

SLFCU's Online & Mobile Banking System: One Year Later

Since launching our new online and mobile banking system in March 2018, we have performed a number of updates to ensure the system is meeting the needs of our members. And many of the improvements were a direct result of feedback we've received from members. Some of the new features include:

Reduced Maintenance Windows and Downtimes

The maintenance windows for our new online banking system are shorter and less frequent. To view the current maintenance window schedule, visit slfcu.org/Availability.

Joint Owner Account Access

SLFCU recently implemented an update that allowed members access to their jointly owned SLFCU accounts using their individual online banking login. If you are a joint account owner, you can view and transact on your jointly owned accounts alongside your primary accounts in online and mobile banking.

Transfer to Another Member's Credit Card

You can now make and schedule transfers to another member's SLFCU credit card in online and mobile banking. To do so, click "Transfer to another SLFCU member" in the Classic tab of the transfers widget, and enter the 16-digit credit card number in both the Account Number and Product ID fields.

Easily Transfer Between Business & Personal Accounts

If you have both business and personal accounts with SLFCU, you can access all of your accounts in a single online banking system, and you can easily transfer between your accounts using the Transfers widget.

Deposit Checks into Any of Your SLFCU Accounts

You can now deposit checks into any account associated with your Social Security number using the Deposit Checks widget.

The Benefits of Refinancing Your Auto Loan with SLFCU

For many individuals, refinancing your auto loan can help save you money. Here are three reasons members decide to refinance their auto loans from other lenders with SLFCU.

Lower Your Monthly Payments

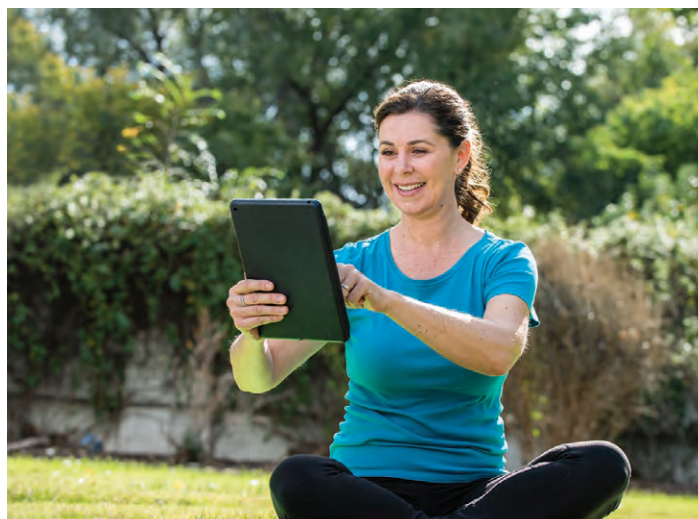
If you need lower monthly payments to make some room in your budget, taking advantage of SLFCU's low rates or extending the term of your loan can help. SLFCU is currently offering rates as low as 3.89% APR for 72 months on new and used vehicles.*

Pay Less in Interest; Pay Off Your Loan More Quickly

By refinancing your auto loan, you can take advantage of lower interest rates and save on the total amount of interest you'll pay over the life of the loan. You could also opt for a shorter loan term to save on the total interest you pay.

Since SLFCU does not charge a penalty for paying off your loan early, many members choose a longer term with lower monthly payments with the intent to make larger payments each month. They generally pay less interest in the long run and can revert to making their regular monthly payment if they have unplanned expenses.

* Annual Percentage Rate effective 5/09/2019. Available rate is based on credit history and term and may be higher than rate listed here. All loans subject to credit approval. Not everyone will qualify for the lowest rate. Rate subject to change without further notice. Non-variable rate loans, 100% financing available including tax, title, license and extended warranties.



Transaction Memos

Members who access online banking using a computer or the iOS app can now add, view, edit, or remove memos on transactions in their account history. We are actively working to make this feature available to members using the Android app as well.

Detailed Credit Card Transaction Descriptions

Transaction descriptions for credit card payments and cash advances now include information entered into the memo field.

Additional Account Details

Previous year's dividend, annual percentage yield, and available dividends for certificates now appear in the Account Details tab.

To view additional improvements and stay informed about future online and mobile banking updates, visit slfcu.org/OnlineBankingUpdates. ■

Get Better Service

Managing your auto loan at SLFCU is easy and convenient. You'll receive the same great service you expect from us and can see your loan balance and payments in online banking or our mobile app. Making payments is as simple as transferring money from your SLFCU savings or checking account, or utilizing our other convenient payment options.

Refinancing Your Auto Loan is Easy

You can apply online at slfcu.org/AutoLoans, call 505.293.0500 or 800.947.5328, or visit any branch.

