When is a Credit Union Not Like a Bank?

Similarities and Differences Create Better Options

A credit union - especially one as well established as SLFCU - offers the same products and services as banks, but because members are our first priority, we focus on service and financial education, better rates, and lower fees.

Lots of ATMs? We've Got That.

If you're concerned that belonging to a credit union instead of a big bank means you'll have trouble accessing your cash, don't worry. Most credit unions, including SLFCU, belong to a nationwide network of about 30,000 surcharge-free ATMs. Use the locator at www.slfcu.org or in our mobile app to find the ATM closest to you.

More Than Checking and Savings Accounts

Although SLFCU offers a variety of savings and checking options, we can also help finance your home. All of our mortgages are serviced by our staff - from application and processing to closing the loan and beyond. When you make a payment or have a question, you'll talk to the professional, friendly staff at SLFCU. We offer fixed rate and adjustable rate mortgages, jumbo loans, construction loans, and more. Plus, our loan officers aren't paid on commission; their job is to help you find the mortgage that best fits your needs.

Access SLFCU Accounts Wherever You Are

SLFCU offers all of the financial services you need, even if you are unable to visit or do not live near a branch. These services can help you keep track of your finances anywhere you go or save you a trip to the branch or post office.

Manage Your Money and Pay Bills

Make deposits, pay your mortgage, transfer money for allowances, and more – all online. Use BillPayer to pay your bills online for free and schedule single or recurring payments and transfers. In many cases, you can even view your bills inside BillPayer. No matter how you like to pay your bills, SLFCU's BillPayer can make it worry-free.

Deposit Checks by Phone

Deposit checks from your smartphone or tablet with mobile deposit. Make a secure deposit by taking photos of the front and back of your check within SLFCU's mobile app, verifying your deposit amount, and clicking deposit. Once you receive a confirmation on your device, the deposit is complete.

Receive Account Information Electronically

Reduce the amount of sensitive information in your mailbox by enrolling for eStatements and eNotices – it's free, fast, and secure. Receive a monthly email notification letting you know that your statement is ready to view securely in online banking. Conveniently view or print any statement within the last 18 months. Once enrolled in both eStatements and eNotices, you'll receive additional account benefits such as free unlimited ATM withdrawals at CO-OP or CU Anytime ATMs, free Move Money transfers, and waived monthly fees for multiple checking accounts.

Get Started with Online and Mobile Banking

SLFCU's online banking allows you to manage your accounts safely and securely for free. To get started you will need your seven-digit account number and either the statement code printed on your most recent statement or your code word.

If you have any questions about SLFCU's online services or need assistance, please call 505.293.0500 or 800.947.5328.

By Krystyna Ciszek

July 2017
Take Advantage of Your Card’s Many Benefits

Most credit and debit cards come with benefits that encourage consumers to choose that particular card over the other options available to them. These benefits can range from travel benefits like collision coverage for rental cars or reimbursement for costs associated with delayed airline flights, to consumer benefits like refunds on item purchases if prices are reduced after you buy. Rewards can vary by card type; for example, SLFCU’s Visa Signature card offers different benefits than the Visa Platinum card or the MasterCard debit card.

Some benefits only apply if you use the relevant card for that purchase – for instance, collision coverage for a rental car will usually require that you pay for the rental car with that card in order to receive coverage. Knowing what benefits are offered on each of your cards can help you make decisions about when to use that card for purchases.

You’ll also want to know whom to contact if you want to take advantage of benefits like reimbursements or refunds. These types of benefits are offered when purchasing items using the card that provides the benefit, and often you’ll need to contact the benefit provider, not your financial institution, to take advantage of them. For SLFCU, all card benefits are administered through Visa or MasterCard.

Insurance Built for Credit Union Members Like You

Exclusively for credit union members

TruStage insurance products are only available to credit union members. Your membership means competitive rates, helpful guidance without sales pressure, and quality products trusted by your credit union. Regardless of your budget, we can help make sure the protection you need makes sense. It’s all part of smart planning and caring about the aspirations and achievements of those who matter most.

Call us. We’ll help you understand all of your options so you can choose the one that is best for you and your family.

- Life and AD&D: 855.612.7909
- Auto & Home: 888.380.9287
- Visit us at www.TruStage.com

Credit Unions vs. Banks

SLFCU has credit cards designed to meet your financial lifestyle. We offer a low rate card, a rebate card, and an exclusive card with a higher credit limit, higher rebate, and premium benefits.

The MEMBERS Financial Services Program® located at SLFCU provides investment and retirement services such as retirement planning and trust and estate conservation, as well as products like IRAs, stocks, bonds, mutual funds, and annuities. For a no-cost, no-obligation appointment with a financial advisor, call 505.293.0500 or 800.947.5328 x3930.

SLFCU Business makes a difference in our local economies. By servicing loans in New Mexico, SLFCU can make loan decisions faster. This helps keep small businesses running, creates jobs, and sustains growth. The business product line includes real estate loans, credit lines, credit and debit cards, and cash management services.

On-the-Go Account Access

We love to see you in our branches, but we also understand that your financial needs have to be met wherever you are. You can use online or mobile banking to pay bills, transfer funds, view balances and statements, contact a representative, and more.

