The Future of

Tulee is our next-generation digital banking platform that creates a personalized experience by giving you the power to choose the apps (we call them Tools) and services you want to use.

Digital Banking.

In this User Guide, you'll find all you need to be ready for the official launch of Tulee on **June 23, 2023.** After that date, our current Online and Mobile Banking platforms will no longer be available. So, we encourage you to enroll in Tulee now and explore some of our early-access features.

Scan the QR code or visit tulee.figfcu.org to enroll now!

Or download the mobile app. Search for "Tulee."





IMPORTANT: From June 16–25, you will not have access to payment/transfer services (Zelle[®], Bill Pay, or Transfer Money).

Send Money Tool replacing Zelle.

- Recurring Zelle payments scheduled for after June 22 will not process.
- Send Money will be available on June 26.

Bill Pay will not be available from June 16-25.

- Gather all current invoices for any bills you pay using this service.
- You may need to confirm and/or set-up existing contacts, accounts and recurring transfers.

Transfer Money Tool is to move funds between your Credit Union accounts.

• Recurring transfers may need to be re-set up after June 26.

Credit Card Payments. On June 26, you will be able to pay your Credit Cards in one of the following ways:

- Via the Transfer Money Tool
- While logged into Tulee via the Communication Center, select Transaction Request (funds will post within 2 business hours).
- Contact us by phone or chat to set up an automatic pre-authorization (only for minimum payments or full balances) or send your request via the Tulee Communication Center, select Transaction Request.

ENROLL IN TULEE



Your existing Online Banking login information will not work. You must choose all new credentials. Visit **tulee.figfcu.org** or download the **Tulee** app!

• Click on "Enroll" button.

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a tulee.figfcu.org	₾ ☆
	^
lusername	
Password	
Save Username	
Log in	
Forgot Username/Password?	Enroll

For Personal Accounts

- Enter: Member Number, Last 4 digits of SSN, & Date of Birth.
- Verify identity via text, email, or phone.
- Create new username and password.

For Business or Trust Accounts



Click the "Go to Enroll as an Organization" button, then:

- Enter: Member Number, Last 4 digits of EIN (Employer Identification Number), & Email address.
- Verify identity via text, email, or phone.
- Create new username and password.

Need help? Visit figfcu.org/tulee or call 800.877.2345 (option 3).

HOME SCREEN

Here you will find your accounts & balances, along with some of the available Tools.

		🕒 Logout 🛛 📲
HIGH YIELD CHECKING	\$8.03	>
DATE OPENED 02-24-2017	DATE OPENED 08-05-2022	
membership \$11.58	SO.00	>
DATE OPENED 08-12-2015	DATE OPENED 11-68-2016	
VIEW	VALL ACCOUNTS	
SERVICES		+
A @		HAT
Branch & ATM L Contact US	What's New Fr	ankīn

ACCOUNT SCREEN

Click on account card you wish to view. If you want to see transactions on any of your accounts, simply click on the account card you wish to view.

HIGH YIELD CHECKING	NOME EQUITY LOAN FIXED \$67,029.55
CATE OPENED 02-24-2937	CUE DATE S MINIMUM PAY
\$0.00	снескіна \$15,056.65
04TE OPENED 11-08-2016	DATE OPENED 94-29-2019

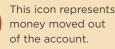
You'll see this screen and can view your recent transactions with options to search by keyword or filter. The search icon is the magnifying glass on top right corner of transactions.

Also access service links including alerts, edocs, deposit checks, transfer money and pay bills.

High Yield Checking	HIGH YIELD CHECKING /	ACCOUNT
	\$239. ⁷⁰ TRANSFER MONEY	SEND MONEY
	PENDING (1)	Q
7	Card Hold Pending	-\$17.59
	05-26-2023	
Account: 📀	CHECK FIL-A FOCO AND DINING FAST FOCO CHICKEN RESTRUMENTS	- 67.66 >
	05-05-2023	
ALERTS EDOCS CARD OVERD	D Britsharitan Industria	-\$185.13 >



This icon represents money deposited into your account.



TOOL DRAWER

To see ALL available Tools, click on the (+) sign at the top right of the screen to access the Tool Drawer.



 To add a Tool to the Home Screen, simply press the (+) sign beside it.



 Don't want to see a Tool on the Home Screen? Swipe left and touch the red eye. It will move back to the Tool Drawer!

PROFILE/SETTINGS/ NOTIFICATIONS

Click on the window menu in the upper right to change your username or password, send a message, or change notifications or security settings.



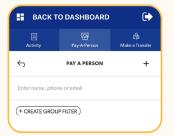
SEND MONEY



Use Send Money Tool to send funds to your External accounts. You can also send money to ANYONE using our Pay A Person service. A Checking account is required.

It's easy:

1. From the Send Money Tool, click the Pay A Person tab.



2. To add a new contact, click the (+) button and enter payee information (name, phone, and email).

E Activity	Pay A Person	EÛ Make a Transfer
6	ADD CONTACT	
First Name		Tulee
Last Name		Use
Mobile Number		(555) 555-5555
Email		tuleeuser@tuleeuser.com
HOW DO YOU WANT PAYME	NT DELIVERED?	
Send to (555) 555-5555		,

Question	What question do you
Answer	What is
	have to answer your security
	can receive their payment. Pl anicate the answer to them.