Here are some tips to make the process even easier:

Before you apply, call your existing auto lender and ask for your 10-day payoff amount, as well as any payoff instructions they may have.

We will need information about your vehicle during the application process or soon thereafter, including the year, make, and model of your vehicle, the vehicle's mileage, and the Vehicle Identification Number (VIN). ■

Spring Real Estate Report: Albuquerque Area and Tri-Valley, California



Valerie Almanzar, HomeAdvantage agent

For those in the Albuquerque, New Mexico housing market, HomeAdvantage® agent Valerie Almanzar of Your Casa Team is seeing a robust market and opportunity for home sellers. “The Albuquerque-area housing market has been strong so far in 2019. We are seeing inventory shortages, so if you are thinking of selling, now is the time to do it. Nice homes that are priced right and in great condition are selling

fast—sometimes within days and with multiple offers,” she says.

The median price for a detached single-family home in Albuquerque rose by 7.6% over the previous year to \$213,000 in March 2019, according to the Greater Albuquerque Association of Realtors. Available inventory of homes for sale decreased 27.3% to 2,075 homes in that same month.

“Prices in the Albuquerque area should continue to rise, especially if our economic situation continues to grow and improve,” says Valerie. She encourages SLFCU members to speak with a knowledgeable and experienced real estate agent to understand the housing market in their neighborhood.

In California, sales of detached single-family homes were down for 11 consecutive months in a row, with declining sales across all price ranges, according to the California Association of Realtors’ March 2019 report. Inventory is up by 13.8% over the previous year, but is still tight by historic standards.



Claudia Colwell, HomeAdvantage agent

Claudia Colwell, a HomeAdvantage agent and associate at J. Rockcliff Realtors, notes that the market has slowed considerably between summer 2018 and early 2019 in the state’s Tri-Valley area (encompassing Livermore, Pleasanton, Dublin, and San Ramon). However, it now appears to be improving with homes taking less time to sell. “Inventory in the area has increased steadily over

the past year, and is two to three times what it was a year ago in some places. I expect to see Tri-Valley area prices grow by 2-5%, not the 8-12% seen over the past several years.”

Additionally, Claudia is seeing more contingent offers accepted from sellers—something she hadn’t seen much of for several years. “There are very few ‘as-is’ sales these days unless the seller has made any needed repairs and completed inspections

prior to going to market,” she says. “More often, we are seeing that buyers have their appraisal, financing, and inspection contingencies in place when submitting an offer. There are always exceptions, and if the market continues to improve we will be back to buyers needing to remove some or all contingencies up front.”

Her top advice to Tri-Valley-area sellers is to recognize that the market has changed and to price their home at or below the most recent comparable sale. Claudia recommends that buyers consider properties that have not gone into escrow quickly, so that there is room to negotiate with the seller.

If you’re in the market to buy or sell a home, register for the HomeAdvantage program for free online access to home listings, with information like neighborhood and school statistics and a list of trusted real estate agents. Plus, receive a cash reward*, equal to 20% of the agent’s commission when you use a HomeAdvantage agent and enroll in the program. Learn more and enroll at slfcu.org/HomeAdvantage.

Thinking of moving? Get started by contacting our friendly home loan officers and apply for pre-approval. Visit slfcu.org/HomeLoans for more information. ■

*Cash Rewards are awarded through the HomeAdvantage program to buyers and sellers who select and use a real estate agent in the HomeAdvantage network. Home buyers or sellers are not eligible for Cash Rewards if they use an agent outside this network. Cash Rewards amounts are dependent on the commissions paid to the HomeAdvantage network agent. Obtaining a mortgage or use of any specific lending institution is not a requirement to earn Cash Rewards. If you are obtaining a mortgage, your lender may have specific rules on how Cash Rewards can be paid out. Cash Rewards are available in most states; however, they are void where prohibited by law or by the lender. Please consult with your lender for details that may affect you.



Home loans.
At the speed of life.

Nuclear physicists prefer home loans from SLFCU*.

***Also available to non-scientists.**

Apply for pre-approval at
slfcu.org/HomeLoans

Protect Yourself Through Data Breach Awareness

Don't let the idea of identity theft 'breach' your peace of mind.



Consider how many times you've had to provide your Personally Identifiable Information (PII) online such as your legal name, social security number, email or home address, and more. Many fraudsters use the internet as a source for personal data to help them commit fraud. Are you confident your information is protected?

SLFCU Card Fraud Prevention Specialist Eric Mitchell says, "There were 110 major corporate data breaches reported in 2018. Many services require your PII for registration or verification purposes. Data breaches have become very common in our digital world."

