

MEMBERPASS TRAINING AIDE

As a reminder, MemberPass is a safe and convenient way members can identify themselves at a tap of a button right on their smartphone. With MemberPass, we are **instilling trust** in digital interactions and **saving** the member **time** by not having to answer “out of the wallet” questions or providing their ID. We want to share this great service with our members to be considerate of their time and help protect them against identity fraud.

You may be wondering; “How do I introduce this new service to our members?” Below are a few script examples to help you inform our members about MemberPass.



In the drive-up: *“I know you typically come through the drive-up when you visit us and we ask you to provide your ID. We have a new service that can save you time and the hassle of providing your ID each visit. MemberPass will also protect your accounts from identity fraud. If you have a smartphone, I would be happy to set you up to make the process smoother next time.”*



Over the phone: *“I understand answering these credit report questions are hard and daunting. If you have a smartphone, I can walk you through a new service we have so we will not have to ask you these questions in the future.”*



At the ITM: *“Next time you visit, we can skip the step of having you place your ID on the scanner by enrolling you in our new service called MemberPass. This will save you time as well as provide peace of mind knowing your identity is safe. MemberPass will also protect your accounts from identity fraud. If you have your smartphone handy, I can walk through the process.”*



In the branch: *“I know it can be a pain to provide your ID or unsettling to answer security questions when others are in line behind you for us to verify your identity. I can eliminate those steps for you in the future by enrolling you in our new program called MemberPass. MemberPass will also protect your accounts from identity fraud. All we need to do is download the app on your phone, it only takes about 5 minutes.”*



When opening a new account or loan application: *“Since you are a new member, our staff do not know you just yet. One thing we can set-up for you today is a service we provide called MemberPass, so you will not have to worry about answering security questions or providing your ID during your next visit or if you call our Contact Center. MemberPass will also protect your accounts from identity fraud. All we need to do is set-up MemberPass on your smartphone and you will be all set!”*

Want to learn more? Check out these great resources on how to enroll, authenticate, unenroll, and troubleshoot the MemberPass process.

- [Training Video](#) – see the employee and member experience
- [Training Guide](#) – step by step guidance
- [Troubleshooting Guide](#) – if you receive an error, here is what to do next
- [MemberPass Web Page](#) – what the members are reading about MemberPass