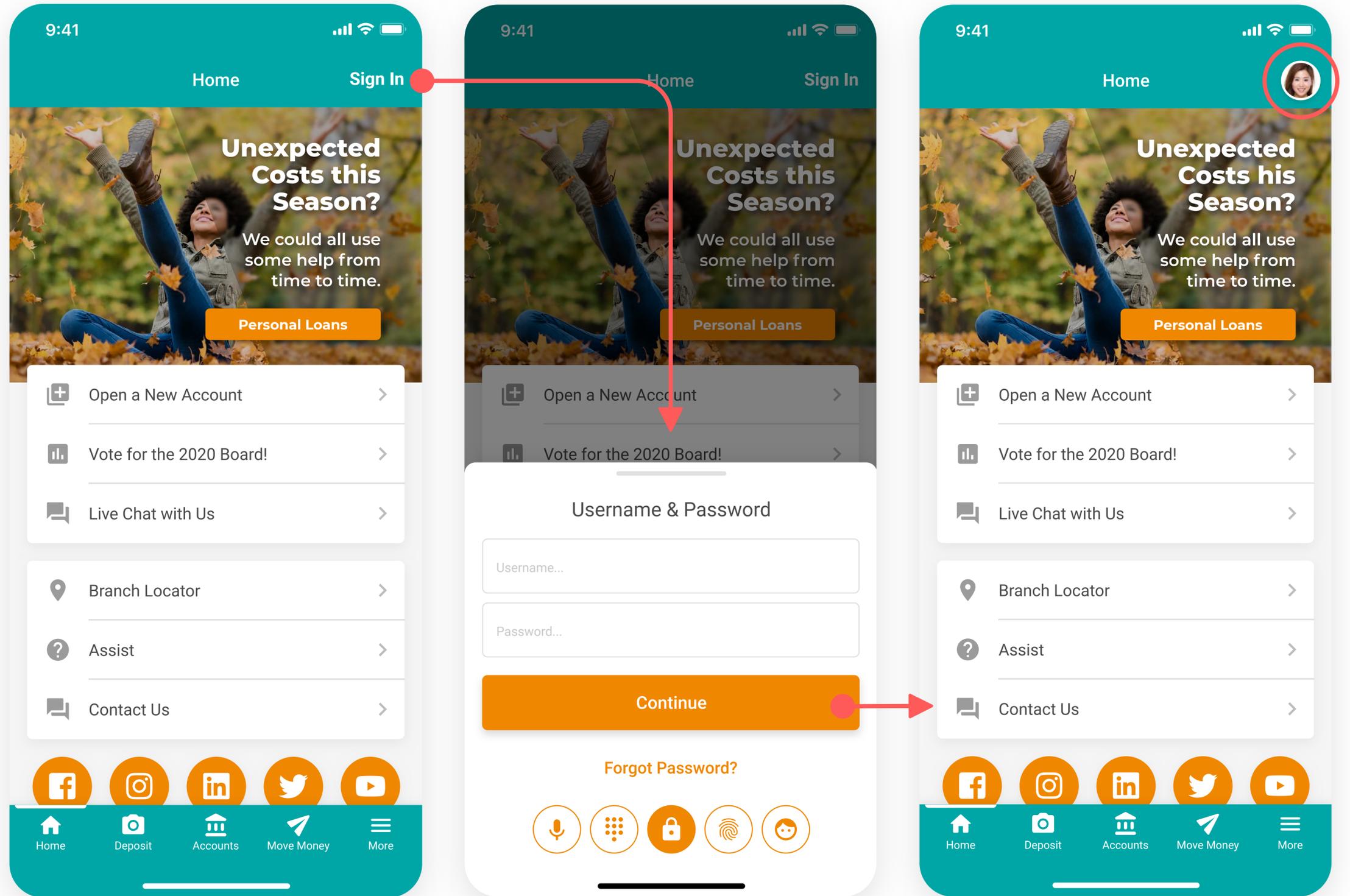
Authentication Updates

Wait...if RDC is now here, where do you users sign in?



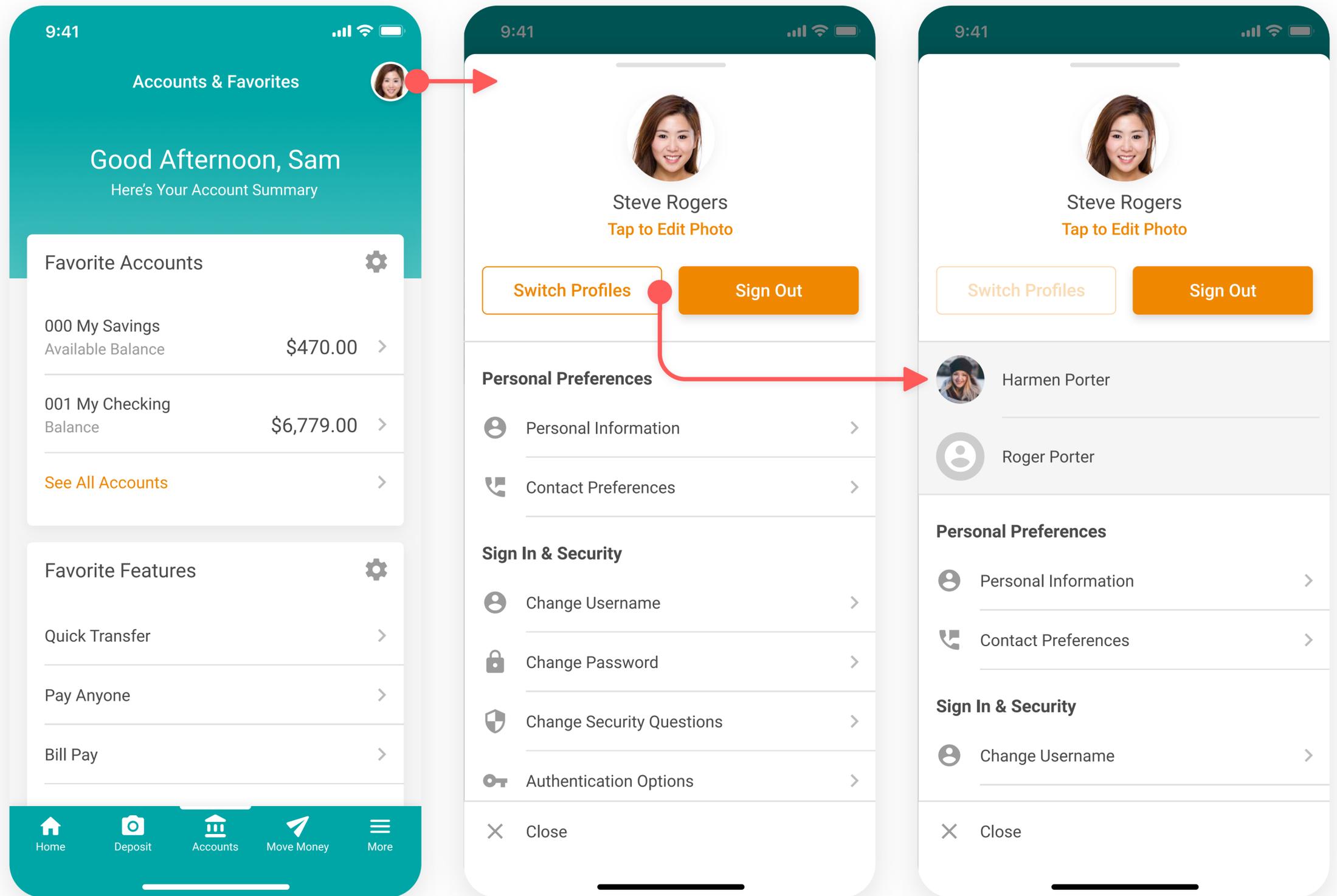
The New MACO Panel

Mobile 5.0 includes an updated design to the MACO panel, as well as a new dedicated "Sign In" option at the top right of the screen. By tapping this link — or by tapping on a feature/tab that requires authentication — the MACO panel will slide up and authenticate the member. Once successfully authenticated, a short success animation will play, and the "Sign In" link will be replaced with the member's profile image (before they uploaded a profile image, a placeholder will show). This image can be uploaded or changed in the "Profile & Settings" menu under the More tab.



Profile Menu Drawer

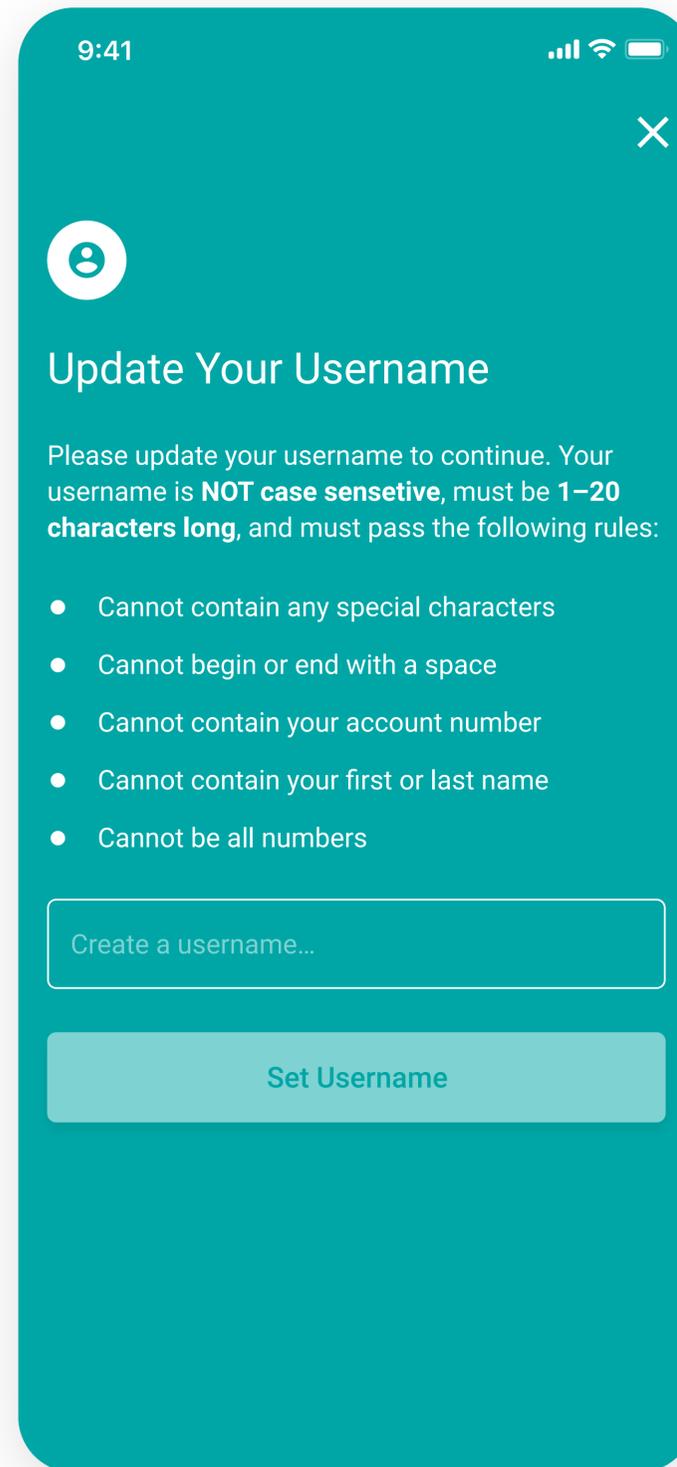
From any tab in Mobile 5.0, tapping the profile icon (or photo, if the member has one configured) will launch the Profile Menu drawer. From this menu, the member can sign out, access authentication settings, add or change their profile photo, or access the following modules:



Forced or Voluntary Credentials Updates

If the Credit Union requires a member to change their username, password, security questions, email address, or accept an updated user agreement, a full screen slide up will appear upon authenticating. All required steps must be completed (if multiple are required; consecutive steps will appear within the same window) before being able to continue.

The same screens will be used if the member decides to voluntarily change their login credentials.