Though they're not all-inclusive, Eric offers a few simple, but important, tips to help protect yourself.

- Never click on emails, links in emails, or email attachments you do not recognize or were not expecting. They could contain viruses that will steal your PII and damage your computer.

- Use complex passwords – with letters, numbers, and symbols – that would be impossible for others to guess. If you have difficulty remembering your usernames and passwords, consider looking for an app from a reputable source to help create and store that information for you. Other options are to store your usernames and passwords electronically on a password-protected Word document or Excel spreadsheet.
- To protect your personal or business debit cards, download the free CardNavSM app at slfcu.org/DebitCard to set spending limits, lock your card anytime, set up purchase alerts, and more.
- To protect your personal or business credit cards, download the Card LockTM app at slfcu.org/CreditCards to set transaction alerts, set controls to limit where your card can be used, lock your card anytime, and more.
- If you discover fraudulent transactions on your debit or credit card, call SLFCU immediately at 505.293.0500 or 800.947.5328.
- Members with SLFCU's Mastercard debit or credit cards can sign up for free Identity Theft Alerts online via mastercard.us/idtheftalerts.

"It's good to become a lifelong learner when it comes to fraud prevention techniques," said Eric. "There are always new developments and strategies—for both fraudsters and people trying to prevent themselves from becoming their next victim."

You can find free resources online at annualcreditreport.com, the Consumer Financial Protection Bureau website, consumerfinance.gov, and two Federal Trade Commission websites, consumer.ftc.gov/topics/online-security or consumer.gov/scams. "The more you know, the better you can protect yourself and your information," Eric emphasizes. ■

Procedures for Restricted Access to the Kirtland Branch

Members who need to access the SLFCU branch on Kirtland Air Force Base (KAFB) are required to request and obtain a Defense Biometric Identification System (DBIDS) pass, and their access to KAFB must be sponsored by an employee of SLFCU's Kirtland branch.

Request Sponsorship

Sponsorship requests must be received no later than noon of the business day before access is needed. Same-day requests cannot be accommodated. Members will be required to provide SLFCU with their full name, date of birth, phone number, issuing state of driver's license, and the time and date when a member plans to arrive on KAFB, as the pass will only be valid for that time frame. Access to the base is permitted only for members

planning to visit the Kirtland branch; each individual who plans to visit must submit a separate request.

Obtain DBIDS Pass

Upon approval from KAFB, the DBIDS pass will be issued through the visitor's center at the Truman gate. In order to receive the pass, members must provide a valid driver's license or government-issued ID, and proof of vehicle registration and insurance at the gate. If a member is unable to drive and needs to walk or bike onto the base, a valid government-issued ID is still required.

If you need to request a DBIDS pass or have any questions, please call 505.293.0500 or 800.947.5328 or stop by any Albuquerque area branch. ■



Paying for College

What if Your Funding Doesn't Cover Your Costs?



An increasing number of undergraduate students are reaching the borrowing limit for federal student loans, according to Consumer Reports. With tuition and other college costs continuing to rise, the publication noted that parents often pick up the remaining cost of attendance.¹ If you or your student experiences a gap between your funding and the cost of college, here are some options you can explore.

Government Loans, Grants, and Other Assistance

To apply for federal loans, grants, and other assistance such as work-study programs, students must complete the Free Application for Federal Student Aid (FAFSA) each school year. If you need to borrow to fund your college education, federal loans can offer more attractive terms when compared to most other borrowing options. A grant is money that doesn't need to be repaid, and work-study is a program that provides part-time employment to students with financial need. Even if you don't intend to borrow money to pay for school, or if you think you won't qualify for funding, filling out the FAFSA is worthwhile as even higher-income families can qualify for low-interest federal college loans.

If you haven't submitted the FAFSA for the 2019-2020 school year, it's not too late. You can still submit an application for consideration of federal assistance. However, students are generally encouraged to fill out the FAFSA as early as possible for the best opportunities for funding. The FAFSA for the 2020-2021 school year will open on October 1, 2019.

Scholarships

Many students receive extra assistance through scholarships. Even a small one can make a difference when buying textbooks and other necessities. Watch for information about SLFCU's annual scholarship competition every spring at slfcu.org/ScholarshipCompetition.

The Borrower Protection Plan

Peace of Mind for Your Auto Loans, Credit Cards, and Signature Loans.

The Borrower Protection Plan is a loan-payment protection product that may provide relief from the financial burden of delinquency, default, or repossession by canceling or waiving your loan payment, up to the contract maximum, if a protected life event happens to you or your co-borrower. Depending on the plan you choose, protected events may include:

- Loss of life
- Disability
- Involuntary unemployment

Borrowers and co-borrowers receive the same protection. There is no eligibility age limit, and no health questions will be asked.

