

# Southwest Federal Credit Union

Summer Issue  
[www.sfcunm.org](http://www.sfcunm.org)

June 2022  
(505) 243-6751

## Cybersecurity Message

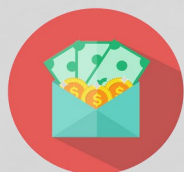
In light of the current events taking place in the world, cybersecurity agencies are on high alert. Please follow a few simple guidelines and be aware of red flags on all incoming emails such as:

- Sender's email address is different from company email.
- Sender is requesting immediate action without confirmation.
- Sender is unknown.
- Topic or message is unexpected from a known sender.
- Any online banking login credentials are being requested or advising you to verify using a link.

## Audio Response System (PAT) sunsetting

Our audio response system (PAT) will be discontinued on June 30, 2022. We have decided to sunset this system due to its age and no longer being supported. This will allow us to invest more in our online tools, such as our online banking system and our mobile app.

We appreciate your understanding with this change.



### VISA Rewards

Our rewards platform has been updated to give our members an upgraded experience. All Visa Platinum card holders need to

register with the new platform. Visit <https://www.extraawards.com/SouthwestFCU/> to sign up.

*The Credit Card Platinum Program will change the Awards Provider in October 2022. The current unexpired points will roll over into the new program.*

### Holiday Closures

June 20<sup>th</sup>—Juneteenth

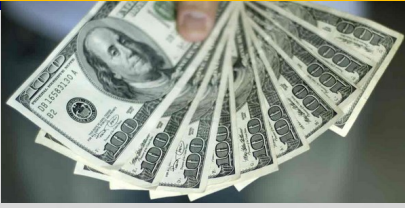
July 4<sup>th</sup>—Independence Day

September 5<sup>th</sup>—Labor Day

October 10<sup>th</sup>—Columbus Day

November 11<sup>th</sup>—Veterans' Day

# Visit [www.sfcunm.org](http://www.sfcunm.org) to view our Notice of Your Financial Privacy Rights



## Do you need extra cash?

Call Katie at (505) 248-8671, our home loan expert about an Equity Line of Credit.

### HELOC Highlights

- LOW monthly payments
- Rates starting at 5.00%
- Borrow up to 90% CLTV (combined loan to value) of your home's equity
- Great way to tackle that home improvement project and increase your home's VALUE!!

## Can I do this online?

It's not that we don't want to see you. We want you to be safe.

Consider all of our out-of-office services:

- Online Banking
- Online Loan Applications
- Mobile Banking (Apple/Android App)
- Remote Deposit Capture (RDC) on your mobile device
- Online Bill Pay
- ATM access through COOP ATMs

There is so much you can do from the comfort of your home. Seek out our online products today. Contact us at 505-243-6751.

## Our Monthly Statements Have a New Look!

You may have noticed our monthly account statements have a new look. They are now generated by the same company that processes all our data and maintains our website. As a result, the new look ties in more closely with our on-line statements.

Previously, we were outsourcing our statements, which means data was sent to a third party. In the past, the process of coordinating with the third party and our data processor has resulted in delays in statement distribution. Not only was this inconvenient to you, our members, but it has also become cost prohibitive.

We appreciate your understanding with this change.

### 24/7 Live Member Service

(505) 243-6751  
(800) 880-7974

### Credit Decline Line (U.S.)

(888) 526-0404

### Credit Decline Line (International)

(206) 352-4954

### Website

[www.sfcunm.org](http://www.sfcunm.org)

### Locations

- ⇒ 8111 Harper Rd. NE, Albuquerque, NM 87111
- ⇒ 7600 4th St. NW, Los Ranchos de Albuquerque, NM 87107
- ⇒ 111 S. Miller, Farmington, NM 87401

Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government. National Credit Union Administration, a U.S. Government Agency.

