



Dollars & Sense

Jefferson Branch Grand Opening Celebration

SLFCU's new Jefferson branch is now open to serve members. The full-service branch, located at 7500 Jefferson Street NE, Suite 100, is open Monday - Friday from 8:30 a.m. to 4:30 p.m. and offers personal and business account opening, instant-issue debit cards, and a coin-counting machine.



The Jefferson branch is also home to SLFCU Business Services. Business members wishing to apply for a loan will need to speak with one of our business lenders at the new location. Walk-ins are always welcome; however, to ensure a lender is available to serve you, please call 505.237.7396 to make an appointment. ■



Meet Jenna Deal, SLFCU's New Jefferson Branch Manager



Jenna Deal was eager to move into her new position at the Jefferson office. "I have been so excited to start work at our new high-tech branch," she said. With experience as a Teller, in Financial Services, in the Mortgage department, and in Operations, Jenna is well versed in the services for which members might need assistance.

Jenna also appreciates that the branch will offer additional convenience to Jefferson-area members who are looking for an easy way to complete their financial business. "Our mission and values are something I live by every day," she said. "I am ready to create a positive space where I can serve members and my peers." ■

Tax Documents Available Online



Tax documents from 2017 and 2016 are available in online banking; 2018 forms will appear as they are generated through April. SLFCU will continue to mail these forms as well.

A rolling three years of tax documents are available within online banking, unless you have been a member of SLFCU for fewer than three years. ■

MEMBERS Financial Advisors Make Top 100



Don Lutz



Paul Fedorko

Congratulations to Don Lutz and Paul Fedorko of MEMBERS Financial Services at SLFCU for making Bank Investment Consultant's list of Top 100 Bank Advisors for the second year in a row. Don and Paul are routinely among top performers at CUNA Brokerage, the MEMBERS Financial parent organization.

MEMBERS Financial is available

to discuss your investment and retirement goals. For a no-cost, no-obligation appointment, call Don Lutz at 505.237.3930 or Paul Fedorko at 505.237.7330. ■

Representatives are registered, securities sold, advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member FINRA/SIPC, a registered broker/dealer and investment advisor, which is not an affiliate of the credit union 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. FR-2439311.1-0219-0321**

Save up to \$15 on TurboTax*



SLFCU members can get up to \$15 off TurboTax® federal products. Visit slfcu.org/TaxHelp to get started.

*State filing charges apply. Limited time offer for TurboTax 2018. Terms, conditions, features, availability, pricing, fees, service and support options subject to change without notice. Intuit, TurboTax and TurboTax Online, among others, are registered trademarks and/or service marks of Intuit Inc. in the United States and other countries. Other parties' trademarks or service marks are the property of their respective owners. Visit <http://turbotax.intuit.com/lp/yoy/guarantees.jsp> for TurboTax product guarantees and other important information.

Scam Alert: Fake Calls About Your SSN

The Federal Trade Commission (FTC) has received reports that people pretending to be from the Social Security Administration (SSA) are calling individuals in an attempt to get their Social Security numbers (SSN) and money. In one version of the scam, the caller says your SSN has been linked to a crime and is blocked, and then asks you to pay a fee to reactivate it or to generate a new number for you. They may also ask you to state your SSN to confirm it.

In other variations, the scammer says someone has used your SSN to apply for credit cards, and that you could lose your Social Security benefits as a result. Or, they might warn you that your bank account is about to be seized, that you need to withdraw your money, and that they can tell you how to keep it safe.

All of these are scams. Here's what you need to know:

- The SSA will **never** call and ask for your SSN or for you to pay anything. They also will not call to threaten your benefits.
- Your caller ID might show the SSA's actual phone number, even though it is not the real SSA calling. Computers can make it easy to show any number on caller ID.
- **Never** give your SSN to anyone who initiates a call to you, do not confirm the last 4 digits, and do not give your bank account, credit or debit card number to anybody who contacts you requesting it. Be cautious of your environment



when **you** initiate a call to a legitimate agency or business who requires your SSN for account validation purposes.

- Remember that anyone who tells you to wire money, pay with a gift card, or send cash is a scammer.

If you're worried that a call you receive from someone who claims to be from the SSA might be fraudulent, hang up the phone. Then, call the legitimate SSA at 800.772.1213. If you believe you discovered a scam, let the FTC know at ftc.gov/complaint. ■

*by Jennifer Leach, Acting Associate Director
Division of Consumer and Business Education, Federal Trade Commission*

IRA Contributions Deadline

Plan Extra Time to Provide Your Signature

If you are planning to make a 2018 IRA contribution in 2019, please allow ample time for SLFCU to generate the paperwork, obtain your signature, and process your transaction before the tax filing deadline in April. Although SLFCU can collect IRS-required signatures electronically, it's best not to wait until the tax filing deadline, when volume may be high.