9:41

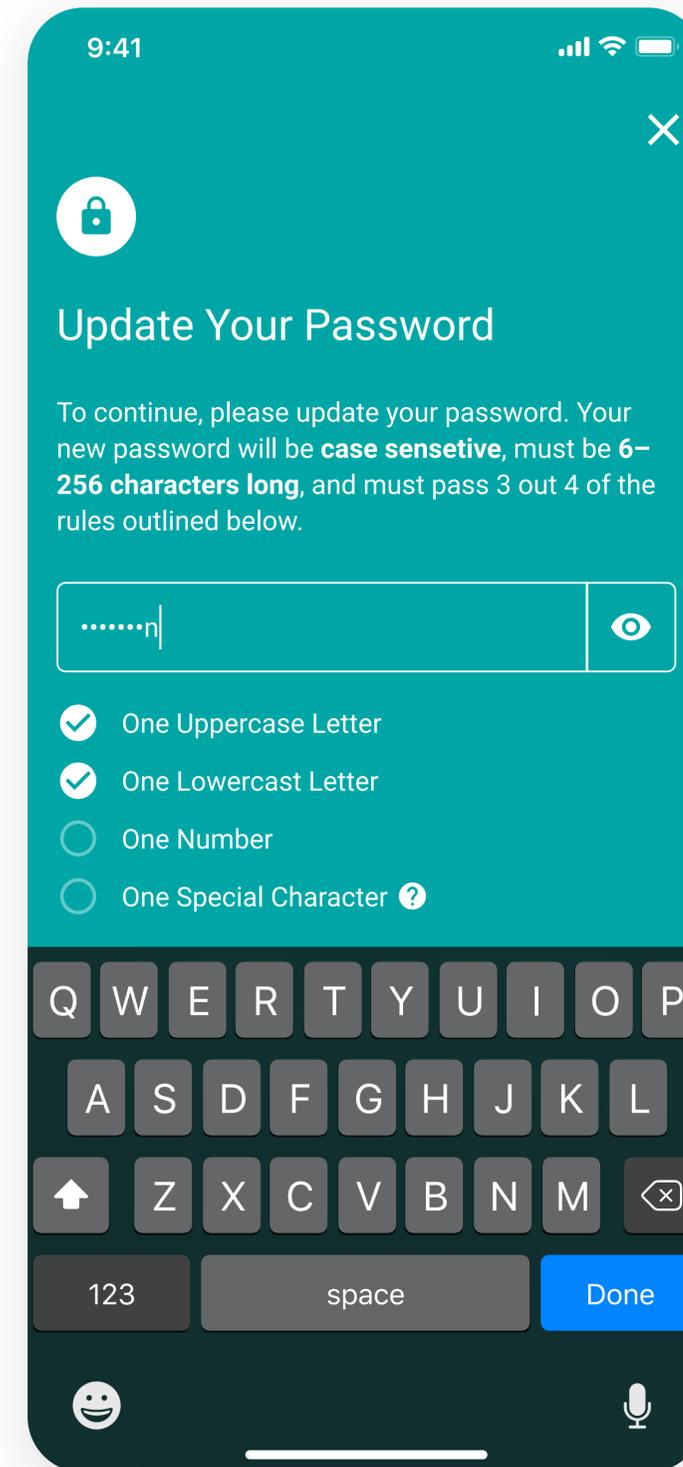
Update Your Username

Please update your username to continue. Your username is **NOT case sensitive**, must be **1–20 characters long**, and must pass the following rules:

- Cannot contain any special characters
- Cannot begin or end with a space
- Cannot contain your account number
- Cannot contain your first or last name
- Cannot be all numbers

Create a username...

Set Username



9:41

Update Your Password

To continue, please update your password. Your new password will be **case sensitive**, must be **6–256 characters long**, and must pass 3 out of 4 of the rules outlined below.

.....n

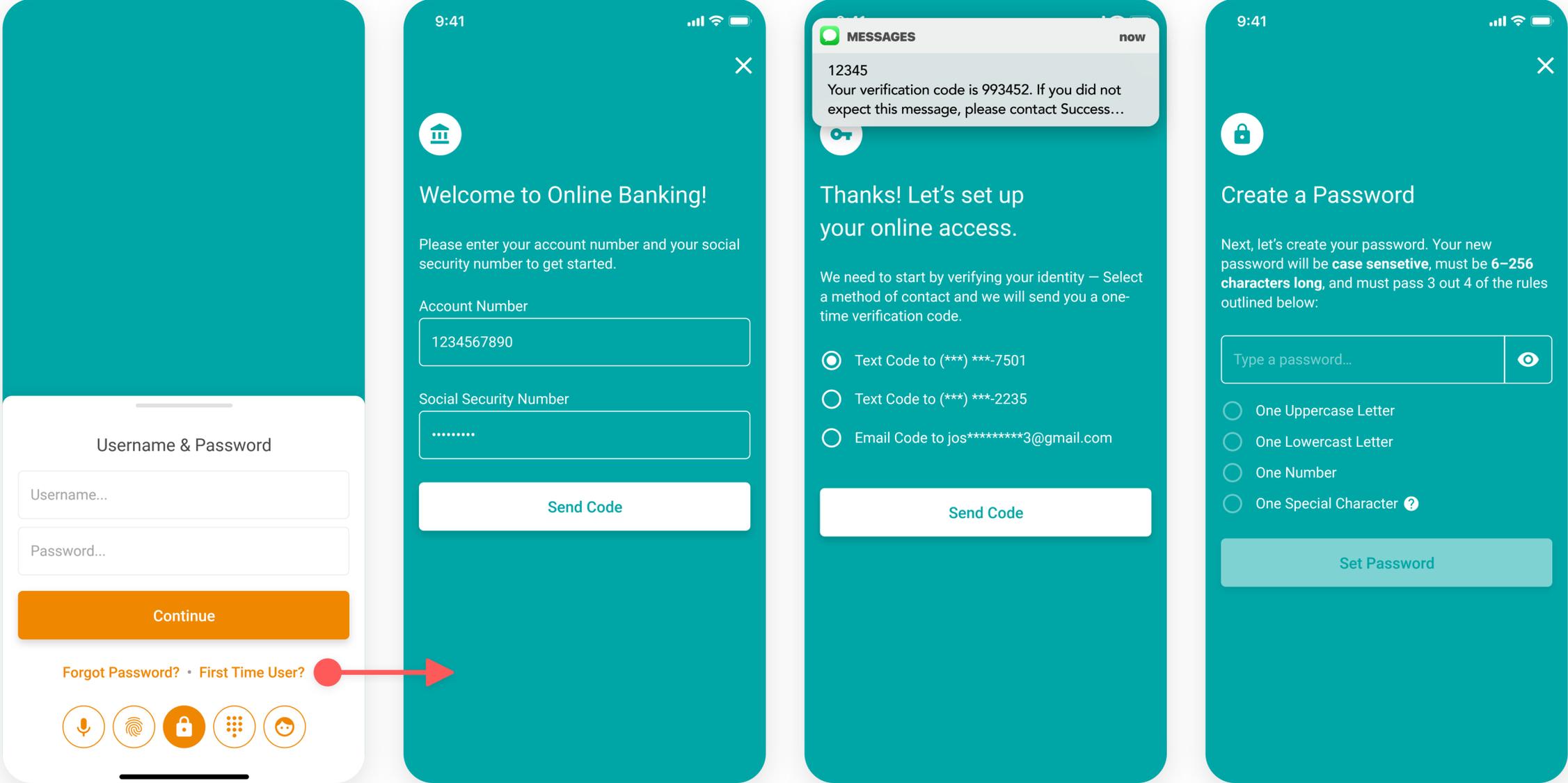
- One Uppercase Letter
- One Lowercase Letter
- One Number
- One Special Character ?

Q W E R T Y U I O P
A S D F G H J K L
↑ Z X C V B N M ↵
123 space Done

2-Factor Verification & Self Enrollment

For Credit Unions that utilize self-enrollment in online banking, this process will now be available to new users of their mobile apps!

Simply tap "First Time User," enter your account number and SSN, and begin the enrollment process in the native view.



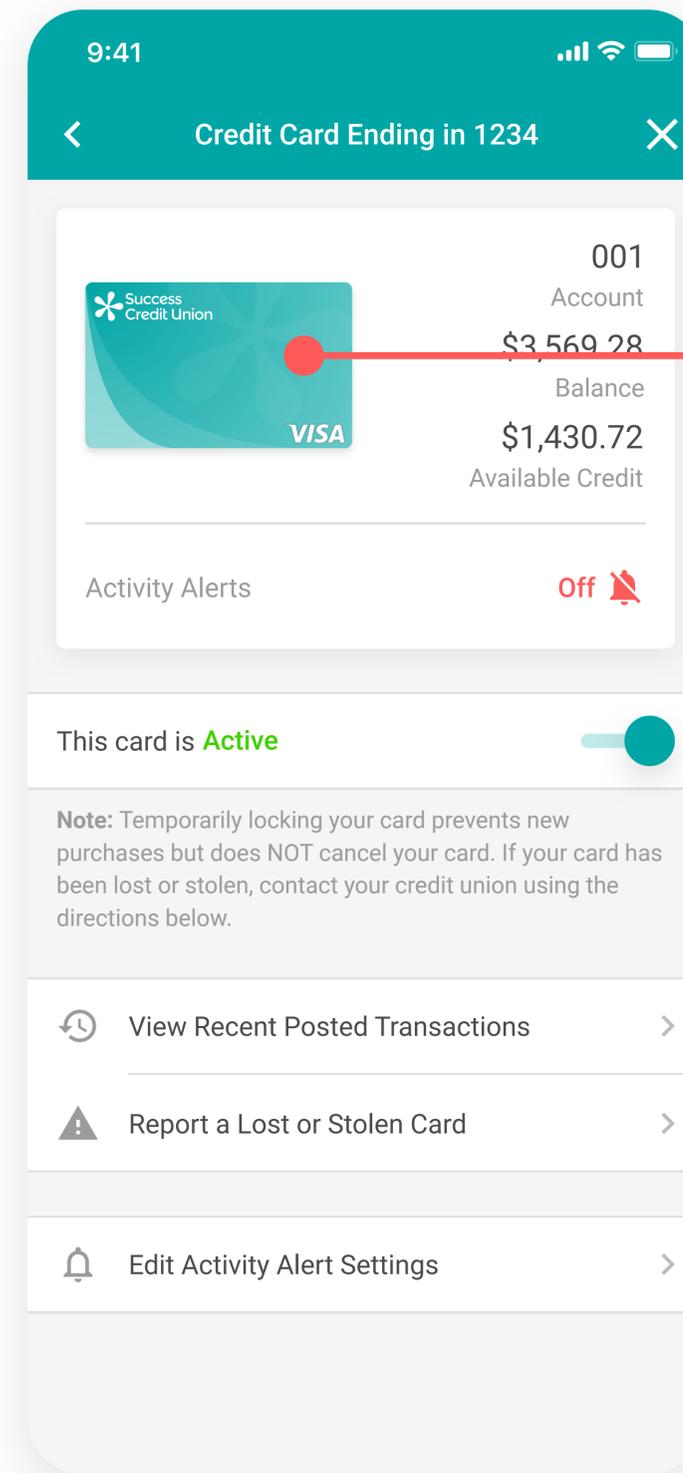
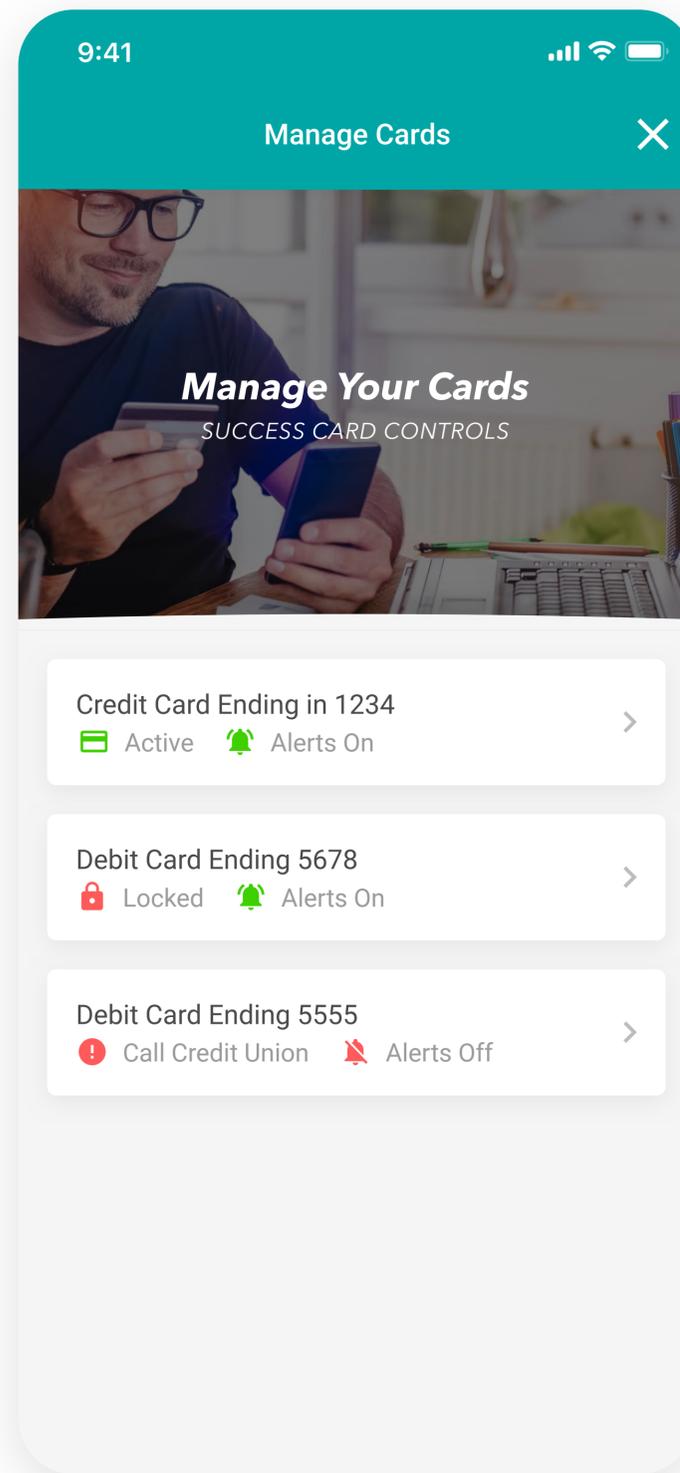
Native Modules

