

PSD2 (PAYMENT SERVICES DIRECTIVE)



Payment services (PSD 2)
Directive (EU)

Strong Customer Authentication (SCA)

The Payment Services Directive (PSD2) is a new law within the European Union that was introduced in January 2018 designed to benefit customers by enhancing transparency, giving you greater control over your data and will further protect your banking and purchases online. This will come into force on 14th September 2019.

What is Strong Customer Authentication (SCA)

Strong customer authentication (SCA) is the process that validates the identity of you the user when you log in to access online (cuOnline+) and mobile banking (cuAnywhere), and for further services such as making payments or changing your address.

From September you will be asked for additional security credentials. We will be sending you notifications to ask you to confirm that you have authorised payments, logged in or wish to make changes to your accounts. We will also implement additional fraud prevention measures.

How does SCA work?

From the 14th September when accessing your account or approving certain actions, you will be required to authenticate yourself using two out of three of the following:

- Something you know – i.e. password or PIN
- Something you have – i.e. mobile application
- Something you are – i.e. fingerprint or facial recognition

When does SCA it come into effect?

SCA comes into effect on the 14th September 2019.

Why is this happening?

The second Payment Services Directive (PSD2) came into effect on the 13th January 2018 which contained 12 mandates. One of these mandates covered strong customer authentication, the Regulatory Technical Standards (RTS) which are effective from the 14th September 2019, details how the mandate should be implemented. Accordingly, all account providers, online retailers etc. are required to comply with these Standards.

When is SCA applied?

SCA will be used when you do any of the following actions on your cuOnline account:

- Access your account,
- Initiate a payment,
- Initiate an action which may imply a risk of payment fraud, such as creating a new payee.

Can I opt out of using SCA?

No, the EU directive is mandatory and all cuOnline users will be required to complete SCA.

What do I need to do?

To make this change easier, please ensure that your mobile telephone number is correct on your cuOnline profile, you can call into any of our offices to update this information. Additionally, you will be required to provide photographic identification (current passport or driver's license) and documentary evidence for proof of address (bank statement, utility bill or letter from Government Dept. dated within previous 3 months) to verify your personal data.

Give us a call on 042 967500, if you have any questions on your personal details held by Link Credit Union Limited.

For more information regarding PSD2, please refer to the Banking & Payments Federation Ireland website:

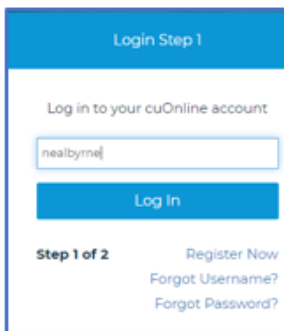
<https://bpfi.ie/?s=PSD2>

Details of the enhanced security measures that have been added to login and to set up / amend a payment, are detailed below:

Account Access

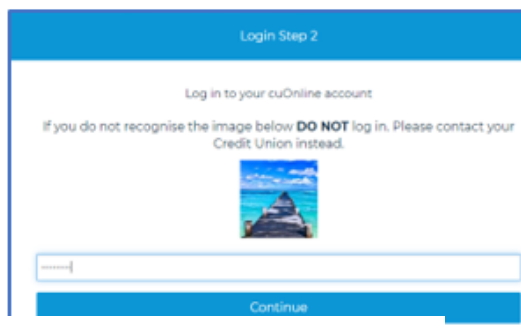
Existing cuOnline+ members

There will be an additional level of security that you must enter in order to be able to access your account. Please note that you will only need to enter your PIN once to activate the new security login following which the PIN will no longer be required as a new 3 step process must now be followed:



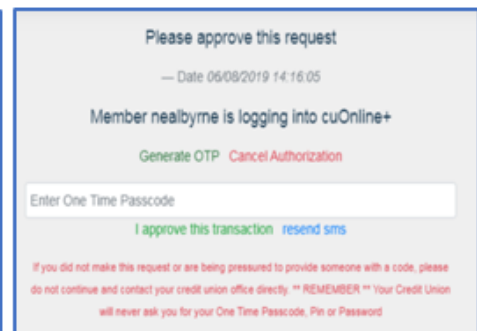
The screenshot shows the 'Login Step 1' interface. It has a blue header with the text 'Login Step 1'. Below the header, it says 'Log in to your cuOnline account'. There is a text input field containing the username 'nealbyrne'. Below the input field is a blue 'Log In' button. At the bottom, it says 'Step 1 of 2' and provides links for 'Register Now', 'Forgot Username?', and 'Forgot Password?'.

Step 1. Enter Username



The screenshot shows the 'Login Step 2' interface. It has a blue header with the text 'Login Step 2'. Below the header, it says 'Log in to your cuOnline account'. There is a warning message: 'If you do not recognise the image below DO NOT log in. Please contact your Credit Union instead.' Below this is a small image of a boat. Underneath the image is a text input field for the password. At the bottom is a blue 'Continue' button.

