

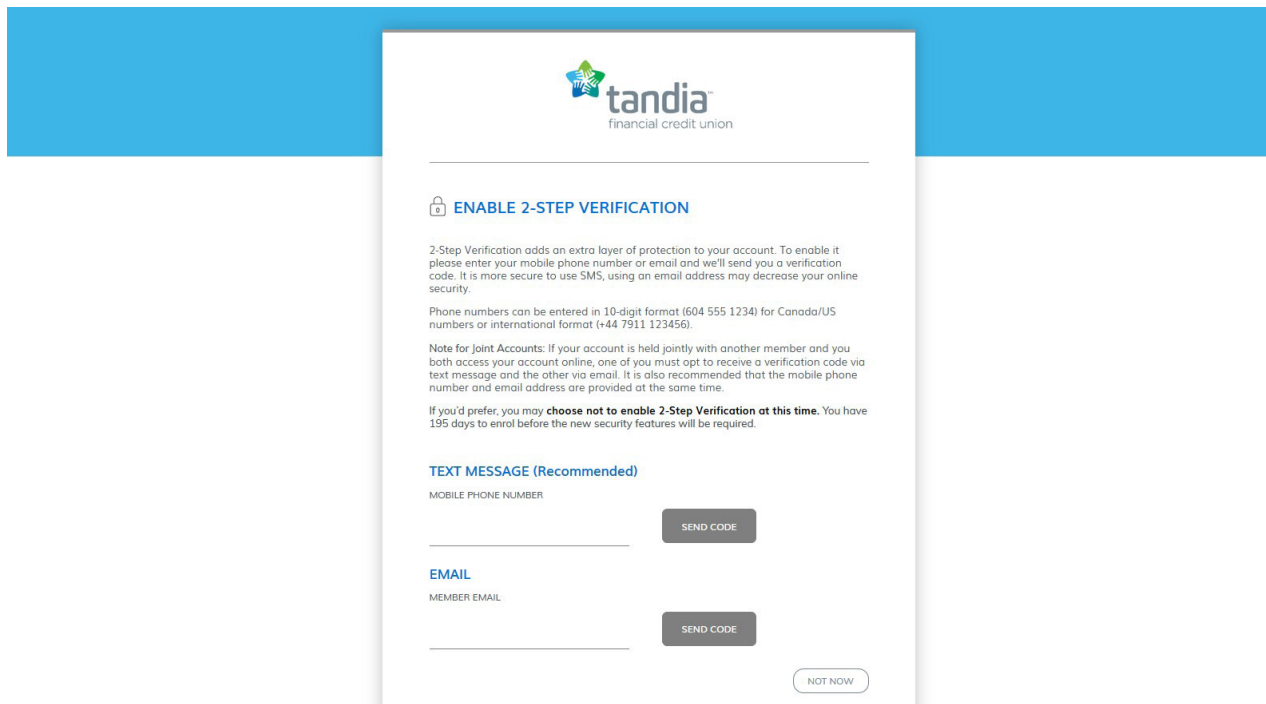
A note before the Tour begins


The most frequently used features that you rely on can be found in our new online banking platform*. Your transaction history, e-Statement history, e-Transfer recipients, bill payees and Alerts will seamlessly migrate over to the new online banking platform upon your first login. Please don't be concerned if you experience a slight delay as your accounts load the first time you log in -- this should only be a one-time occurrence. What's worth the short wait is a more visually appealing and effortless user experience going forward that makes it easier to conduct day-to-day banking, whether on a desktop, laptop or mobile device.


*Coming soon: Stop payments, Cheque Orders, Open Account – Demand, Registered and Term Non-registered, Forgot Password, Partner Accounts, CRA Pay Business Taxes, ePost, Intercept Marketing, Download Transaction History – Quicken / Quickbooks

First Login:

- Login as you currently do with your Branch, Member Number and PAC. Consider setting up the convenient 'Remember me' option and the added security of '2-Step Verification' which is optional only until August 7, 2020.
- A note about 2-Step Login Verification for joint accounts only -- if both account holders access your accounts online, one of you must opt to receive a verification code via text message and the other via email. You can only make your notification choice now and once logged in, you can then add the joint member's phone number or email in the Profile & Settings section in the main Menu.