iOS & Android UI Updates to Native Features



Manage My Cards

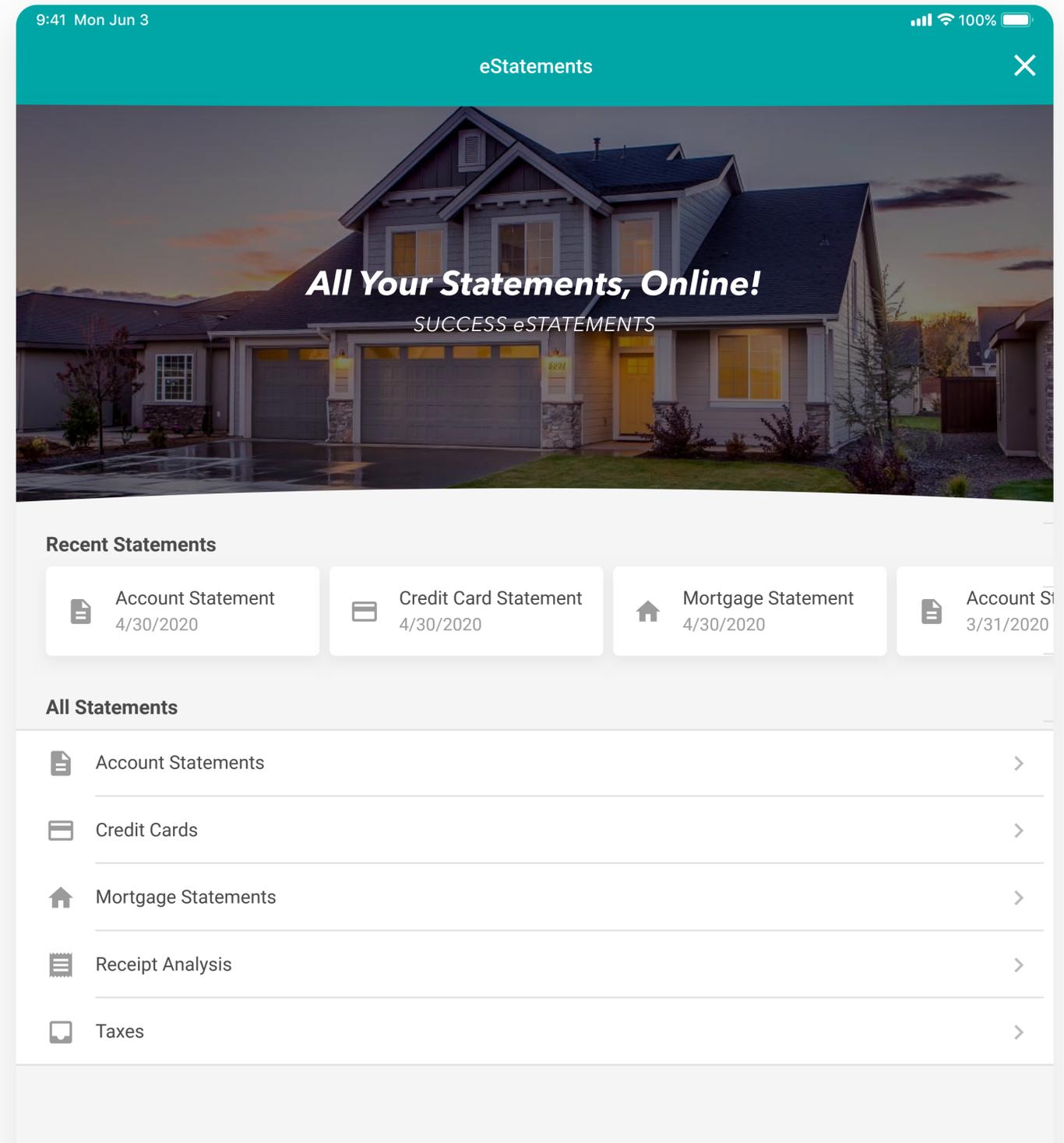
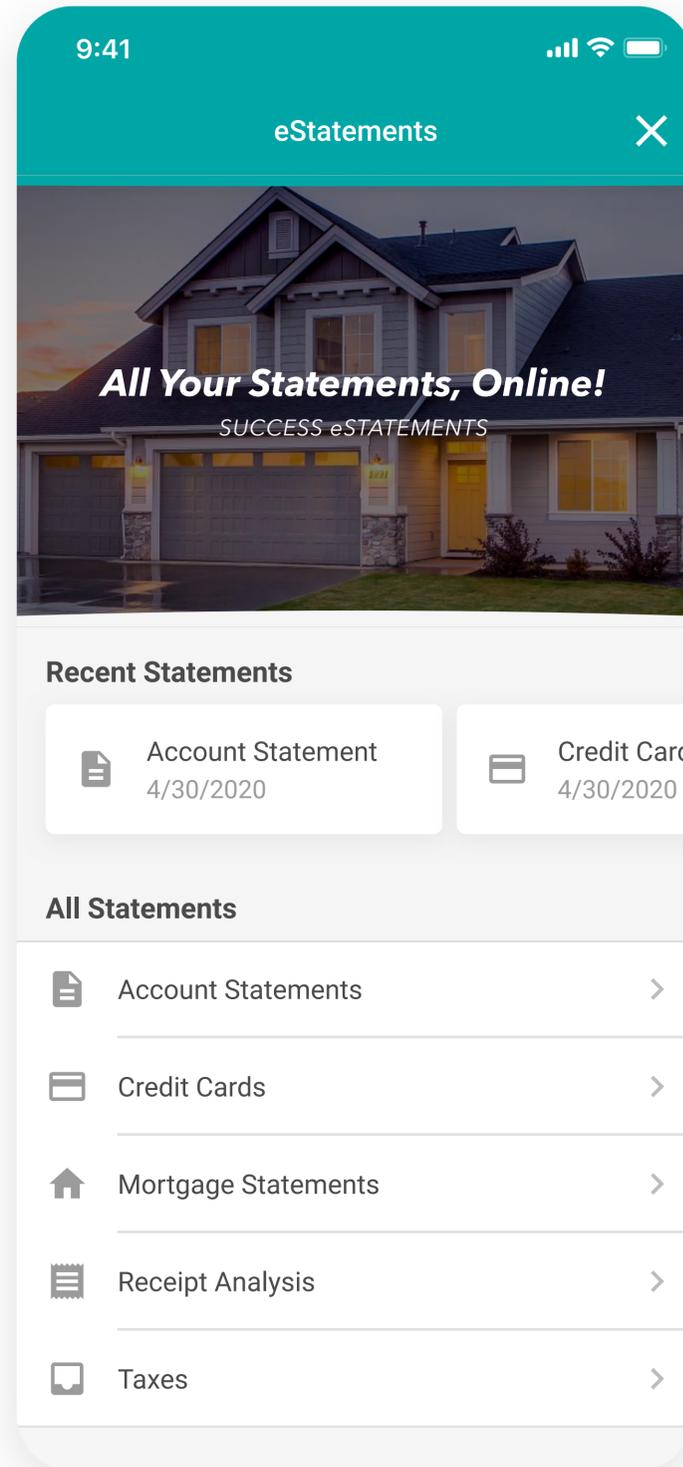
The Manage My Cards feature has also been refreshed with a design update. The card can now be locked or unlocked directly from the Card Summary screen. Additionally, the "View Recent Transactions" page will now load this card's associated Account Details, as it contains more pertinent information regarding recent or pending purchased for that card.



Credit Unions can use MobileManager to customize the card image for 2 types. Debit or Credit Card.