Step 2. Enter Password



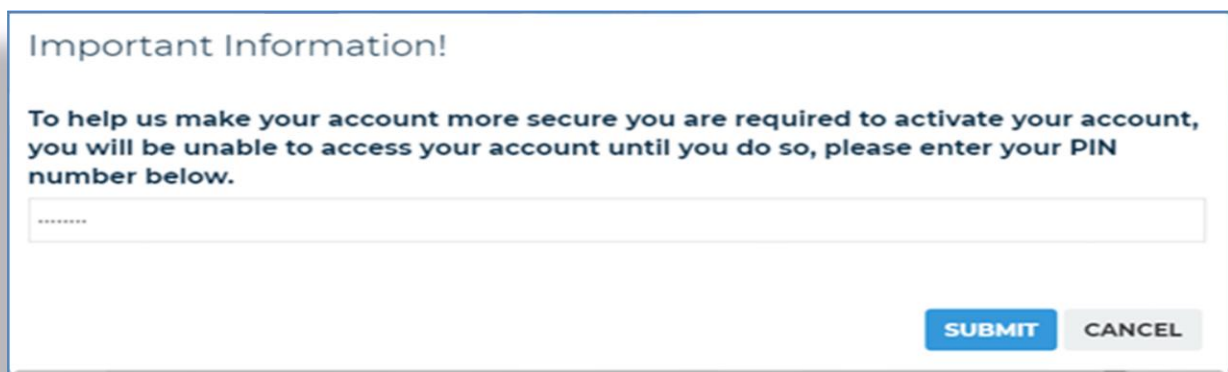
The screenshot shows the 'Please approve this request' screen. It has a grey background. At the top, it says 'Please approve this request' and shows the date and time 'Date 06/08/2019 14:16:05'. Below that, it says 'Member nealbyrne is logging into cuOnline+'. There are two buttons: 'Generate OTP' and 'Cancel Authorization'. Below these is a text input field for the 'One Time Passcode'. At the bottom, there is a green button that says 'I approve this transaction' and a red link that says 'resend sms'. A small red warning message is at the very bottom.

Step 3. Click Generate OTP
Enter Code
Click 'I approve this transaction'

New cuOnline+ members: first time access

There will be an additional one-time activation security step for members accessing their accounts for the first time as follows.

1. Enter username Click login
2. Enter password Click continue
3. Generate OTP Click Generate OTP – You will receive a secure SMS
The code within the SMS must be entered at this point
Click I approve this transaction
4. Enter activation PIN Click submit



The screenshot shows a dialog box titled 'Important Information!'. The text inside says: 'To help us make your account more secure you are required to activate your account, you will be unable to access your account until you do so, please enter your PIN number below.' Below the text is a text input field for the PIN. At the bottom right, there are two buttons: 'SUBMIT' and 'CANCEL'.

[New CuMobile App:](#)

You can now register for our online services using our new CuMobile App which is PSD2 compliant. Please download the CuMobile App and select Link Credit Union from the dropdown.



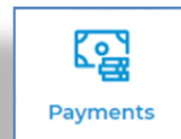
Android phone: You will find the link [here](#).

iPhone: You will find the link [here](#).

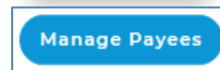
Setting up a new payee

If a you wish to set up a new payee within cuOnline+ a new additional security step will be required. You will need to **'Generate OTP'**

1. Click on Payments option on left hand side



2. Click on 'Manage Payees' button



3. Navigate to 'Set up a new payee' and click next

SET UP A NEW PAYEE

Enter Payee Details Step 1 of 3

IMPORTANT INFORMATION REGARDING PAYMENT REQUESTS

Please note that all payments put through this facility are treated as requests to the Credit Union and are subject to approval and to the following conditions:

- Your Credit Union has a maximum permitted daily payment amount. If unsure please contact the credit union before submitting your request.
- Your Credit Union may not permit Share to Loan transfers using this facility. Check with your Credit Union if unsure.
- Only cleared funds will be available for payment. If you have recently lodged a cheque or if a direct debit has recently been posted to your account, your available amount will be affected.
- Funds held as security for a loan will not be available for payment.

Note that acceptance of your request by cuOnline is NOT confirmation of the transfer or payment having been completed.

[Cancel](#) [Next](#)

4. Enter the new payees banking details, then click next

Choose Category Of Payment Step 2 of 3

Personal Payment **Bill Payment**

Enter Payee Banking Details

Payee Name :

Account Name :

Payment Reference :

IBAN :

BIC :

Cancel **Next**

5. Enter your password, then click confirm

SET UP A NEW PAYEE Step 3 of 3

Note: It is very important to check that you have entered the correct details as the Credit Union is not responsible for errors with the transfer if incorrect details are entered.

Please enter your password:

Back **Confirm**

6. Generate the OTP, enter the code, then click approve transaction to set up the new payee.

SET UP A NEW PAYEE Step 3 of 3

Note: It is very important to check that you have entered the correct details as the Credit Union is not responsible for errors with the transfer if incorrect details are entered.

Please enter your password:

Please approve this request

— Date 15/08/2019 12:10:15

Vet

Account : AIBKGB2L , GB33BUK2020155555555

Generate OTP **Cancel Authorization**

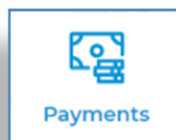
I approve this transaction **resend sms**

If you did not make this request or are being pressured to provide someone with a code, please do not continue and contact your credit union office directly. ** REMEMBER ** Your Credit Union will never ask you for your One Time Passcode, Pin or Password

Adding/amending a recurring payment

If you wish to add/amend a recurring payment within cuOnline+ a similar additional security step will be required. You will need to **'Generate OTP'**

1. Click on Payments option on left hand side



2. Click on 'My regular Payments' button



3. Make changes by clicking the edit icon



4. Enter changes and click on generate One Time Passcode, Enter Code, click submit

A form titled "Request One Time Passcode" with a green header. It contains a text input field labeled "Enter Code :". Below the input field are two buttons: a red "Cancel" button and a green "Submit" button.

A grey dialog box titled "Please approve this request". It displays the date "Date 15/07/2019 11:55:05", a transaction ID "1234567890123456", and the account number "Account : MURUIE21XXX , IE73MURU99100212332221". The amount is shown as "Amount: € 232". At the bottom, there are two buttons: a green "Generate OTP" button and a red "Cancel Transaction" button.