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 **ENABLE 2-STEP VERIFICATION**

2-Step Verification adds an extra layer of protection to your account. To enable it please enter your mobile phone number or email and we'll send you a verification code. It is more secure to use SMS, using an email address may decrease your online security.

Phone numbers can be entered in 10-digit format (604 555 1234) for Canada/US numbers or international format (+44 7911 123456).

Note for Joint Accounts: If your account is held jointly with another member and you both access your account online, one of you must opt to receive a verification code via text message and the other via email. It is also recommended that the mobile phone number and email address are provided at the same time.

If you'd prefer, you may **choose not to enable 2-Step Verification at this time**. You have 195 days to enrol before the new security features will be required.

TEXT MESSAGE (Recommended)

MOBILE PHONE NUMBER

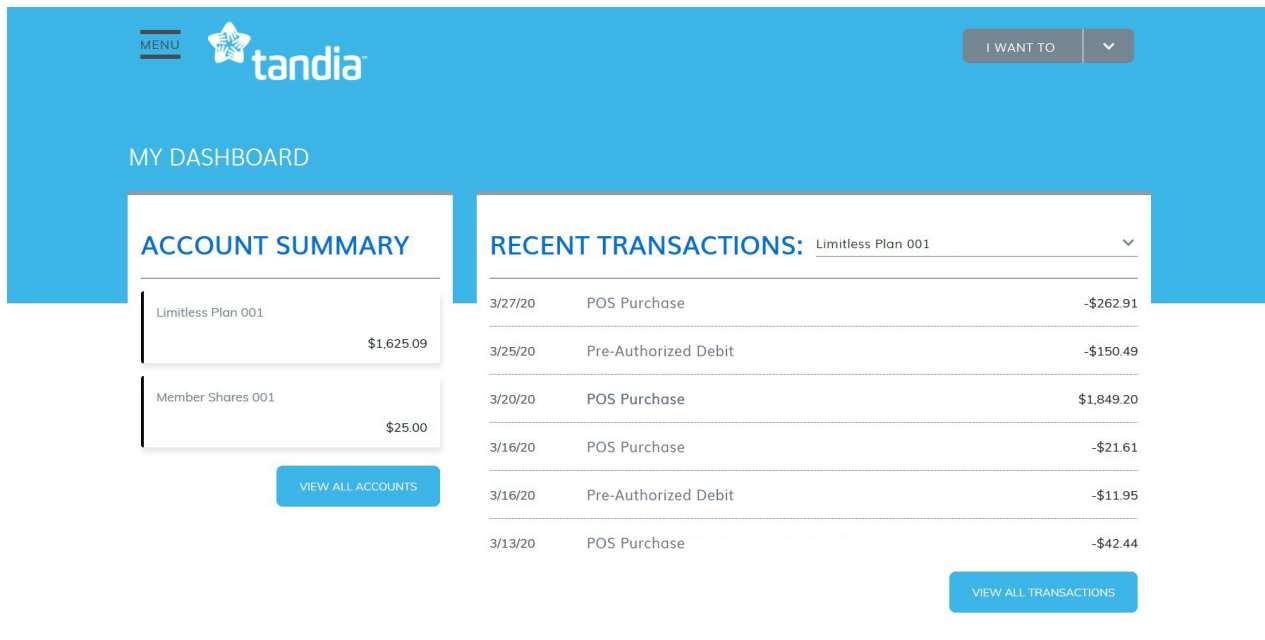
EMAIL

MEMBER EMAIL

Dashboard Tour

Account Summary:

- Click on 'View all Accounts' to view your complete list of accounts.
- Click on a specific account to review Transactions and Account Details.
- To return to the Dashboard, click on 'I Want To' in the top right corner and 'View My Dashboard'.