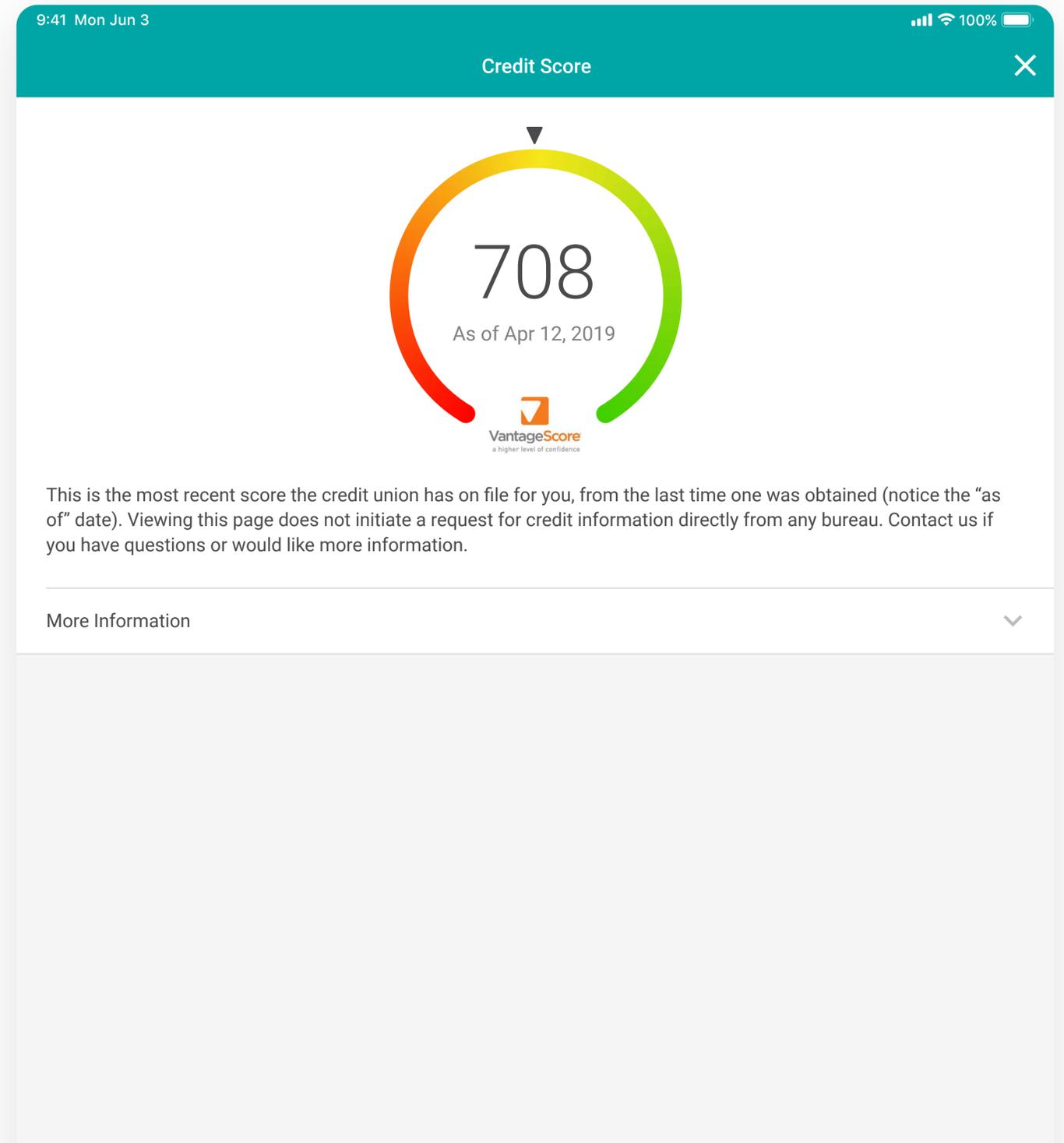
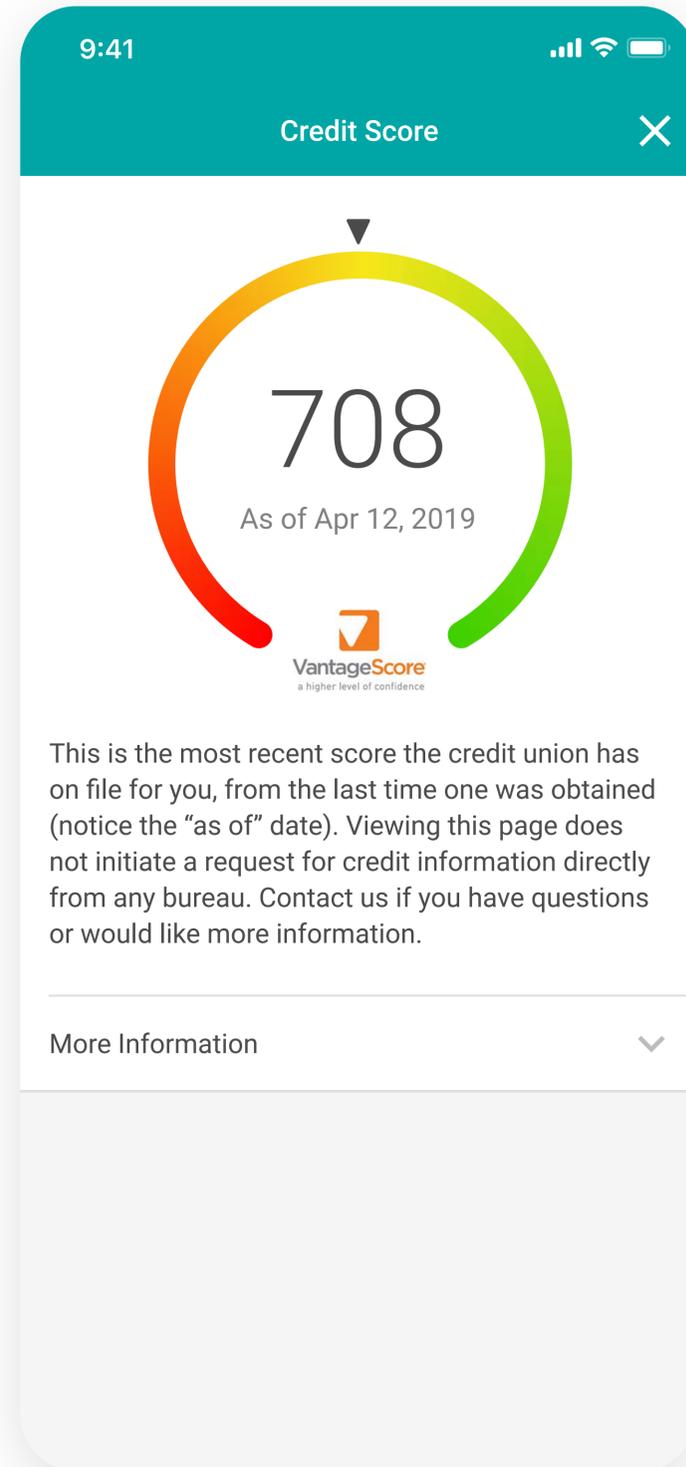
eStatements

eStatements has introduced a new “Recent Statements” carousel on its landing page. This will allow members to view their most recently issued statements faster than locating them in the “All Statements” menu.



Vantage Credit Score

Always know where you stand with Vantage Credit Score. A refreshed interface and animation allows for some anticipation when seeing how high your score will go.



Web Module Definition

A web module is a programmatically independent and brandable mobile-first (RWD) online banking feature that contains no navigation. A module will comprise a single OLB feature such as Change Username to more complex modules such as E-Alerts.

Typically these modules will be triggered from a menu or contextual navigation. While there will be few exceptions, modules usually won't interact with (or link to) other modules. The most significant advantage of this model is programmatic independence. If a single module connected with four other ones, all five would have programmatic dependencies potentially slowing down our development, QC, and support efforts. If one were to break or need to be taken offline, all dependent modules could be impacted. So from a UI standpoint, connecting modules should be a last resort.

Mobile

000 Sam Checking

\$470.00
Available Balance

Actual Balance \$483.92

More Account Details

Search transactions... Advanced

Pending Transactions -\$13.62

HALL STREET BAKERY 12/2/2019	-\$3.92	>
MEIJER INC #050 Q01 12/1/2019	-\$9.70	>
Nov 30, 2019		
PC CU TRANSFER Transfer	\$348.10	>
SPEEDWAY 02232 I96 Debit Card	-\$34.98	>
Amazon Order #4558700 Debit Card	-\$84.98	>
Nov 28, 2019		

Tablet

000 Sam Checking

\$470.00
Available Balance

\$483.92
Actual Balance

More Account Details

Search transactions... Advanced

Pending Transactions -\$13.62

HALL STREET BAKERY 12/2/2019	-\$3.92	>
MEIJER INC #050 Q01 12/1/2019	-\$9.70	>
Nov 30, 2019		
PC CU TRANSFER Deposit	\$348.10	>
SPEEDWAY 02232 I96 Debit Card	-\$34.98	>
Amazon Order #4558700 Debit Card	-\$84.98	>
Nov 30, 2019		
PC CU TRANSFER Deposit	\$348.10	>
SPEEDWAY 02232 I96 Debit Card	-\$34.98	>
Amazon Order #4558700 Debit Card	-\$84.98	>

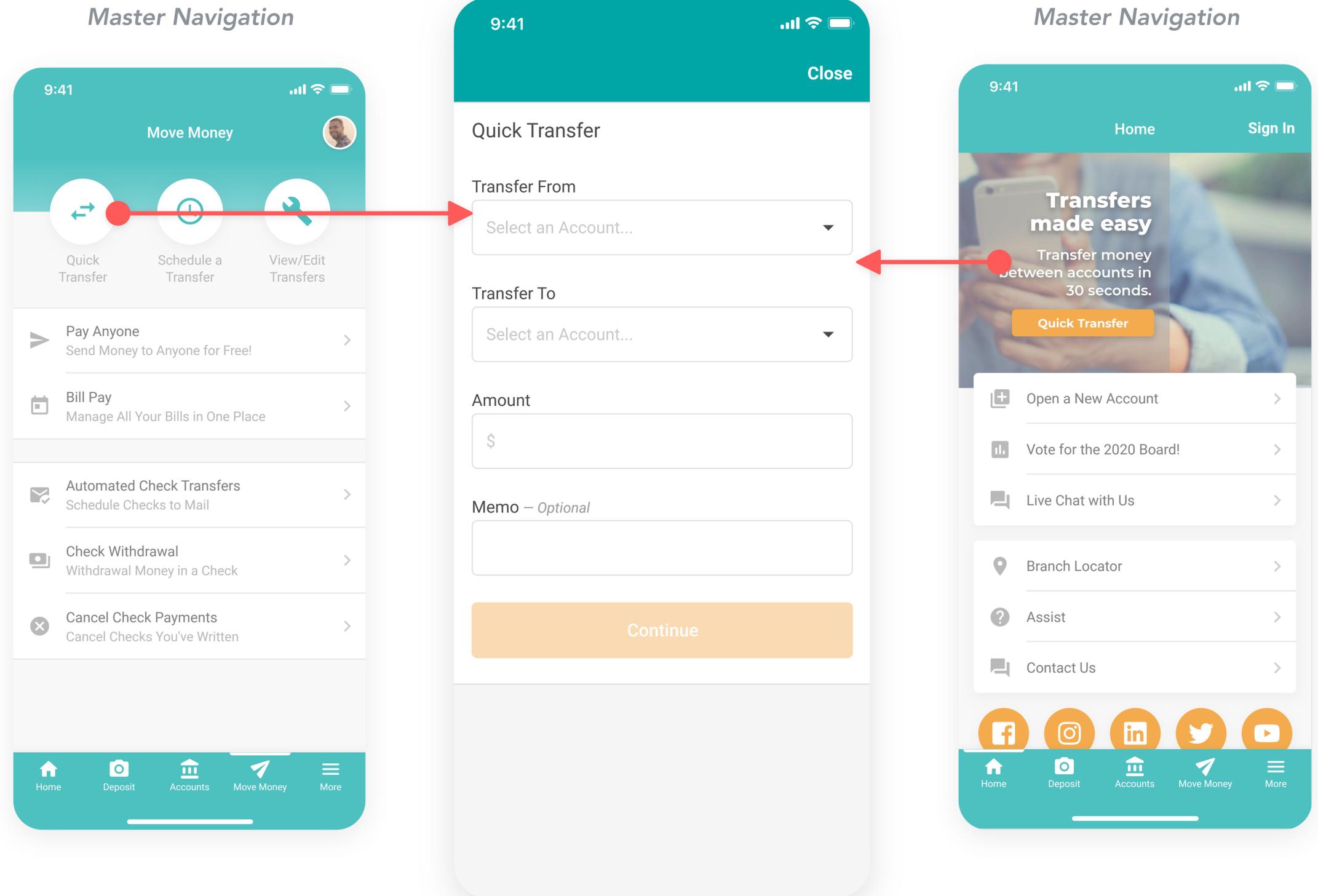
Load More Transactions

Web Module Type Category 1

Standalone

Standalone web modules are independent features, and they require no particular launch point. Often they contain a single or specific set of functions that can be triggered from anywhere in master navigation and do not need to be in context to a share account.