We also offer other convenient ways to manage your money. Download our mobile app to deposit checks with your smartphone, use your SLFCU debit or credit card with mobile wallets like Apple Pay®, and better protect your cards from unauthorized use with our new card alert apps.

What is the Credit Union Difference?

You can feel good about belonging to SLFCU.

Credit unions are not-for-profit, member-owned financial cooperatives that exist solely to serve our members. Unlike a bank, we are governed by our members. The credit union membership elects a Board of Directors to represent it in policy-making decisions.

Credit unions can usually offer better rates and lower fees because we do not focus on making profits and paying stockholders. Instead, we can use earnings to lower loan rates, raise savings rates, and reduce fees.

All credit unions share a similar philosophy: people helping people. We pride ourselves on helping and serving our members not just as a financial institution, but through financial education and community and charitable causes.

For more information about our products or services, visit www.slfcu.org or call 505.293.0500 or 800.947.5328.

By Dagny Cosby

Detailed descriptions, disclosures, and contact information for benefits are available in your card’s guide to benefits. At SLFCU we provide this at the time you apply for your card. You can also find a copy at www.slfcu.org/CreditCardBenefits or www.slfcu.org/DebitCard, or request a copy by calling 505.293.0500 or 800.947.5328, or by visiting any branch.

By Becky Richards

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Apple Pay is a registered trademark of Apple Inc.
Make Sure Your Direct Deposit Information is Up to Date

It’s important to verify that your account information is up to date with the companies that originate your direct deposit, in order to ensure your direct deposits don’t experience problems or delays. Even if direct deposit information was established in the past, it’s possible it was set up using an outdated account number format, which could cause problems should your employer make any changes to their payroll process.

To verify your information is set up correctly, make sure that:

- SLFCU’s routing number is listed correctly: 307083911
- You’re using your 10-digit account number, not your account number followed by account type and suffix.

You can find the correct account number format information in CU@home® Online. Select the Self Service tab, then “Direct Deposit Instructions or Automated Withdrawal Instructions.” If you need help setting up or updating an already established direct deposit, call 505.293.0500 or 800.947.5328 or visit any branch.

Family Finds Value for All Ages at SLFCU

Kevin Maki joined SLFCU in 1993 as a summer intern for Sandia National Laboratories in Albuquerque. A New York native, he intended to complete his PhD at Cornell University and then return to work at the Labs.

Instead, it was nearly a decade later that Kevin returned to his SLFCU membership. In 2002, he moved to the Bay Area with his wife Kenyata and two children and needed cash to rent an apartment. He remembered SLFCU had branches just 20 miles away in Livermore, California. “It was an ‘aha’ moment. Don’t walk away just because I’m not in Albuquerque,” he told himself.

Since then, Kevin and Kenyata’s family has grown to six boys, triplet girls, and one more baby boy; their oldest son earned his first paychecks in 2016 from a summer job. Kevin and Kenyata make sure their kids have regular opportunities to think about saving and spending money as part of their home schooling.

“We’ll give the older boys $5 in the morning, and throughout the day, take $1.25 for rent, 35 cents for utilities, and so on,” Kevin says. “One day equals one month. At the end of the day, there might be only 25 cents left, and they get to keep it.” The exercise provides opportunities to talk about budgeting and making sure money is left at the end of each “month.”

“I also offer bonuses for tough chores, like cleaning the bathroom or the van,” Kenyata says; “to teach them the value of work.”

Eight of the Maki children opened their own share savings accounts in 2016. The children age 12 and younger picked up SLFCU Savings Laboratory® notebooks to collect stickers for each deposit they make, which they can then redeem for different prizes.

“I want to convey to my children that SLFCU offers unique and different products,” Kevin says. It’s a partnership, he says, that will provide good opportunities for them in the future.

By Becky Richards
Back to School Supplies Drive
From July 1 through August 8, all New Mexico SLFCU branches are accepting donations to support the Sandia National Laboratories annual back to school supplies drive.
Donations will benefit low-income Albuquerque Public School students and can include pencils, markers, backpacks, and notebooks. See www.slfcu.org/SchoolSuppliesDrive for a full list of needed items.
Monetary donations are welcome and can be made at any branch or by calling 505.293.0500 or 800.947.5328.

Dollars & Sense
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School Supply Drive
July 1 - August 8 • New Mexico Branches
Donations of school supplies will benefit low-income Albuquerque Public School students.
Visit www.slfcu.org/SchoolSuppliesDrive for details.

On the Calendar
Credit Union Used Vehicle Sale
Friday, July 14 & Saturday, July 15 • 9 a.m. – 6 p.m.
CU Auto Sales • 5901 San Mateo Blvd. NE, Albuquerque, NM
CU Auto Sales will have an inventory of select late model used cars (subject to availability).

Top IRA Mistakes
Tuesday, July 18, Noon - 1:00 p.m. Tech Park Branch
Tuesday, July 18, 5:30 - 6:30 p.m. Juan Tabo Branch
Make the most of IRA savings by avoiding common mistakes.

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