The screenshot shows the Tandia online banking dashboard. At the top, there is a blue header with a 'MENU' icon, the Tandia logo, and an 'I WANT TO' dropdown menu. Below the header, the main content area is titled 'MY DASHBOARD'. It features two main sections: 'ACCOUNT SUMMARY' and 'RECENT TRANSACTIONS: Limitless Plan 001'. The 'ACCOUNT SUMMARY' section lists two accounts: 'Limitless Plan 001' with a balance of \$1,625.09 and 'Member Shares 001' with a balance of \$25.00. A 'VIEW ALL ACCOUNTS' button is located below this section. The 'RECENT TRANSACTIONS' section displays a table of transactions for the selected account, including dates, descriptions, and amounts. A 'VIEW ALL TRANSACTIONS' button is located at the bottom right of this section.

Date	Description	Amount
3/27/20	POS Purchase	-\$262.91
3/25/20	Pre-Authorized Debit	-\$150.49
3/20/20	POS Purchase	\$1,849.20
3/16/20	POS Purchase	-\$21.61
3/16/20	Pre-Authorized Debit	-\$11.95
3/13/20	POS Purchase	-\$42.44

Recent Transactions:

- Select your most-used/daily banking account beside Recent Transactions. It will be saved for the next time you login.
- Review your recent transactions and click on 'View All Transactions'; review the Search and Filter functions at the top of the screen.
- To return to the Dashboard, click on 'I Want To' and 'View My Dashboard'.

Incoming vs Outgoing:

- Select the account you wish to monitor. Click on the '12-Month view' for comparison.

Make a Payment:

- For quick access to bill payments, scroll down to Make a Payment
- Return to the Dashboard.

Transfer Money:

- For quick access to account transfers, scroll down to Transfer Money and ensure your From and To accounts are listed.
- Return to the Dashboard.

Menu

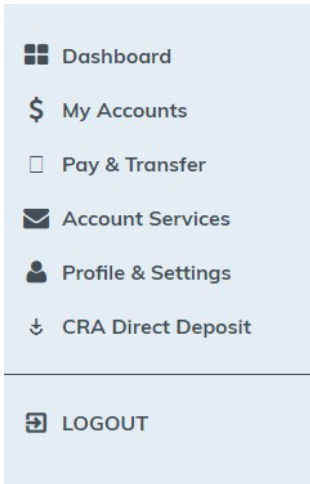
The main Menu located at the top left of the screen provides full access to all online banking functionality, as opposed to the I Want To menu on the top right which provides shortcuts to the most frequently accessed online banking functions.

My Accounts:

- Click on 'My Accounts' for a complete listing of all accounts (same experience as clicking on 'View My Accounts' from the Dashboard)

Pay & Transfer:

- Provides access to Bill Payments, Account Transfers and e-Transfers all in one location.



A vertical menu on the right side of the page with a light blue background. It contains the following items: Dashboard (with a grid icon), My Accounts (with a dollar sign icon), Pay & Transfer (with a square icon), Account Services (with an envelope icon), Profile & Settings (with a person icon), CRA Direct Deposit (with a downward arrow icon), and LOGOUT (with a door icon).