Tax Season Help

Visit slfcu.org/TaxHelp.

- TurboTax Discount
- Direct Deposit Information
- IRA Contribution Deadlines
- Taxpayer Resources

Members Ask; SLFCU Answers

SLFCU values feedback from our members and pays close attention to the responses we receive from member surveys. Here are some of the most common concerns we have heard following our recent system upgrade:

Q: I am seeing more accounts in online banking, but I do not want to view all of them. Can they be removed?

A: Our new transactional system streamlined how members can view and access their accounts in online banking. Members now have a single login for accounts associated with their Social Security number. However, if you are seeing an account you do not wish to see, you may hide accounts from your display within online banking. To hide an account, select the account you wish to hide, then click the pencil icon in the right-hand panel next to the name and check the "Hide This Account" box.

Q: Now that I can view all of my accounts in online banking, I'm finding it hard to distinguish between them.

A: To make it easier to identify your accounts in online banking, we recommend you nickname each account. To add a nickname, select the account you wish to change, then click the pencil icon in the right-hand panel next to the name. You can also color code your accounts to help distinguish between them.

Q: In online banking, I cannot access an account on which I am a joint owner.

A: At this time, members are not able to view accounts in which they have joint ownership. We are working on enabling this option and hope to have it operating soon.

Q: My direct deposit did not go into the correct account. What can I do?

A: SLFCU has identified that direct deposits may be going into a member's savings account instead of the desired checking account in certain cases. If you identify a transaction that appears incorrect, please contact us so we can ensure your account is functioning as you intend.

If you are setting up a new direct deposit, we recommend depositing all funds into your checking account and scheduling automatic transfers to other savings or loan accounts in online banking. In addition to being able to view upcoming and completed transfers in online banking, this process will give you more control over your deposits and payments.

Q: I returned an item to a store and received a credit back to my debit card, but it is listed in the debit column on my account.

A: For a short period of time, merchandise returns that were credited to a member's debit card were displaying the amount of the return credit in the withdrawal or debit column in online banking. These returns were applied to the account correctly and balances were updated appropriately. SLFCU has resolved this issue and credits resulting from merchandise returns are now displaying in the credit column. ■

SLFCU's 15/15 Adjustable Rate Mortgage Offers Stable Payments, One Rate Change

SLFCU offers 15/15 adjustable rate mortgages that have the stability of just one rate change during the life of the loan.

With our 15/15 ARM, you can lock in a low rate and rely on the same monthly principal and interest payment for 15 years. It may adjust only once during the term of the loan. SLFCU's ARMs are tied to a slow-moving, stable federal index – the 10-Year U.S. Treasury Note – and can increase by no more than 6% at adjustment.

SLFCU's mortgages have low closing costs and no private mortgage insurance. This mortgage may be right for you if you are considering a 30-year fixed rate loan but would prefer lower payments. If you

plan to stay in your home for a decade or more, the 15/15 provides stability similar to fixed rate mortgages with a lower interest rate and low closing costs. This may also be an ideal mortgage if you expect to move or refinance before the rate adjustment.

SLFCU mortgages are processed and serviced by SLFCU professionals. When you have a question, you'll always be able to talk to someone at the Credit Union. Visit slfcu.org for current rates, loan calculators, details about the mortgage loan process, or to apply online. Contact SLFCU's Mortgage Department at 505.237.7161 or 800.947.5328 x7161 to discuss your mortgage options. ■

Maximum loan-to-value is 80%. Rate for the remaining term adjusts at 15 years and is based on the then-current index plus margin, rounded to the nearest eighth of a percentage point, and subject to the floor rate of 4.00%. Index is the one-month average yield of the 10-Year United States Treasury Security. Rates subject to change; check with SLFCU for current rates. A \$45 initial credit report fee applies to all loans. Contact SLFCU for details.



Free Seminars: Home Buying in New Mexico

Attend an information session for first-time and experienced home buyers:

Saturday, March 23

10:00 - 11:30 a.m. Juan Tabo

Saturday, March 30

10:00 - 11:30 a.m. Cottonwood

Saturday, April 6

10:00 - 11:30 a.m. Los Lunas

Saturday, April 13

10:00 - 11:30 a.m. Juan Tabo

Get a smarter home loan with SLFCU.