Standalone

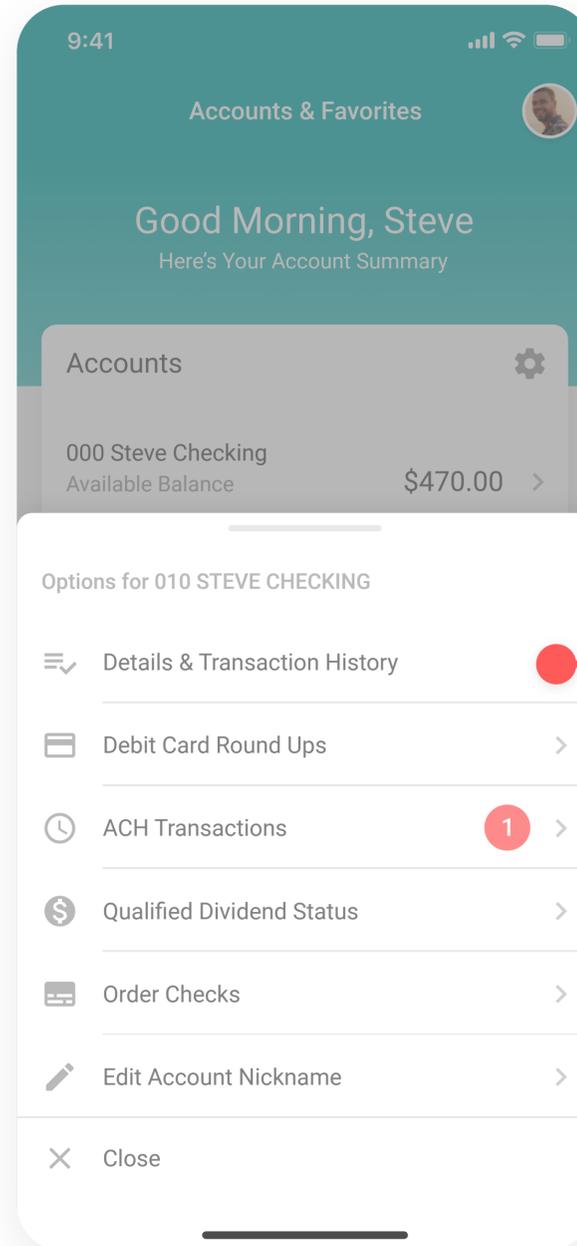


Web Module Type Category 2

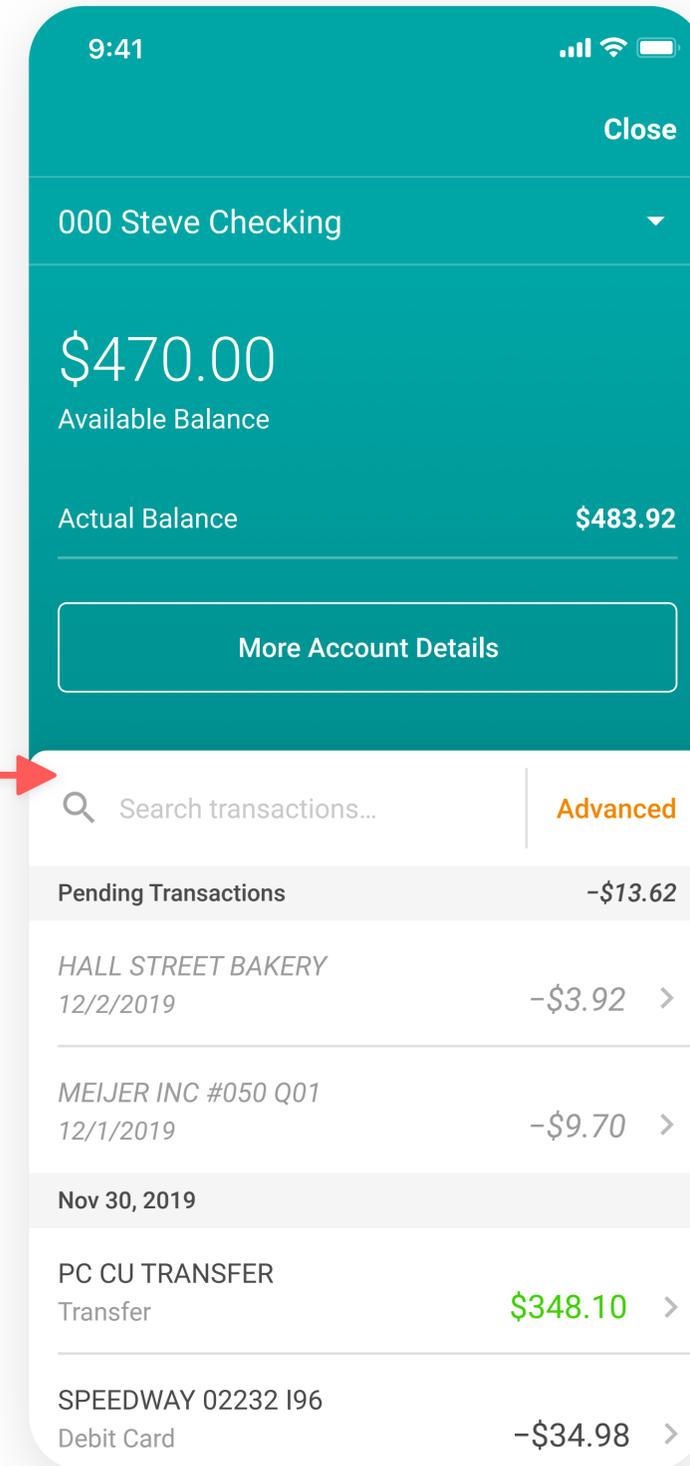
Contextual

Unlike standalone web modules, Contextual Web Modules can't be triggered from anywhere. These require being triggered within contextual navigation. For example, the Account Details web module requires member-specific account information to know which suffix to load into the module. For these reasons, triggering from a marketing ad is not possible, along with Feature Linking.

Master Navigation



Contextual



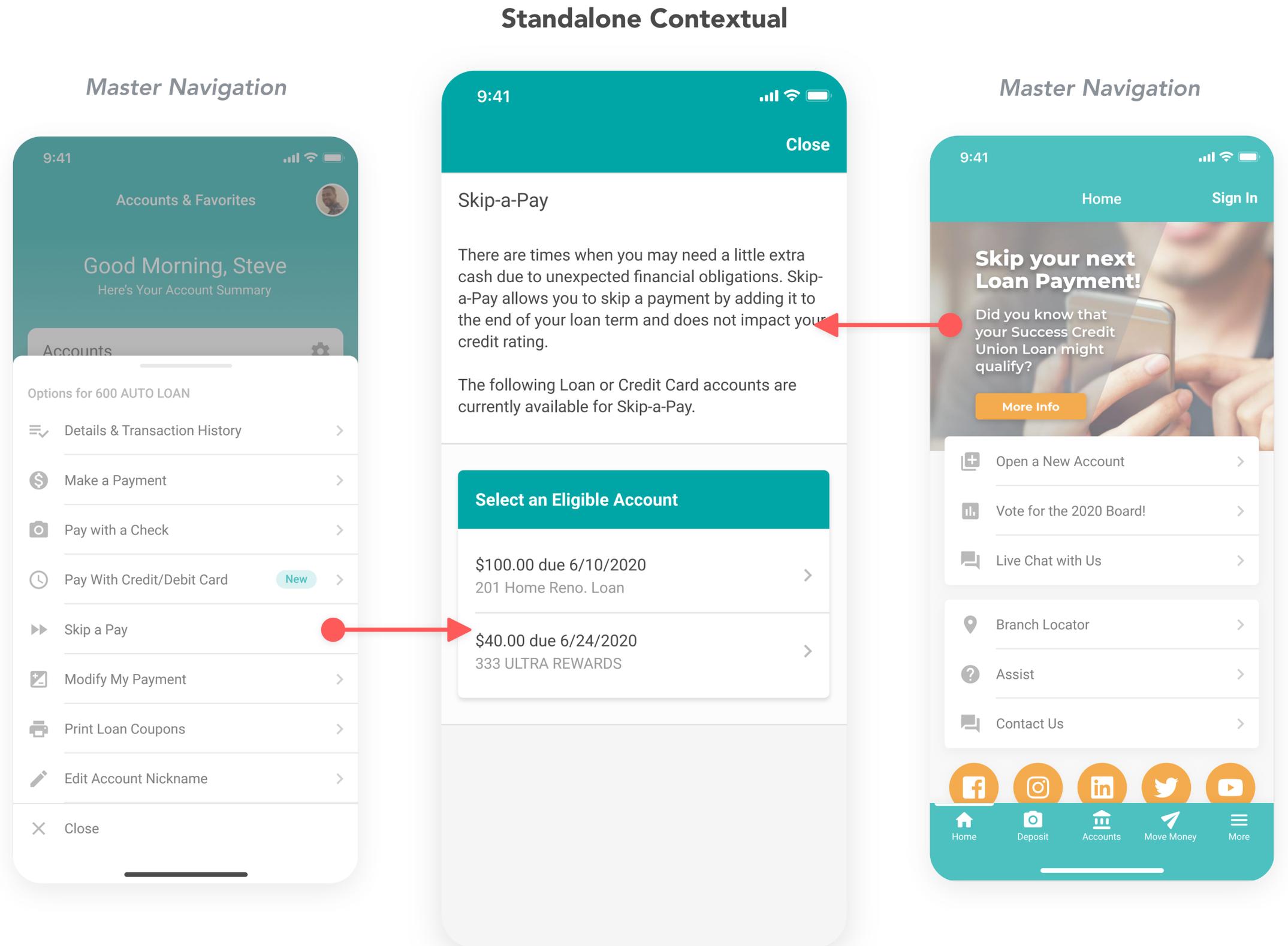
Web Module Type Category 3

Standalone Contextual

There are times when credit unions will want to promote a Contextual web module outside of contextual navigation. If the module landing page can be designed to work both in and out of context, this becomes possible.

For example, the Skip-A-Pay web module required a slight variation to the user experience where the user is prompted to select from a list of all loans that qualify. While this additional prompt might seem redundant, it does inform the member of other loans that might be eligible.

This method is only recommended for features that a member would use infrequently. Contextual Standalone modules must have a fail state when no accounts qualify.

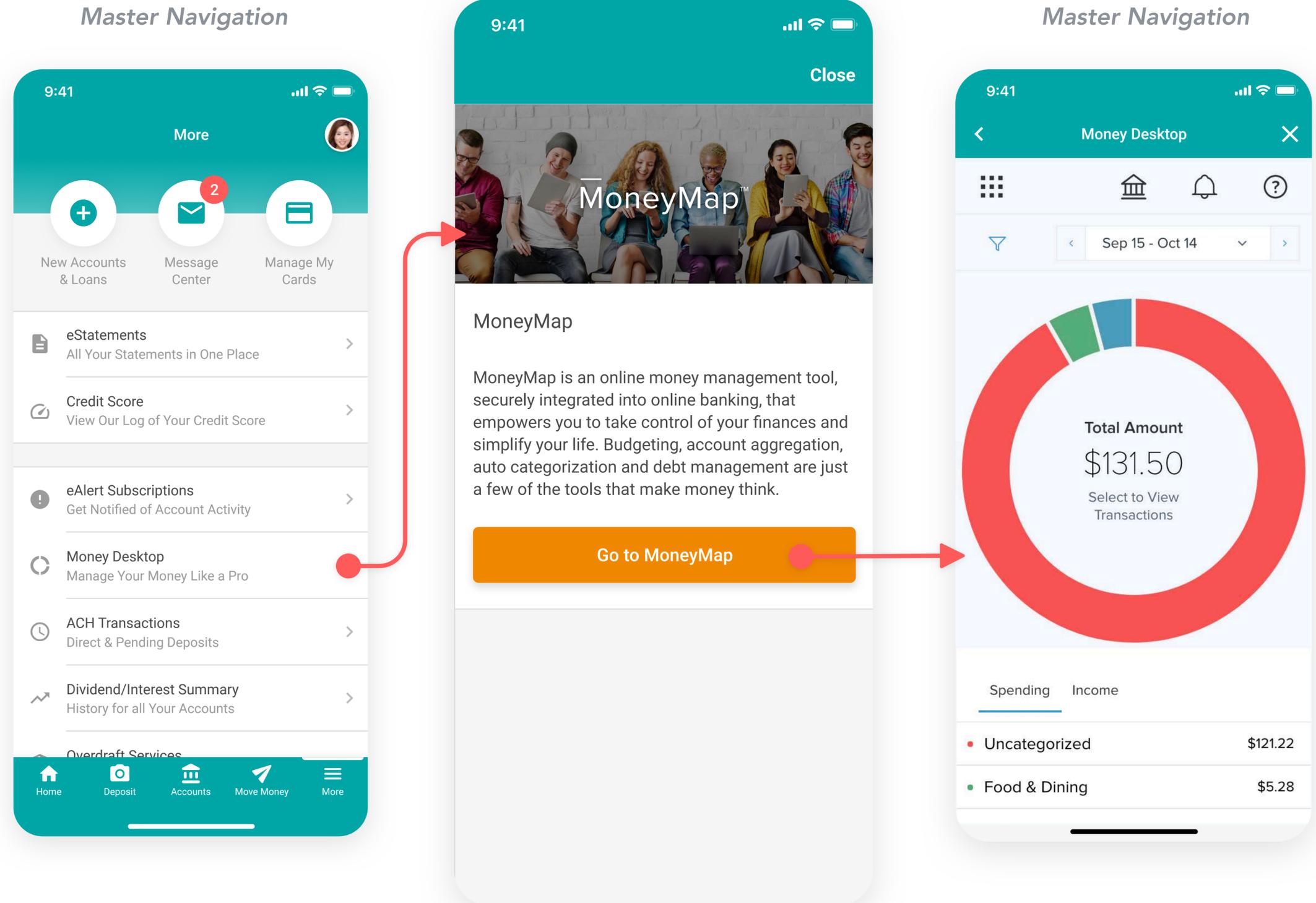


Web Module Type Category 4

Standalone SSO

Standalone SSO web modules are much like Standalone modules but only consist of a product landing page promoting the feature and a button to launch the external single sign-on web service.