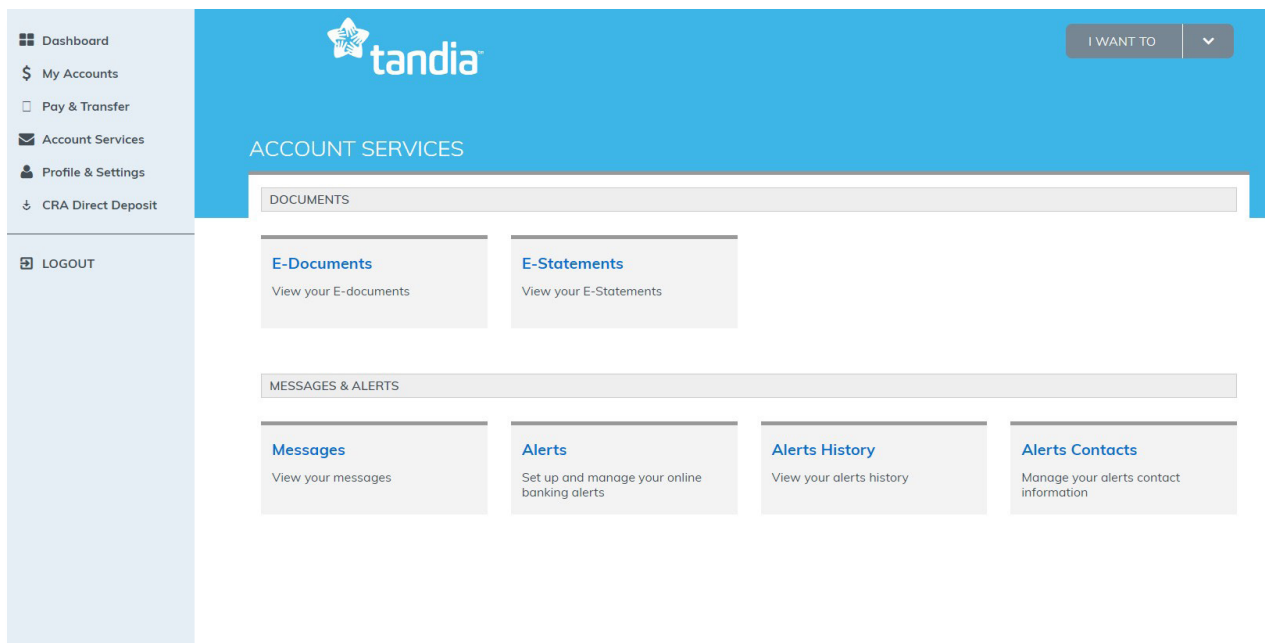
Account Services:

Documents:

- Select 'E-Documents' to view your recent T-5 slips
- Click on 'E-Statements' and select your most recent statement to download and you can review your statement history here as well.

Messages and Alerts:

- Select 'View Your Messages' for any messages from Tandia.
- Click on 'Alerts' to setup or manage any existing Alerts you may have.



A screenshot of the Tandia online banking interface. The top navigation bar is blue with the Tandia logo and a 'I WANT TO' dropdown menu. The left sidebar contains the main menu items. The main content area is titled 'ACCOUNT SERVICES' and is divided into two sections: 'DOCUMENTS' and 'MESSAGES & ALERTS'. The 'DOCUMENTS' section has two cards: 'E-Documents' (View your E-documents) and 'E-Statements' (View your E-Statements). The 'MESSAGES & ALERTS' section has four cards: 'Messages' (View your messages), 'Alerts' (Set up and manage your online banking alerts), 'Alerts History' (View your alerts history), and 'Alerts Contacts' (Manage your alerts contact information).

Profile & Settings:

Profile:

- Click on 'Change Contact Info' to review and make any contact information updates.
- Once you have enrolled in 2-Step Login Verification, you can update your mobile phone or email address here – '2-Step Verification Change Contact'.

Settings:

- You can review or update your INTERAC AutoDeposit settings
- You can review 'Change Password' to update your online banking PAC as well as your security Questions
- Click on Rename Accounts and you will see how you can overwrite an account name by clicking on the pencil icon.

CRA Direct Deposit:

- Click on CRA Direct Deposit for enrollment access
- Return to the Dashboard.

I Want To – Shortcut Menu

Provides you with quick access to the most frequently used transactions.

- This is also where you can securely logout; you can also logout from the Main Menu).

