

## **e-Alerts FAQ**

**Updated on 11/1/17**

### **What are e-Alerts?**

e-Alerts is a service offered by United Bay Community Credit Union that allows you to set-up eMail and text message notifications for any defined activity that occurs on a Share, Club or Share Draft (Checking) account. There are a number of alerts you can set up including; Security Alerts, Check Cleared Alerts, Withdrawal or Deposit Alerts, Minimum or Maximum Balance Alerts, and more.

### **How do I sign-up and use e-Alerts?**

Log into your Ubay@HOME account and click on the Services Tab at the top of the page. Select "Enhanced Alerts". Enter your preferred contact method and select "Add Alert". Use the drop-down menu to select the account for which you would like to set an alert. Select your alert and define the parameters, then save.

### **How do I modify or remove e-Alerts?**

Log into your Ubay@HOME account and click on the Services Tab at the top of the page. Select "Enhanced Alerts". You will see a list of your current alerts. Choose which one you'd like to modify or remove and use the drop-down menu next to select which action you'd like to take. Make your change and then select Save for changes or Delete if you are removing the e-Alert.

### **Is there a charge?**

This service is currently free of charge for United Bay Community Credit Union members, however, texting or data rates may apply. Please check with your phone provider for more information on texting and data rates.

### **I have tried everything in the FAQ and I still can't get Ubay@HOME to work. What do I do next?**

Please contact the Credit Union at (989) 892-4597 or (800) YOUR-OWN if your problems are not resolved or you need further assistance.