



Dear Members,

In order to meet its obligations under the Criminal Justice Act 2010, Croí Laighean Credit Union is obligated to identify and verify its members on an on-going basis. This means Croí Laighean Credit Union will request its members to provide current Proof of Identification and Proof of Address to satisfy these requirements.

Please note that where we have been unable to obtain the necessary documentation from a member, we will be required to cease providing services and ultimately this could mean having to close accounts.

In order to avoid this, we would greatly appreciate member's cooperation in providing the identification documents which have been requested from you. To find more information on what documents are accepted as Proof of Identification and Proof of Address, visit www.clcu.ie/join-us.

To upload your Proof of Identification and Proof of Address documents, login to the [CU Online portal](#). You can register for CU Online access or get help if you have lost your PIN [here](#). Once logged in to the Members Area of CU Online, you can launch online banking and select the 'document upload' option. Guidance on how to do this is provided on page 2 of this document.

How to upload documents via the CU Online Portal

Step 1: Log in to the Members Area of CU Online. (You can register for online access, login or report a lost PIN [here](#))

The screenshot shows the Croí Laighean Credit Union website. At the top left is the logo and name. At the top right is the contact information: Freephone: 1800 23 24 25 | E-mail: welcome@clcu.ie. Below the header is a navigation bar with a 'HOME' button and a 'CU ONLINE Members Area' section containing 'REGISTER' and 'LOGIN' buttons. The main content area is titled 'MEMBER AREA LOGIN'. On the left, there is a 'MEMBER AREA' sidebar with links for '> Login', '> Register for Online Access', and '> Lost your PIN'. The main content area contains a login form with the text 'Please enter your member number and Date of Birth'. The form has a 'Member Number' input field, a link for 'I don't know my Member Number', and a 'Date of Birth' field with a dropdown menu set to 'January'. A 'CONTINUE' button is at the bottom of the form.

Step 2: Once logged into the Members Area of CU Online, select the option to launch online banking.

The screenshot shows the Croí Laighean Credit Union website after logging into the Members Area. The top navigation bar includes the logo, name, and a 'HOME' button. A dark grey bar at the top right says 'Member Area'. On the left is a green sidebar menu with the following items: 'MEMBER'S AREA HOME', 'ONLINE BANKING', 'LOAN CALCULATOR', 'APPLICATION FORMS', 'APPLY FOR A LOAN ONLINE', 'BIC & IBAN', 'MEMBER NOTICES', and 'LOGOUT'. The main content area has a heading 'You are currently logged into the members area of the website. To view our new products and services please see below. Alternatively you can navigate through the members area by clicking on the left hand side navigation menu.' Below this are three promotional cards. The first card, 'ONLINE BANKING', is highlighted with a green border and lists 'Benefits of Online Banking' (View Account Balances, Transfer Money, Pay your Bills) and a 'LAUNCH NOW' button. The second card, 'APPLY FOR LOAN ONLINE', asks 'Need a Loan? Don't have time to drop in? Apply for a Loan online using our online Loan Application form.' and has a 'MORE INFO' button. The third card, 'LOAN CALCULATOR', says 'Check out our different loan rates' and has a 'MORE INFO' button.

Step 3: In your online banking dashboard, select the 'document upload' option on the right-hand menu. Upload your file, select the document type and click 'upload document'.

The screenshot displays the Croí Laighean Credit Union online banking dashboard. On the left is a vertical navigation menu with options: Account Balances, Inter Account Transfers, External Account Transfers, Bill Payment, Member Documents, e-Statements, Manage Payees, Future Dated Payments, Address Change, Direct Debits, Standing Orders, and Document Upload (highlighted in green). At the top left is the Croí Laighean CREDIT UNION logo. At the top right is a 'Personal Settings' gear icon. Below the navigation menu is a 'LOGOUT' button with a power icon. The main content area is titled 'Document Upload' and includes the instruction 'Browse your computer to select a document to upload.' Below this is a form with two fields: 'Document' with a 'Choose file' button and 'No file chosen' text, and 'Document Type' with a dropdown menu set to 'Please Select'. A green 'UPLOAD DOCUMENT' button is positioned below the form. A yellow warning box contains the text: 'Only the following file extensions are allowed: bmp, gif, jpeg, jpg, pdf, png. Each document must be less than 10MB in size.' with a warning icon. A small note '* Indicates Mandatory Field' is located in the top right of the form area. The footer contains links for 'Information Security Policy', 'Terms & Conditions', and 'Safety Centre', along with the 'POWERED BY PROGRESS' logo.