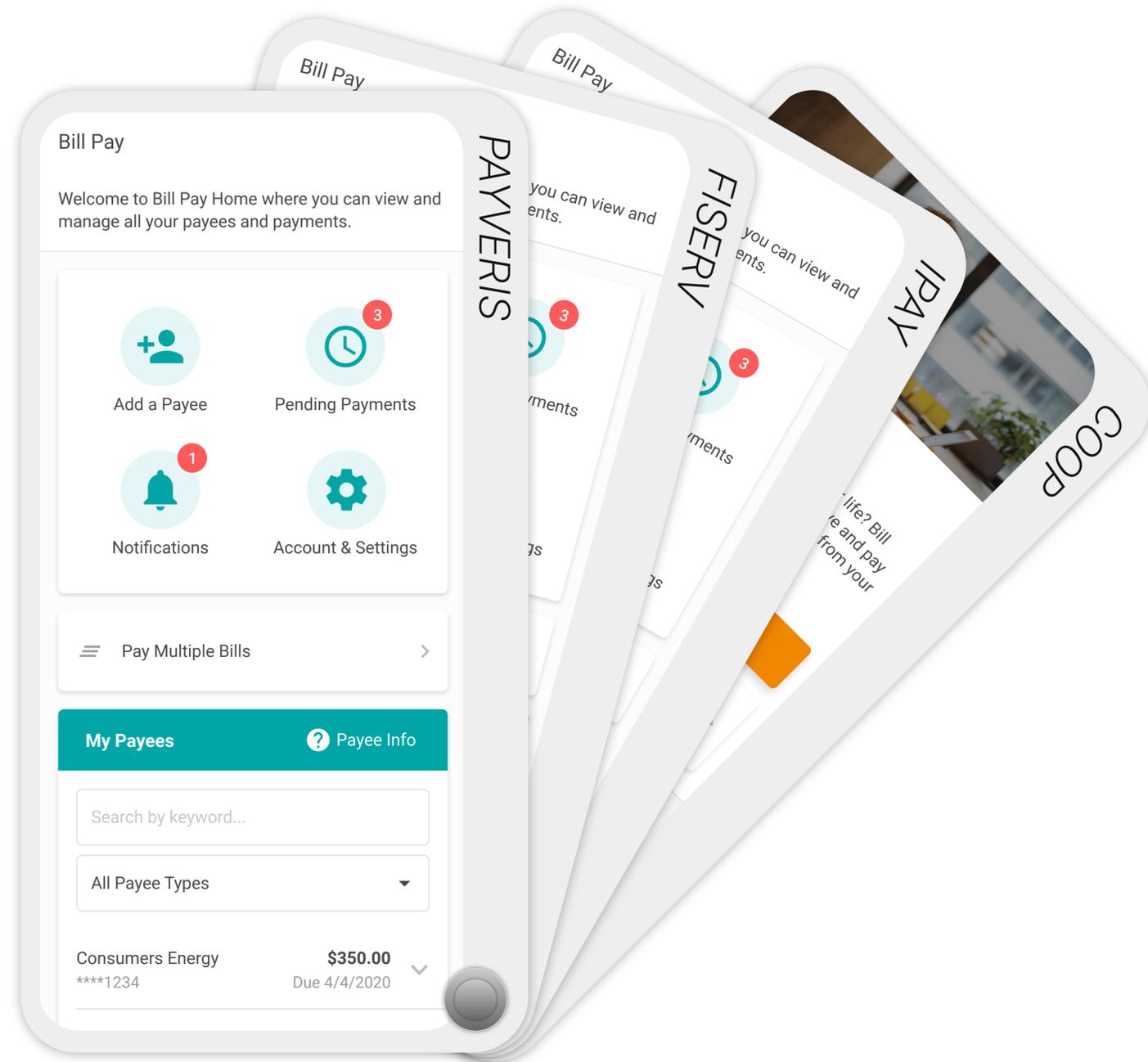
SSO Standalone



BYOB {Bill Pay}

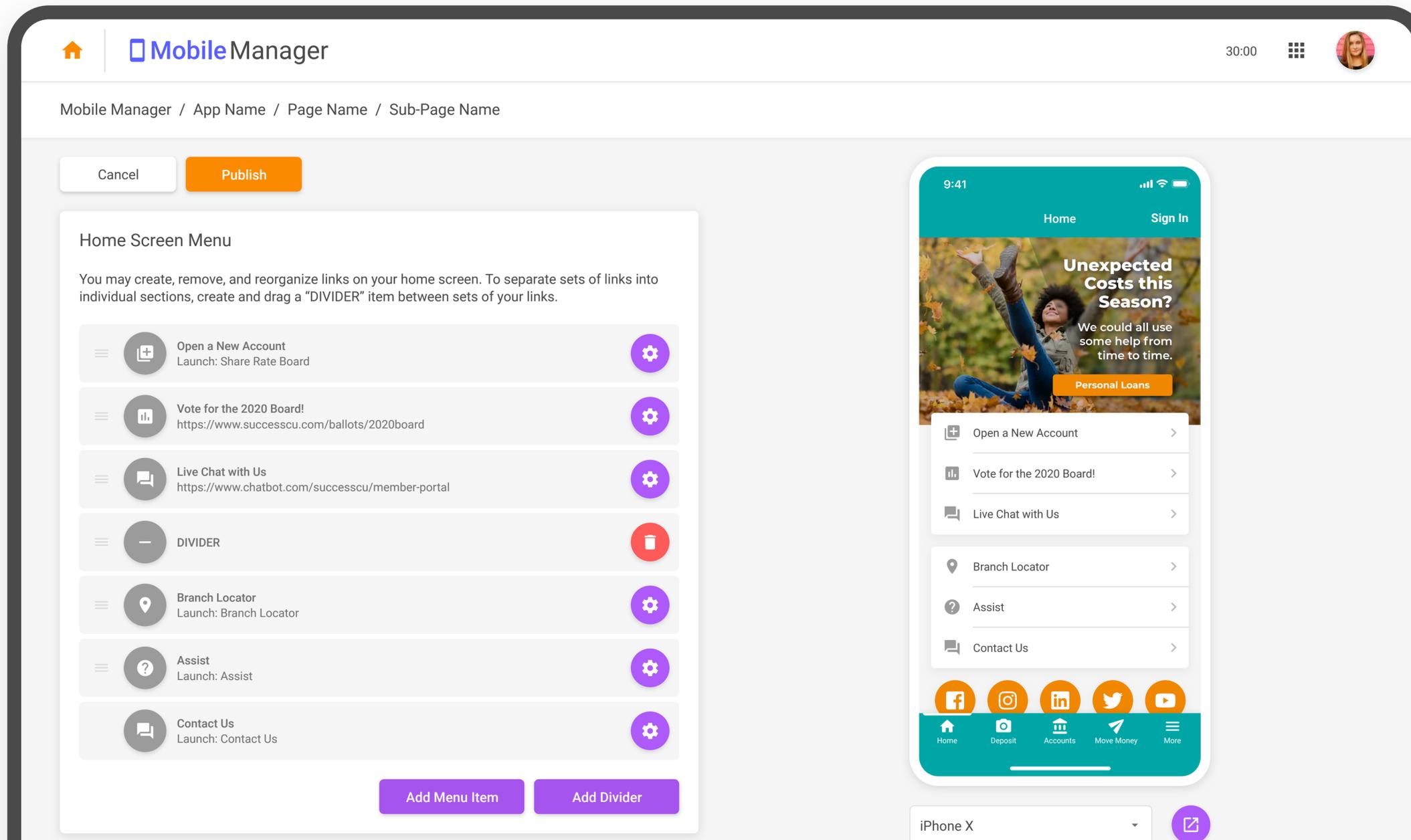
Mobile-first doesn't mean your members have to compromise. Mobile 5 now supports all four CU*Answers Bill Pay Partners

