



AERO SERVICES CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

AeroACCESS FAQ

#	QUESTIONS	ANSWERS
1	What is Online Banking?	Online Banking is an internet facility which enables access to financial information and the conduct of banking transactions.
2	Who can sign up for AeroAccess?	Any ASCU member who is 18 years and over.
3	What do I need to have in order to access ASCU online banking?	<ul style="list-style-type: none"> • Membership with ASCU • An Electronic device e.g. Computer, tablet, Smartphone, etc. • Security software installed on the above device • Internet Access • Browser - Internet Explorer (latest edition), Firefox/Mozilla, Google Chrome
4	How can I register for Online Banking?	<ul style="list-style-type: none"> • Visit our website: www.aeroservicescu.com • Download, print, complete and sign the application form • Submit your completed form
5	Where do I submit the completed Application form?	<ul style="list-style-type: none"> • At our offices in Tacarigua or Tobago, or scan the signed (not digitally signed) Application Form and e-mail to us
6	Can I sign up if I live outside of Trinidad and Tobago?	Yes you can. Follow the same procedures as in 3 and 4 above
7	How soon can I start using AeroAccess?	The online Banking Administrator processes your application and once approved, he/she will send you an e-mail notification with a username and password. , You may then begin using this facility.
8	First time log-in	Log on to ASCU Website ⇒ Log in to Aero Access ⇒ Accept Terms & Conditions ⇒ Answer Security question ⇒ code verification
9	First time log-in Password Prompt	Upon logging in for the first time, you would be prompted to change your Password. The password must be 8 – 12 characters in length
10	How do I select my Password	<p>The Password must be 8 – 12 characters and should contain at least:</p> <p>One digit (0, 1, 29)</p> <p>Lower case letter (a, b, c z)</p> <p>Upper case letter (A, B, CZ)</p> <p>Special character (*,&,#, @)</p> <p>Password must not contain any part of Login Name (this has to be created upon sign on). Password must not contain spaces.</p>
11	How often can I change my username/ID or password	You may change your log-on credentials whenever required
12	What shall I do if I forget my UserID/Password?	<ul style="list-style-type: none"> • Go to the 'Forgot My Password' link on the login page and a new password will be e-mailed to you, or you may • Contact the Aero ACCESS Administrator: 640-6416/6418 or via e-mail: AeroACCESS@aeroservicescu.com
13	Is there any fee for accessing ASCU Online Banking?	There is no charge for using this service.



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14	What type of transactions will I be able to perform online	You will be able to perform the following transactions: <ul style="list-style-type: none">• Transfer funds between your own accounts:<ul style="list-style-type: none">- Flex-A-Sav to Debit Card account- Flex-A-Sav to Family Indemnity Plan (FIP)- Flex-A-Sav to your Share account- Flex-A-Sav to your loan(s) accounts• Transfer funds from your saving account to another member's account• Obtain statements on your accounts• Request letters (indebtedness, VISA, etc.)• Other requests (Loans and Cheques)
15	Can I transfer funds FROM my Share Account to other accounts?	NO. TRANSFERS ARE PERMITTED ONLY <u>TO</u> YOUR LOAN AND SHARE ACCOUNTS.
16	Online Banking Security	DO NOT reveal your username and password to anyone. You are the only person who can access your banking account information online. Should you suspect that your personal log-in information has been compromised, kindly contact the Online Banking Administrator immediately.
17	For further assistance you may Contact the Online Banking Administrator:	Online Banking Administrator contact: Telephone: 640-6416/6418 Or via e-mail: AeroACCESS@aeroservicescu.com

Five important tips for safe online banking:

1. Create a strong password

Create a password that is long with a combination of upper and lower case letters, numbers, and special characters. Never create a password that contains your name, initials, or birth date.

2. Secure your computer and keep it up-to-date

Make sure you have a firewall turned on and are running antivirus software. To ensure that there is no security holes present, keep your operating system and other software up-to-date.

3. Avoid clicking through emails

We will NOT send you an email asking you to provide any of your login details. Emails from Aero Services will always carry *@aeroservicescu.com* as the end part of the email address. If you receive an email that appears to be from us (ASCU) asking for your login details, treat it with suspicion as it may well be a phishing attempt (fraudulent e-mails requesting personal information) to trick you to disclose your credentials.

4. Access your accounts from a secure location

It's always best practice to connect to your Credit Union Online Banking Account using computers and networks you know and trust.

5. Always log out when you are done

Always log out of your online banking session and close the tab when you have completed your transaction.