Find Name	Tutes
Last Name	Um
Mubile Humber	(810) 515-589
truit	Libration (Fallencies Con
HONYOO YOU MAKE ANYMENT BRUVENED?	
Send to (355) 555-5555	
BECURITY GUEETICH	
Guardian	Plane and in Tube
Answer	04
	only question before they can receive their riskels the answer to them.
447	

- 3. Enter a unique security question and answer. Note: Your recipient will have to answer your security question before they can receive their payment. Please communicate the answer to them.
- Click SAVE AND PAY to proceed. Or click SAVE to store the contact (payee) information for later.

	They in Pressor	(Å Natur Taraber
5	PRY A PERSON	
Tulos User		
Add a memo		
RECM		
High Vield 58,722.16 Ending in 1999		
REQUENCY		
SEND CHITS	REPORTS	
May 24, 2023	> One time	

 Select funding account, transfer date, and whether one-time or recurring payment. Click the PAY button.

Schedule payment?		
Tec	Talee Use	
Amount:	\$5.0	
From:	Hap Test 118 (8,72) 8	
Frequency:	One-Sime - May 24, 2023	
Memo:		
CANCEL	CONFIRM	

 Review payment information and click CONFIRM.

TRANSFER MONEY

Use the Transfer Money Tool to move money between your Credit Union accounts. The process is easy and quick.

2:36	🗢 🗊
BACK TO DASHBOARD	¢
Transfer Money	+ ACCOUNT
TOTAL SCHEDULED NEXT 30 DAYS	
S You've transferred \$0.00 in the past 30	days
TRANSFER	
MAY 25, 2023 - SCHEDULED	۹
Holiday Club Testing	\$20.00
© 2023 Farmers Insurance Group Federal is federally insured by the NCUA. All right	Credit Union

1. From the Transfer Money Tool, click the **TRANSFER** button.



4. Confirm transfer details, then click the SUBMIT TRANSFER button.

2:31	.a ≎ II.
BACK TO DASH	BOARD 🕞
⇔ Start Transfers	
SELECT FROM THEN TO ACCOUNT	π
FROM:	TO:
TRANSFER AMOUNT	
\$ 00.	00
DELIVERY OPTIONS	
Frequency	One Time
Delivery Date	MM(DD)YYYY
ADD NOTE	
Click to Add Note	
© 2023 Farmers Insurance (is federally insured by the ?	incup Federal Credit Union ICUA. All rights reserved.

- Input the requested information, including the accounts, amount, and delivery options.



3. Click the REVIEW TRANSFER button.



 A confirmation screen pops up. Click the DONE button.

BILL PAY

Here's how to add a new biller and pay your account.

1. From the account management dashboard or the home screen, click the **BILL PAY** button/icon.

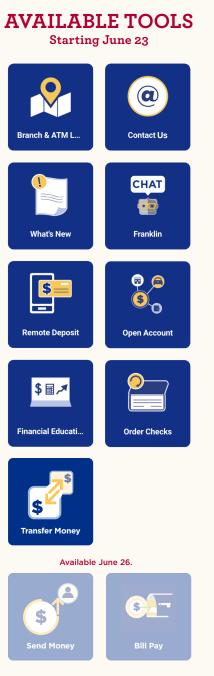


 Click on the ADD BILLER button, add the name of biller, then other requested information including the biller's account number. Click the Next button.

	FARMERS INSURANCE GROUP FEDERAL CREDIT UNION Pay Bills	vanues necessary and received Pay Bills	
VECTOR 10 Pay Ells And the stand sense and any and the stand sense and the stand sense and the stand sense and Dector and the stand sense Hereit Sense and the stand sense and the stand sense Hereit Sense and the stand sense and the stand sense Hereit Sense and the stand sense and the stand sense and the stand sense Hereit Sense and the stand sense and the s	No saved billers yet two don't have end Addryse for failers to save RI Pay regentees.		
		CANER	

3. You'll see confirmation of the biller account, and account that funds will be taken from. Add dollar value to be sent, click the **PAY** button, and the payment screen pops up. Click the **CONFIRM** button to complete payment.

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	Biller added successfully		0000	Schedule payment?		0-000		×
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CHOOSE FROM			Caller	Others The Development of the set		-	Payment Scheduled	
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							en or 3/21/2023. Funds will be with down on #/2023.	\$5.00
BILLERS				COMPIUM \$1.00				- 8
Citibank (CitiCard)	NEW	so >					DONE	_





HELPFUL HINTS

Here are some pointers to help you as you get more comfortable with the platform.

- Tulee launches June 23, 2023. Enroll before then to be prepared.
- Current Online & Mobile banking will not work after June 22, 2023.
- You need to enroll for each member number separately, which includes both personal and organization accounts.
- If you access Tulee on a desktop, bookmark the URL for easy access! tulee.figfcu.org.
- If you access Tulee on an older or small phone, you may have to scroll to see all the information on your screen.
- The Remote Deposit Capture Tool works only on the mobile app, not on the desktop.

Questions? Visit **figfcu.org/tulee**, use Franklin our chatbot, or call 800.877.2345 (option 3).