Private Student Loans from SLFCU

Sometimes government loans, grants, and scholarships still don't cover the entire cost of attending college. A private student loan from SLFCU can help bridge any gaps in funding. You can apply for an SLFCU student loan any time you need it, to help pay for tuition and other qualified expenses like textbooks, housing, food, and computers.

Borrow as little as \$2,000 or as much as the cost of annual attendance (minus financial aid) for a maximum value of \$120,000 in undergraduate loans or up to \$160,000 in graduate loans. Choose the payment option that best fits your budget, including interest-only payments or \$25 monthly payments while you're in school. We offer lower rates for good grades and a 0.25% interest discount for setting up automatic loan payments.²

To learn more about SLFCU's private student loan options and our scholarship program, visit slfcu.org/StudentLoans or call 505.293.0500 or 800.947.5328. ■

¹consumerreports.org/paying-for-college/how-much-should-parents-borrow-for-their-kids-college/

² Variable rate loan. Special conditions apply. If you enroll in automatic monthly payments from a personal checking or savings account to pay principal and interest amounts that are due, the margin will be reduced by 0.25%, subject to the floor interest rate of 4.0%. This rate reduction will be removed and the rate will be increased by 0.25% upon any cancellation or failed collection attempt of the automatic payment and will be suspended during any period of deferment or forbearance. As a result, during the forbearance or suspension period, and/or if the automatic payment is cancelled, any increase will take the form of higher payments. Rates and approval are based on credit history; applying with a cosigner can increase your likelihood of approval and may result in a lower loan rate. Check with the credit union for details.

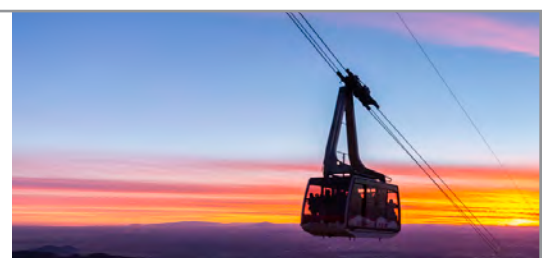


SLFCU members can buy **discounted tram passes.***

\$40 for up to four people.

Call 505.293.0500 or 800.947.5328 or visit any branch to reserve your pass.

*Limited availability



Help Protect Your Family from Financial Elder Abuse

June is National Elder Abuse Awareness month and is a great time to talk with your family members about their future plans. While it's not the most pleasant topic, discussing finances with aging family members is crucial. As the years pass, your loved ones may need help managing their money and keeping their assets secure. Scammers may target their money, but close family members can also take advantage of an elderly relative for financial gain. Learn about three actions you can take to help protect your aging family members from financial elder abuse.

Discuss a power of attorney

Power of attorney is a legal document that lets you appoint a person to manage your affairs if you become incapacitated or are otherwise unable to do so yourself. If your aging family member fears they will reach a point where they can no longer handle their finances, someone will need to do it for them - power of attorney is a way to legalize this transfer of power. Whoever signs the power of attorney document should be trustworthy and responsible. Not only are they in charge of their own finances, they will oversee someone else's finances as well.

Communicate with your family

To ensure that your elder family members' assets are managed properly, talk to them about it, if they are able. Get clarification on what they want done with their money when they feel they will no longer be able to manage it themselves. You should also involve your other relevant family members in the conversation and create a plan together. Even after the initial plan is created, keep them informed as time passes to avoid disputes later on.

Teen Article: Money - It Comes, It Goes

How do you use it wisely?



SLFCU Teen Member
Mariah Martinez

My 13th birthday just passed, and I was given cards filled with money from my family members. As always, I am happy to spend it right away, but how do I not overspend?

Many teens just want to blow their money. It's almost like we just want it out of our pockets and purses as fast as possible. Sometimes we want to buy things, but forget to look at the prices and then ask our parents to pay the difference.

Now that I'm growing up, I know

that's not the right thing to do. We teens need to pay attention to how we spend and save our money.

Saving money is especially hard for teens. Teens tend to make assumptions about each other based solely on which brand-name clothes we wear, so it's hard not to overspend on clothing in an effort to "fit in." But I found the answer - a smart way to get money out of your purse or pocket without using it on things you don't really need: you can put it into your savings account.

