

## Member Support Guide - Extended

### 1. Password Reset

If you forget your password, click 'Forgot Password' on the login page. Follow the instructions to

### 2. Account Balance

Members can view their account balance by logging into the portal. The dashboard provides real

### 3. Money Transfers

You can transfer money instantly between your checking and savings accounts using the 'Transf

### 4. Financial Insights

Our platform helps you understand your spending behavior and provides actionable financial insi

### 5. Security

If you notice suspicious activity, report it immediately. Contact our support team through the Help

### 6. Loan Applications

Members can apply for personal or home loans directly via the portal. Approval usually takes 2-3

### 7. Credit Score Monitoring

We provide free monthly credit score updates to help you stay informed about your financial heal

### 8. Investment Options

Our platform offers personalized investment recommendations including mutual funds, ETFs, and

### 9. Customer Support

Live chat support is available 24/7. Phone support is available from 9 AM to 6 PM local time.

### 10. Mobile App

Download our mobile app to manage accounts, track expenses, and receive notifications in real-t