Low payments and great service

Learn more at slfcu.org.

Increase your financial knowledge with tools and resources provided by BALANCE.

- Webinars
- Calculators
- Learning Modules
- Podcasts and Videos

Learn more at slfcu.org/Balance.

SNL Livermore Collaborates with SLFCU on Homebuying Assistance

Imagine the need to save more than \$80,000 for a deposit on your first home. With the median price of housing in and around Livermore, California at \$844,000, that was the reality for most people looking to purchase a home in the California market. That changed this year when Sandia National Laboratories (SNL) Livermore reached out to SLFCU to see if anything could be done to help their employees purchase a home more easily.

When SLFCU's Mortgage Lending group was first contacted by the SNL team, Diane Kapuranis, Vice President of Lending, Terri Cocain, Mortgage Center Manager, and Susan Rashad, Mortgage Lending Supervisor were intent on finding a solution and began to work with a team of SNL employees. According to the lending team, SNL/SLFCU members David Manison, Linda Beher, Bryn Stuart, Kelsey Tresemer, and Nerayo Teclerariam were instrumental in getting things started. The challenge, according to Susan, was to help retain Sandia/California employees who loved their jobs but were struggling with housing. Ultimately, the teams agreed that SLFCU would present two days of home ownership seminars and look for a mortgage solution.

In September of 2018, SLFCU began offering California members a 5% down payment option. "We went from what we felt was going to be a 'shot in the dark' to creating a solution that will make things much more sustainable for employees," said David, adding that saving \$40,000, while still significant, is a much more feasible option. According to Nerayo, it was



Susan Rashad, Mortgage Lending Supervisor

fun to watch things progress from 'let's talk to the Credit Union' to a partnership program between SLFCU and Sandia National Laboratories. "It's been really cool. Truly a team effort," emphasized Susan.

Although no longer employed by SNL Livermore, David is grateful that the Credit Union will have his back when it comes time to finance a home. "I'm not sure a bank would have worked with us or pulled this off," he said. "We were so in awe of the Credit Union's responsiveness and willingness to help us." ■

Five Ways to Establish Good Credit

Whether you are new to credit or are trying to “clean up” past issues to reestablish a favorable record, you may encounter a frustrating paradox: many financial institutions are reluctant to extend credit to someone without an established record. Yet the only way to build a credit record is to have and use credit. Here are some ideas on how to create and build your credit history.

A Certificate Secured CreditLine

An excellent place to start is with a certificate secured CreditLine. You are granted a CreditLine based on the balance (\$1,000 minimum) in a term certificate. By borrowing and repaying your loan on time, you demonstrate fiscal responsibility and establish good credit history.

A Co-Signed Loan

Another option is having someone with a positive credit record co-sign a loan for you. This requires a great deal of trust on the part of the co-signer – if you fail to pay, he or she is responsible for the loan. Before seeking this option, consider the implications of asking others to co-sign for you. Make sure you take into account the potential impact on your relationship and on both your credit and the co-signer’s credit if you fall behind on payments.

A Savings Secured Loan

If you haven’t saved enough for a certificate secured CreditLine, a savings account with at least \$500 may be used for a savings secured loan. This is a great option for individuals with a savings account who wish to start establishing credit history. A co-signer or credit history is not needed and the funds continue to earn dividends.

Pay Off Your Debts

Once you have a CreditLine, establish a good history by using it responsibly. Keep balances low, always pay on time, and develop positive habits when using your card and checks.

Review Your Credit Report

Finally, if you have credit history and want to improve it, you might need to rectify the past as you’re building your future. Start by paying old debts and correcting errors on your credit report as soon as possible. You may request a free copy of your credit report from each of the three nationwide agencies every 12 months through annualcreditreport.com. ■



PO Box 23040, Albuquerque, NM 87192

Dollars & Sense

SLFCU's New Jefferson Branch Manager, Jenna Deal

MEMBERS Financial Advisors Make Top 100

Scam Alert: Fake Calls about your SSN

PRSRT MKTG
US POSTAGE
PAID
PERMIT NO 417
ALBUQUERQUE, NM

On the 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.

Social Security and Your Retirement

Transforming Social Security Into a Winning Retirement Strategy

Tuesday, March 26 Noon - 1:00 p.m. • Tech Park
5:30 - 6:30 p.m. • Juan Tabo

*Representatives are not tax advisors or Social Security experts. For information regarding your specific tax situation, please consult a tax professional. To discuss your specific Social Security Administration benefits, please contact the SSA office in your area. 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

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

