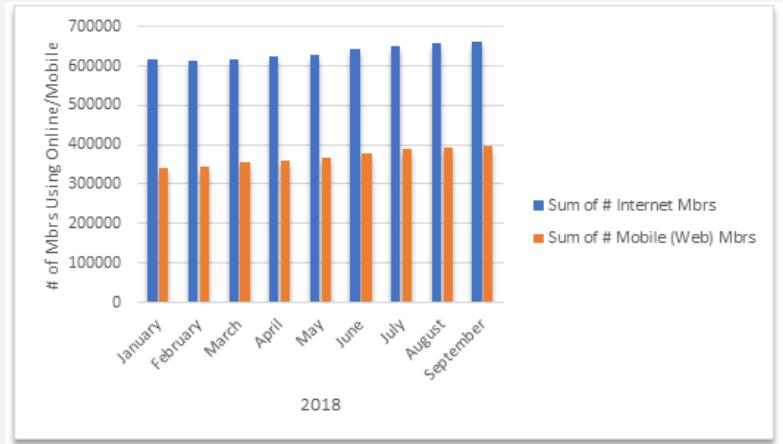


Find out how members are using Online and Mobile Banking services in the network.

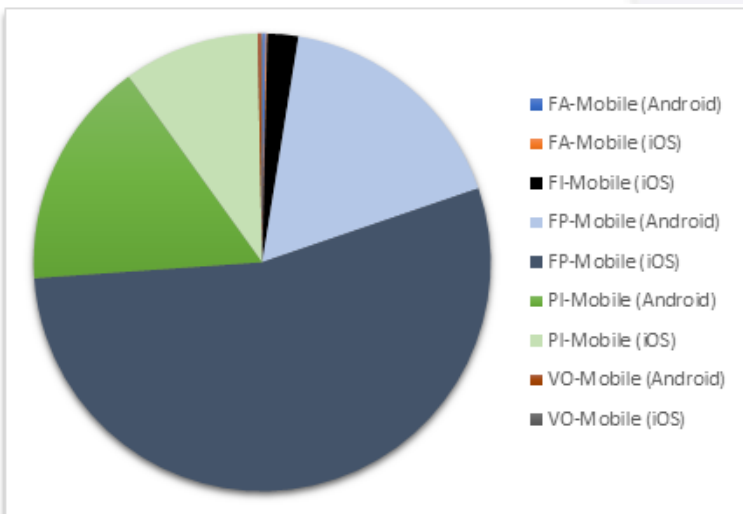
## Online and Mobile Banking in the Network

### MEMBERS USING ONLINE VS MOBILE BANKING

- Average Monthly Online Banking Users: **633,761 members**
- Average Monthly Mobile Banking Users: **369,952 members**
- Average Age of Online Banking User: **45.2 years old**
- Average # of Unique Log Ins: **4,587 unique log ins per credit union**
- 75.96%** of members using Online Banking are enrolled in eStatements
- 6%** of members using Online Banking are enrolled in Jump accounts
- 55.72%** of members enrolled in Jump accounts are currently using them
- 12.9%** of members using Mobile Banking are enrolled in Text Banking
- 35%** of members in the network currently using Online Banking
- 21.22%** of members in the network currently using Mobile Banking



### BREAKDOWN OF MACO USAGE VIA MOBILE



We took a look at the four means of accessing mobile banking via MACO (Multi Authentication Convenience Options) excluding username & password.

- FA/FI: Face/Face ID
- FP: Fingerprint
- PI: Pin
- VO: Voice

In September 2018 alone, there were 49,826 memberships using MACO to access their accounts via mobile banking outside of Username/Password, Forgot Password, and Jump To access options.

Continue on the back for stats on Internet Retailing in the Network!