- Completely New UI
- Fully Featured
- Brandable
- Mobile-First
- Tablet Support



CU Publisher

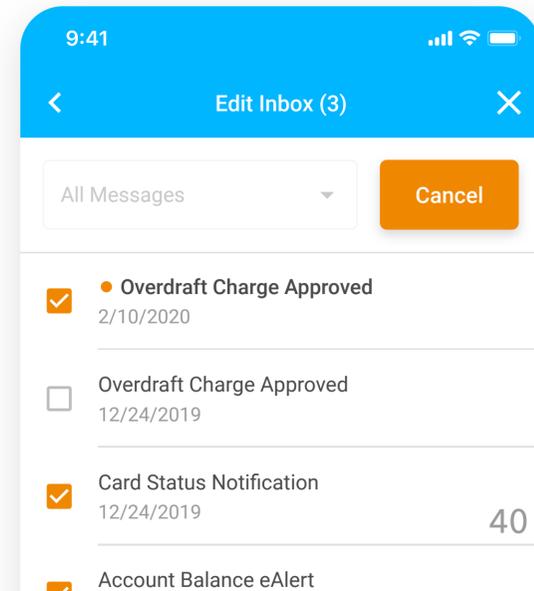
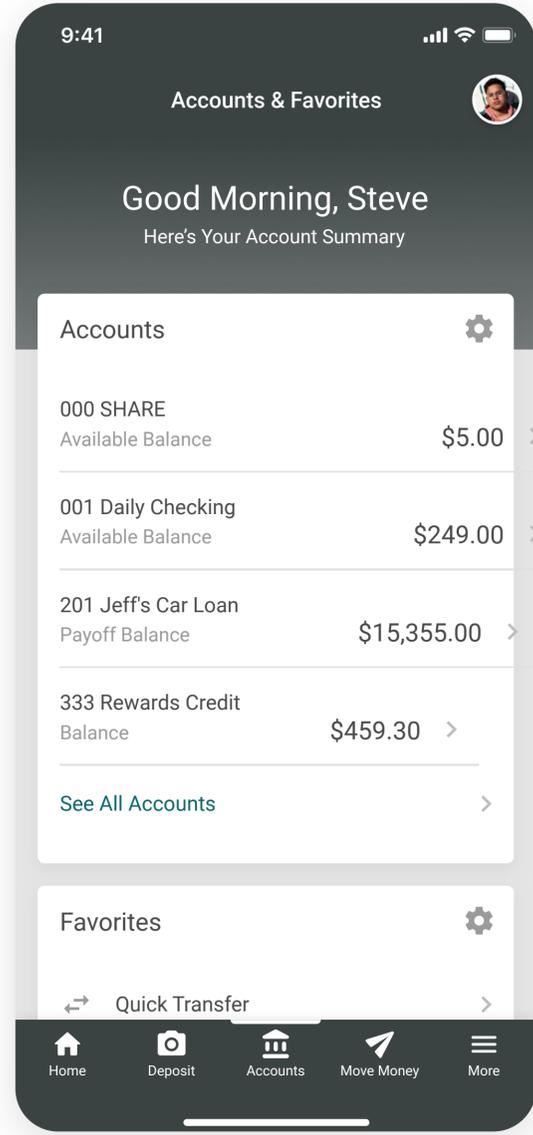
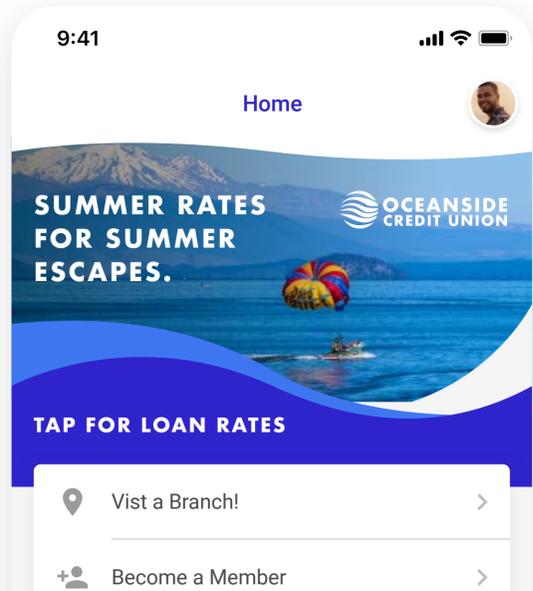
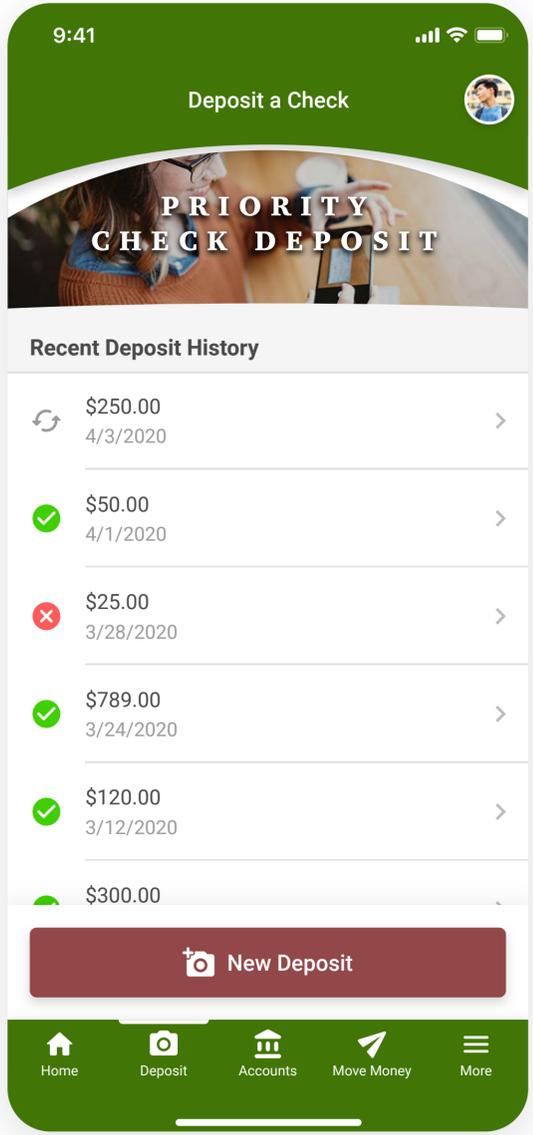
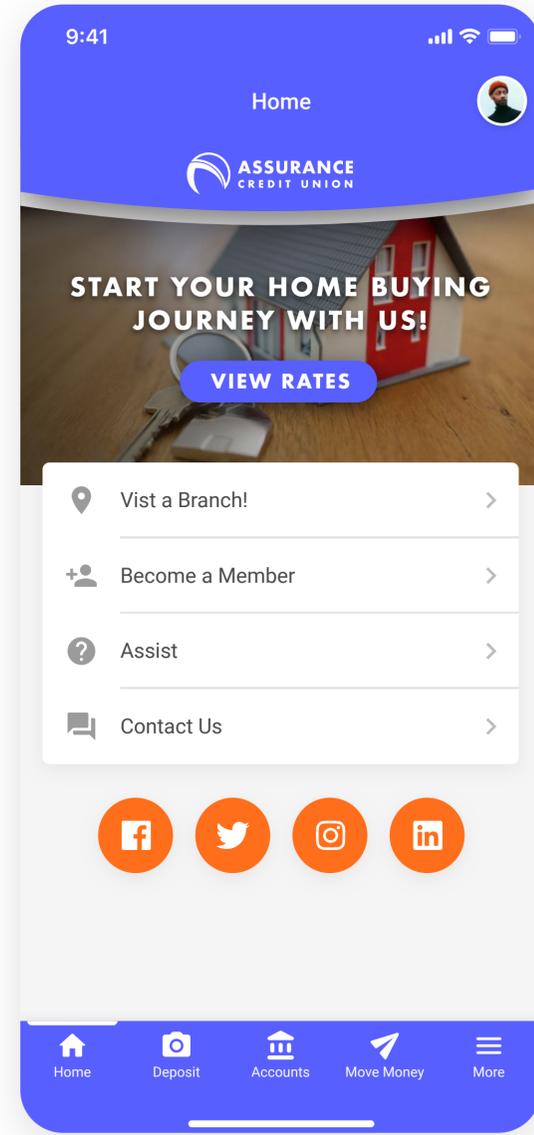
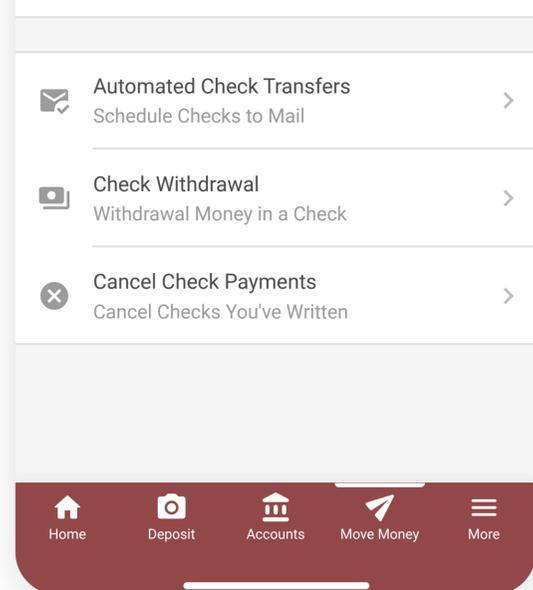
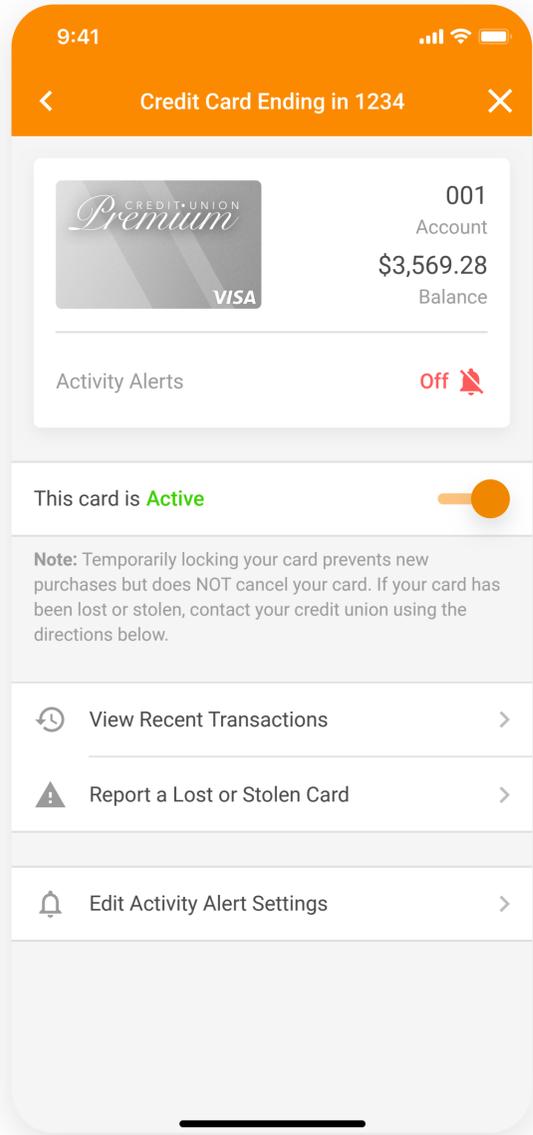
Brandable and highly configurable. Market Product & Services.



The screenshot displays the 'Mobile Manager' interface. At the top, there is a navigation bar with a home icon, the text 'Mobile Manager', a timer '30:00', a grid icon, and a user profile picture. Below the navigation bar is a breadcrumb trail: 'Mobile Manager / App Name / Page Name / Sub-Page Name'. The main content area features a 'Home Screen Menu' configuration panel on the left and a mobile app preview on the right. The configuration panel includes a 'Cancel' button and an orange 'Publish' button. The 'Home Screen Menu' section contains a list of menu items, each with an icon, text, a launch URL, and a settings gear icon. The items are: 'Open a New Account' (Launch: Share Rate Board), 'Vote for the 2020 Board!' (Launch: https://www.successcu.com/ballots/2020board), 'Live Chat with Us' (Launch: https://www.chatbot.com/successcu/member-portal), a 'DIVIDER' item with a trash icon, 'Branch Locator' (Launch: Branch Locator), 'Assist' (Launch: Assist), and 'Contact Us' (Launch: Contact Us). At the bottom of the configuration panel are 'Add Menu Item' and 'Add Divider' buttons. The mobile app preview on the right shows a teal header with 'Home' and 'Sign In' links. The main content area features a promotional banner for 'Unexpected Costs this Season?' with a 'Personal Loans' button. Below the banner is a list of menu items: 'Open a New Account', 'Vote for the 2020 Board!', 'Live Chat with Us', 'Branch Locator', 'Assist', and 'Contact Us'. At the bottom of the app preview is a social media sharing bar and a bottom navigation bar with icons for Home, Deposit, Accounts, Move Money, and More. The device is identified as an iPhone X.

