

Mission Fed FAQs

Mobile Banking

Members on the move, we've got you covered with a Mobile Banking app for iOS and Android. It's safe, secure and available at **no charge!**

Using the same login as Mission Fed Online Banking, you'll have access to:

- ✓ Account balances
- ✓ Transaction history
- ✓ Transfers
- ✓ Mobile Deposit
- ✓ Bill Pay
- ✓ Mission Rewards
- ✓ Quick Apply
- ✓ Card Lock or Unlock
- ✓ eDocuments
- ✓ Branch & ATM locations
- ✓ Graphs of account history
- ✓ Fingerprint/Biometric login
- ✓ Quick Balance view
- ✓ Apple Watch support



How do I access it?

To install the app, search your device's app store for "Mission Federal" or click the logo below to go to the store for your device.

Android



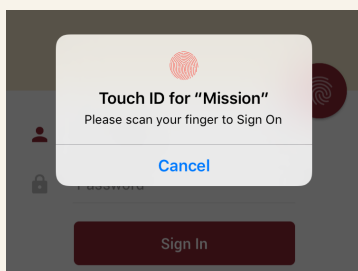
iOS



How do I sign in?

To sign in, use your Mission Fed **Online Banking** username and password. If you aren't already enrolled in Online Banking, visit MissionFed.com and choose the "Enroll Now" link in the Online Banking sign in box.

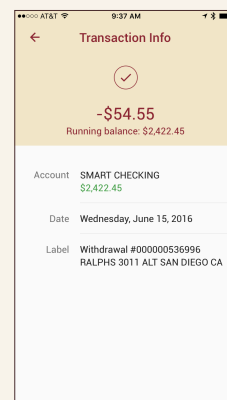
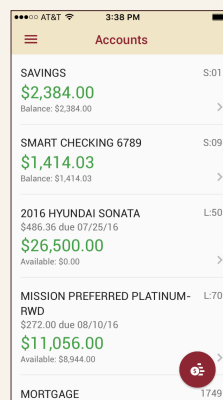
You'll also have the option to sign in using your fingerprint or biometrics on supported devices.



How does it work?

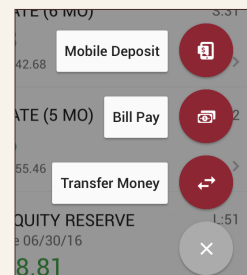
View Balances and Transactions

After you sign in, the app will show your accounts and loans. Tap on the account to see your transaction history and any pending charges. You can tap on individual charges to get more details about the transaction.



Quick Access Button

At the bottom right of the accounts screens is a Quick Access button so you can easily jump to other tasks, like transfers or Mobile Deposits.



Your success is our bottom line.

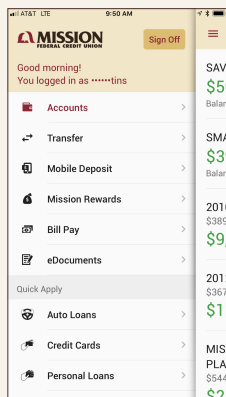
858.524.2850 | 800.500.6328 | membercare@missionfed.com | MissionFed.com

Mission Fed FAQs

What features are included?

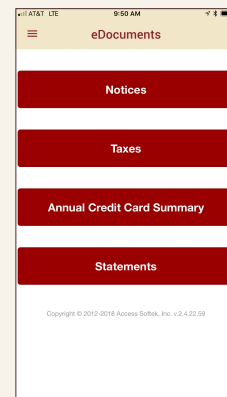
Navigation

From the main screens, tap the menu icon in the top right to access the navigation options.



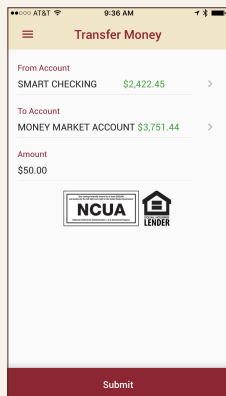
eDocuments

Access your online account statements, notices, annual Credit Card summaries and tax forms.



