

Mobile App

What is the mobile banking app?

cu Mobile is a fully functioning mobile app for cu's. Members can join their CU online, manage their finances and even apply for a loan.

Since the launch of cu Mobile app we have continuously added new features to the app:

Leveraging push notifications for important alerts like One Time Passport requirements is a smart move. Continue to explore ways to use push notifications to keep members informed about their account activity, promotions, and other relevant updates.

In branch integration, allowing members to use their cu Mobile login on in-branch kiosks streamlines the in-branch experience. Biometric e-signatures add an extra layer of security and convenience allowing members to sign documents anytime, anywhere.

Open banking capabilities are valuable for members who want to link their credit union account with other bank accounts.

cu Mobile supports loan applications, ensuring that the process is as smooth and straightforward as possible. Members should be able to easily apply for loans, track their application status, and receive timely updates.



cu Mobile at a glance

Loan Calculator - Loan repayment calculator so members can determine affordability and payment dates.

Biometric Login - Log in via fingerprint or facial recognition eliminating the need for one-time passcodes.

Branded App - cu Mobile branded your way on iOS and Android app stores.

E - Signatures - Members can electronically sign documents such as ECCU forms and Credit Agreements.

Add and Amend PAYEEs - Members can add and amend PAYEEs, Direct Debits and Standing Orders within cu Mobile.

Manage Profile - Members can update their details, and change their password and PIN without having to contact their Credit Union.

Customer Success

“Having the technology to offer members is one thing but if your members don’t know about it then you won’t see the results you want from it. From day one of this launch we had a marketing strategy in place that was in line with our wider digital strategy and involved the entire Credit Union. I would advise any Credit Union who has the app to make sure they have a marketing strategy in place to promote it to their members”.

cu Mobile customer

