

What is BAM (Biometric Authentication Management)?

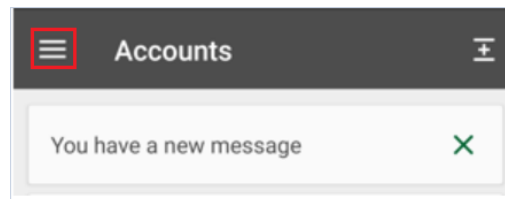
- BAM is a security feature EMUCU will utilize to verify your member identity when calling the Contact Center.

When will I be asked to use BAM?

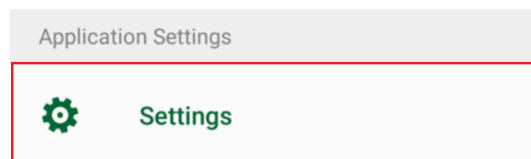
- An EMUCU Representative may ask you to allow for a push notification to be sent to your smart device during a call or secure message exchange.

How do I enable Biometric Authentication Management?

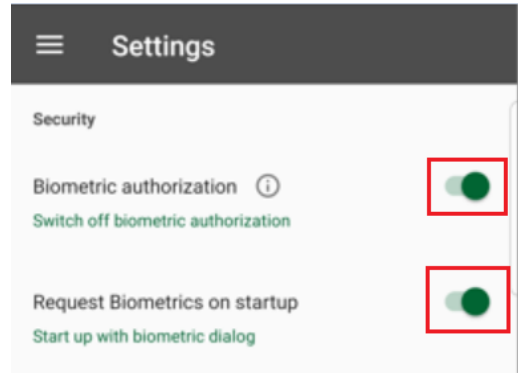
- To enable this feature, your smart device will need to allow permission to use BAM, as well as enabling the feature in the EMUCU application.
- While logged in to your EMUCU Mobile App, tap the menu in the upper-left corner.



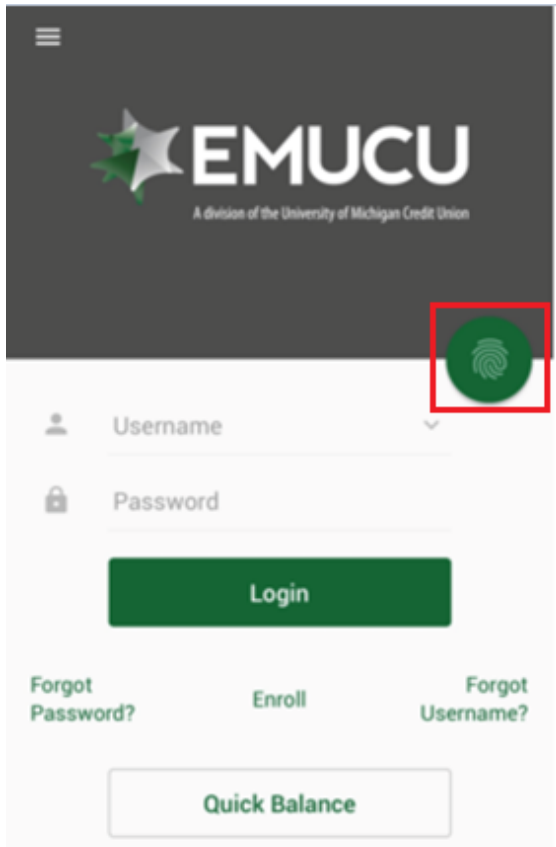
- Select the "**Settings**" option.



- Turn on the Face ID Authentication option to set up this feature.
- Please note: You can also turn the Startup Biometric Request ON or OFF in this menu. This feature will allow the biometric process to be used as soon as you open the Mobile App. If this feature is turned off, you will have to tap on the biometric icon each time you open the Mobile App.



iOS



Android