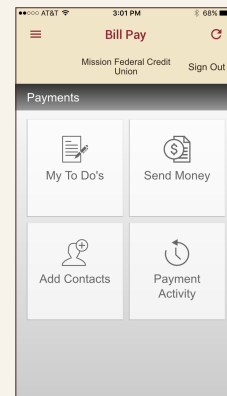
Transfers

Choose the accounts you'd like to transfer funds from and to, and enter the amount.



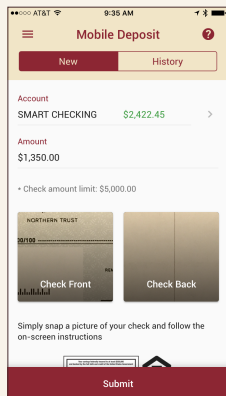
Bill Pay

Once you enroll in Bill Pay via Online Banking, you'll be able to see your billers here, add new ones and make payments. Use Online Banking to edit an existing bill or contact.



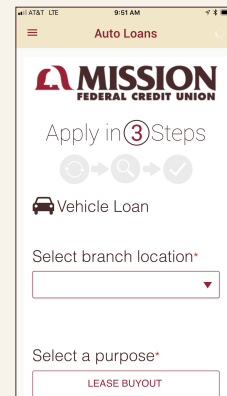
Mobile Deposit

Choose the account you'd like to make the deposit into, enter the amount and take photos of the front and back of the check.



Quick Apply

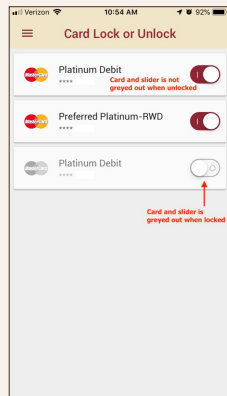
Apply for a loan and we'll pre-fill your contact info and save you time. Quick Apply is available for Auto Loans, Credit Cards and Personal Loans.



Mission Fed FAQs

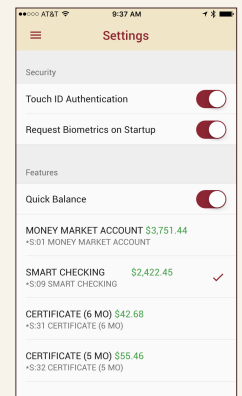
Card Lock or Unlock

Lock a card that has been stolen, misplaced, or is not being used. Most new transactions, including purchases and ATM activity, will be blocked. Some previously authorized recurring payments may not be blocked while your card is locked.



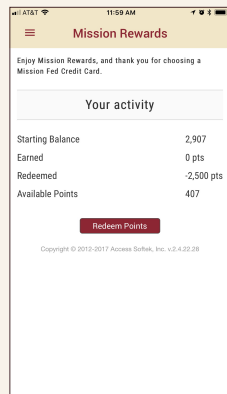
Settings

Enable fingerprint/biometric login and Quick Balance options to make your Mobile Banking experience even more convenient.



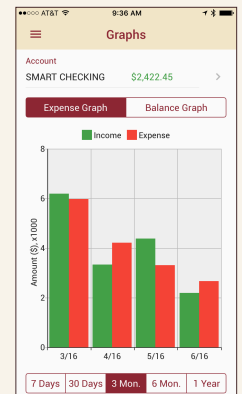
Mission Rewards

Check your points balances, browse redemption options and redeem your points.



Graphs

Use these helpful charts to track your spending and saving.



What else can we help you with?

Forgot your password?

You can reset your password in Mission Fed Online Banking or give us a call at 858.524.2850 or 800.500.6328.

Can I give you feedback?

Please use the app store rating and review features to let us know what you think, or send an email to membercare@missionfed.com with your thoughts. We'd love to hear from you!

Wireless data rates may apply. All trademarks are properties of their respective owners.

Insured by NCUA

3/19



Your success is our bottom line.

858.524.2850 | 800.500.6328 | membercare@missionfed.com | MissionFed.com