Branding Configurations

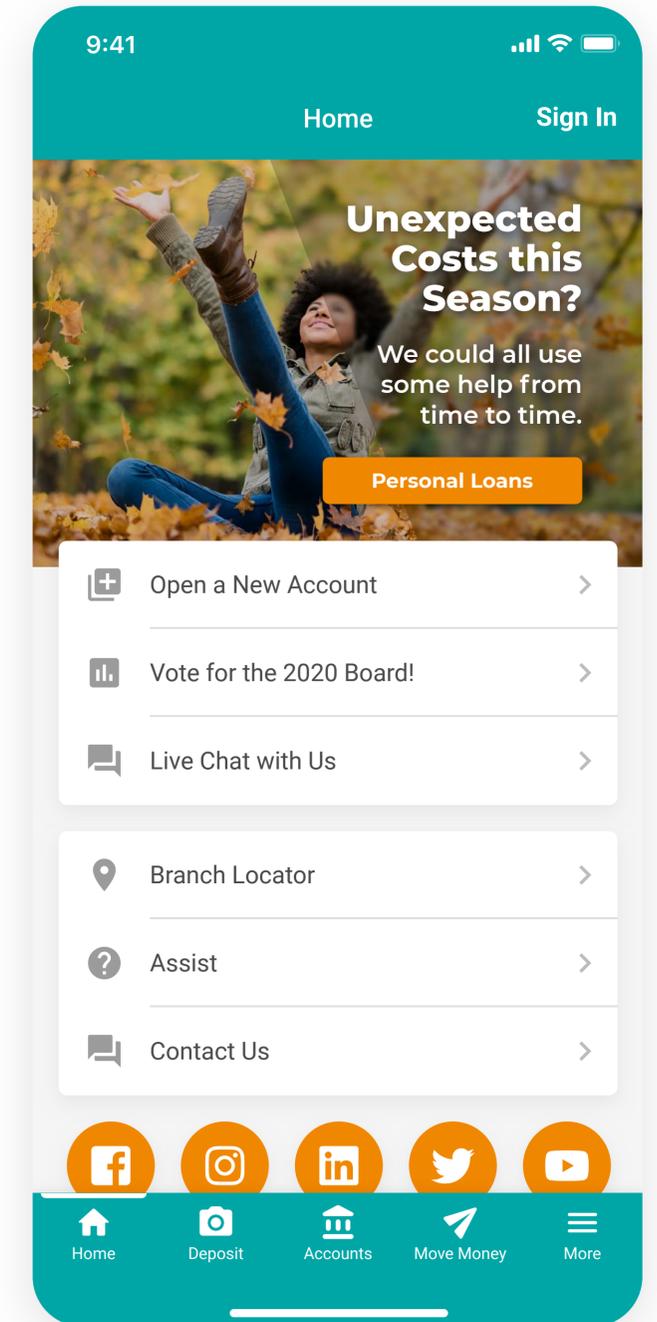
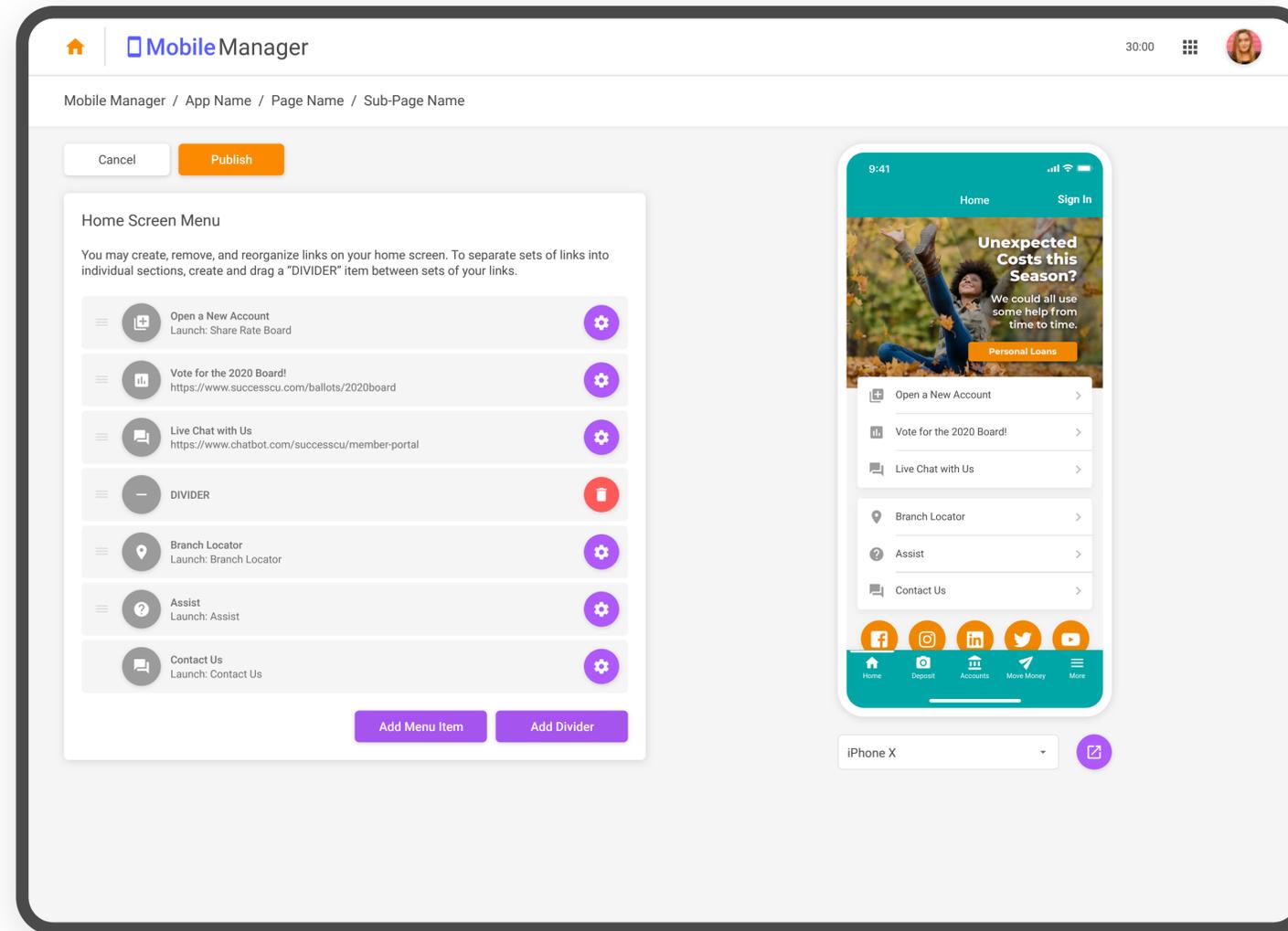
The branding end of Mobile 5.0 has been updated in CU Publisher. You can now edit even more colors and graphic ads throughout your mobile app's features!



Customizing Menus in Mobile Manager

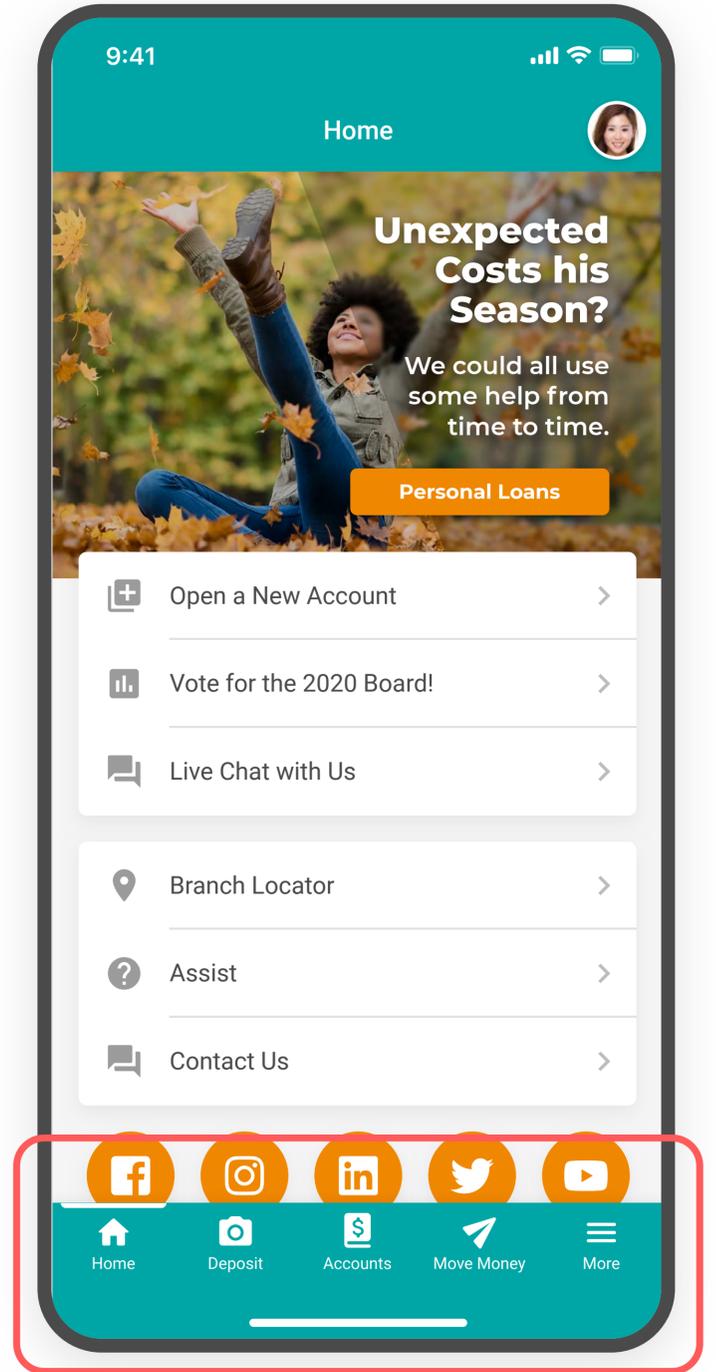
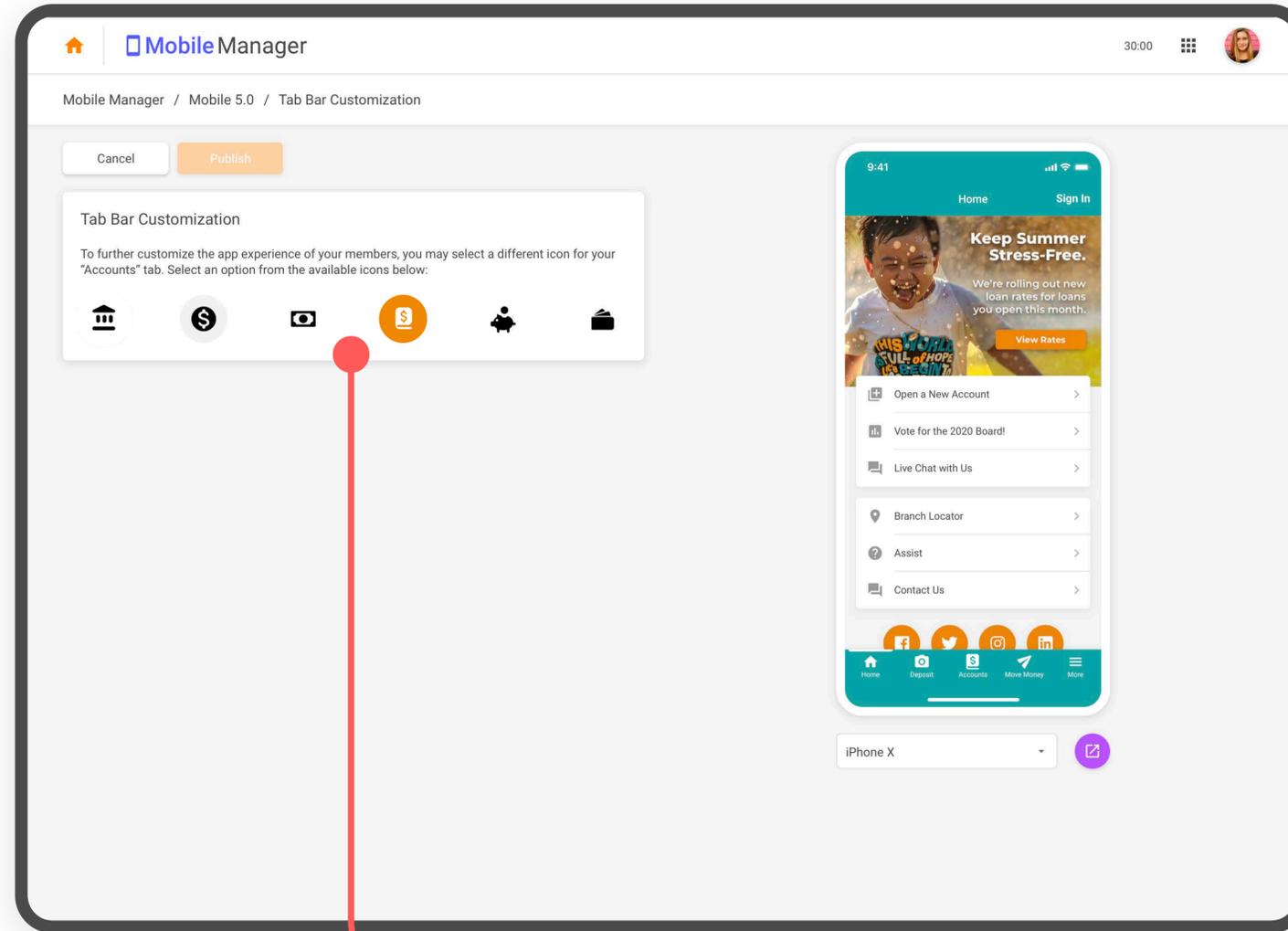
As previously mentioned, menus on the Home Tab, Move Money Tab, and More Tab are customizable. Credit Unions can reorder and customize the text of menu options and tailor them to their member's needs.

Mobile Manager



Tab Bar Customization

With the Mobile 5.0 update and the highly anticipated update to the Account Summary, Credit Unions can now select a new icon for their Accounts tab. A new set of icons are available to select from in Mobile Manager.



MOBILE 5 IS COMPATIBLE WITH THESE CU PUBLISHER PRODUCTS



 **CU**Publisher