

IMPORTANT!

Accessing Your Account Information AFTER October 3, 2009



Login - MemberDirect®

Bulkley Valley CREDIT UNION The power of membership

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Login

[Browser Requirements](#)

Card Number 5818090500

Access Code (PAC)

Enhanced Security

If you are using a shared or publicly accessible computer, please select the enhanced security option.

Login

Login

[Browser Requirements](#)

Card Number 5818090500 **901234**

Access Code (PAC) **401234**

Enhanced Security

If you are using a shared or publicly accessible computer, please

Login

	MemberDirect® Online Banking	Telephone Banking
Getting Started	<p>The MemberDirect® website address will NOT change.</p> <p>The way you log in to MemberDirect® WILL change. The numbers you use to log in will change and you will no longer have to identify your branch number.</p> <p>A temporary Personal Access Code (password) will automatically be assigned to you—please see below.</p>	<p>The Telephone Banking phone numbers will NOT change. 1-888-289-4331 or 250-847-3090.</p> <p>The way you log in to the Telephone Banking service will NOT change: meaning the numbers you use to log in will NOT change; however, you will no longer be required to enter your branch number.</p> <p>A temporary Personal Access Code (password) will automatically be assigned to you—please see below.</p>
Your New Login	<p>Enter the last six digits of the number on the front of your MemberCard. If you have more than 1 MemberCard, you will need to use the one issued most recently.</p> <p><i>Note that all memorized accounts will be reset; you will need to re-enter this information.</i></p>	<p>No new log in procedure is required. Please use your existing Membership Number.</p>
Your New Password	<p>Your six digit TEMPORARY Personal Access Code will start with the number 4, followed by the last five digits of your MemberCard. Once you are logged in for the first time, the system will ask you to create a new password.</p> <p>If you experience difficulty during the first two attempts, please call your branch or the Technical Assistance help desk at 1-888-273-3488.</p> <p><i>(Note that the MemberDirect® system will block access for 24 hours after the 3rd unsuccessful attempt to protect your Personal Information.)</i></p>	<p>Your six digit TEMPORARY Personal Access Code will start with the number 4, followed by the last five digits of your MemberCard. Once you are logged in for the first time, the system will ask you to create a new password.</p> <p>If you experience difficulty logging in, please call your branch for assistance.</p>

the Hazeltons	Houston & District	Lakes District	Smithers
Tel: 250-842-2255	Tel: 250-845-7117	Tel: 250-692-7761	Tel: 250-847-3255
Fax: 250-842-2121	Fax: 250-845-2783	Fax: 250-692-3361	Fax: 250-847-2818
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