



MemberPass™

What is MemberPass?

MemberPass is a simple and secure replacement for traditional identity verification questions, like your birthday and social security number, saving you time and stress when you contact our call center. Once enrolled, MemberPass allows you to verify your identity using biometrics from your mobile device.

How does it work?

MemberPass is established through a mobile app. Once connected to the app, you'll receive the MemberPass credential from an Achieva Member Service Advisor over the phone, allowing you to verify your identity using your thumbprint or other biometrics.

How do I enroll?

Enrolling is quick and easy. To enroll in MemberPass, contact Achieva Credit Union's Member Service Center at 800-593-2274. A Member Service Advisor will guide you through the process of downloading the app and setting up your MemberPass.

Does MemberPass work on both Android and iOS devices?

Yes, MemberPass is available and supported on both Android and iOS devices.

Can MemberPass be used on an iPad or tablet?

No, at this time MemberPass cannot be used on an iPad or tablet.

Is there a charge to download the app?

No there is no fee to enroll or use MemberPass.

Where is my personal information stored?

Your MemberPass credentials are securely stored on your mobile devices digital wallet. No information is stored with Achieva Credit Union and a new credential is sent to your device each time you contact our Member Service Center.

Who has access to my personal data?

Because your biometrics are used to unlock your MemberPass on your device, only you can access and use your data. MemberPass allows you to manage who you share your identity with. It also allows you to verify that you are in contact with the intended recipient, Achieva Credit Union, providing further peace of mind.

What happens if I lose my phone?

If you lose your phone, your personal information in MemberPass remains encrypted and protected. Since it requires your biometrics to access and share your credential, anyone else who obtains your mobile device will not be able to access your MemberPass credentials.

What if I want to delete my MemberPass?

If you choose to delete your MemberPass you may delete the mobile app from your mobile device. Your personal information will be permanently removed from your device and you will no longer be able to use your MemberPass.



Ask to enroll when you contact us at **800.593.2274**.