When I was younger, I was in SLFCU's Savings Laboratory program and would earn stickers with my deposits and get prizes such as a gift card or movie tickets. This made saving fun and taught me it was better to save than to spend my money on



Teens Can Get \$100

SLFCU members age 13-17 are invited to submit an article on a financial topic to be considered for publication in our Dollars & Sense newsletter and on our website. SLFCU will award teens \$100 for published articles. Visit slfcu.org/TeenArticles for details and to submit an article. SLFCU will review all submissions and respond within 30 days.

Watch for scams

Even if your aging family members are in good health, they are still at risk for scams. The elderly are popular targets for criminals who often times take advantage of vulnerable or overly trusting people. It's important for you to help them keep track of how they spend their money. Advise them to not give out money or personal information to strangers who may call, write, or email asking for help or demanding the repayment of a fictitious debt.

The unfortunate reality is that some people become more vulnerable as they age. However, by becoming more educated on financial elder abuse and learning more about the warning signs, you can be proactive in ensuring your aging family member's finances don't fall into the wrong hands. Visit slfcu.org/Balance for more resources. ■

Auto loans.
At the speed of life.

**90 Days
No Payments***
Apply now at slfcu.org.

*90 Days No Payments is a limited time offer.

SLFCU Savings Laboratory® Program

For Kids Age 12 and Under

SLFCU's Savings Laboratory Program is an exciting way for kids 12 and younger to learn about saving money. The program teaches the importance and benefits of developing savings habits early by giving kids the opportunity to earn cool prizes. SLFCU encourages parents to bring their kids with them when depositing money, collecting stickers, and redeeming notebooks for prizes so they can learn about their credit union.

Bring your child into any SLFCU branch, or visit slfcu.org/SavingsLaboratory, to learn about fun ways you can help them save for their future.

things I didn't need. In my opinion, saving money is the smartest idea. That's exactly what I did and what you can try, too. Saving money is hard, but it is not impossible.

Teens: Be smart! Start a savings account so you can save up money for things you actually need and so you can help pay for things instead of relying on someone else. This begins our journey to independence. As a teen, I know that may sound hard, but it's totally possible. So, don't think harder, think smarter - start saving your money! ■

Save for a Down Payment with Online and Mobile Banking

SLFCU's online and mobile banking makes it simple to track your progress toward saving for a down payment on a home or new car.

Set Savings Goals

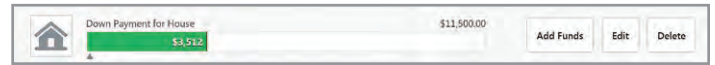
In online banking you can create savings goals and connect them to a designated savings account. To get started, click the Savings Goals widget and select New Goal. Choose the savings account under which you'd like to create the goal and the balance of that savings account will automatically be applied to your goal.

Assign your goal a name (like "down

payment" or "new car"), select a category for your goal, set the amount you'd like to save, and choose a completion date. You can also add your own image to help keep you motivated. Once your goal is created, you can view details on how much money you need to save each month to reach it and track your progress.

Watch Your Savings Goal Grow

By depositing or transferring money into the account linked to your savings goal, you are working toward achieving your goal and can view your progression in online banking.



Once you have met your goal, you can "spend" your savings by transferring your goal amount to your checking account.

Even if you have just started saving for a down payment on a home, we encourage all potential homebuyers to meet with a mortgage loan officer. To talk to a loan officer or schedule an appointment, call 505.237.7161 or 800.947.5328. ■



PO Box 23040, Albuquerque, NM 87192

Dollars & Sense

SLFCU's Online & Mobile Banking System: One Year Later

The Benefits of Refinancing Your Auto Loan with SLFCU

Spring Real Estate Report: Albuquerque Area and Tri-Valley, California

PRSRT MKTG
US POSTAGE
PAID
PERMIT NO 417
ALBUQUERQUE, NM

On the Calendar

Independence Day

Thursday, July 4 • All Branches Closed

To view these and other events visit slfcu.org/Calendar.

Brought to you by the MEMBERS Financial Services Program* located at SLFCU. Register at slfcu.org/Calendar or by calling 505.293.0500 or 800.947.5328.

Financial Planning Basics

An Overview of the Financial Planning Process

Tuesday, June 25 • 9:00 - 10:00 a.m. • Edgewood
Noon - 1:00 p.m. • Tech Park
5:30 - 6:30 p.m. • Juan Tabo

* Securities sold, advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member FINRA/SIPC, a registered broker/dealer and investment advisor. CBSI is under contract with the financial institution to make securities available to members. **Not NCUA/NCUSIF/FDIC insured, May Lose Value, No Financial Institution Guarantee. Not a deposit of any financial institution.** CUNA Brokerage Services, Inc. is a registered broker/dealer in all 50 states of the United States of America. FR-2294339.1-1018-1120

