We're Upgrading Our Transactional System to Serve You Better

A Message from President/CEO Robert Chavez

For the majority of SLFCU’s 70-year history, our employees have managed our members’ accounts using a transactional system developed and customized here at SLFCU. When we launched SLFCU Business 12 years ago, our business members’ accounts had to be managed using a separate transactional system. Over time, both our own internally created transactional system and the system used for SLFCU Business have become subject to various programming and maintenance challenges. Supporting both systems has become a large expense to the Credit Union and also impacts our ability to provide an excellent service experience for our members.

On November 13, we’re moving our personal and business accounts into a new single transactional system. As a result of this move, all members will benefit. In addition to short-term benefits like paperless transactions and the ability to swipe your debit card to pull up your account information in branches, this upgrade will better position your Credit Union to serve you in the future. As new technologies continue to emerge, we will be well equipped to take advantage of them to provide all members with top-tier service.

Our goal is to ensure a smooth transition and minimize inconvenience to our members. This issue of Dollars & Sense is dedicated to information about this upgrade; for the most current updates, please visit slfcu.org.

As we have over the past 70 years, we’re working hard to continue the tradition of service excellence you’ve come to expect. Thank you for your trust and understanding as we work to become an even stronger partner in your financial success.

Branches Closed November 10-12

During the weekend of November 10-12, SLFCU will need to shut down our old transactional systems in order to complete our transactional system upgrade.

What will be unavailable?

- Branches
- Phone representatives
- Online & mobile banking
- Online & mobile bill pay
- Automated phone banking

What will not be impacted?

- ATMs: You may withdraw and deposit cash, but the balance on your receipt may not reflect new activity, and deposited cash may not be available immediately.
- Debit cards and credit cards will work during the downtime. However, debit card limits will be temporarily reduced. Please be prepared with a backup payment option.

Service Availability Schedule

We will make the transition over a long weekend to minimize the impact on our members. SLFCU branches and our Contact Center will be closed Saturday, November 10 (a special closure);

<table>
<thead>
<tr>
<th>Service</th>
<th>Friday, 11/9/18</th>
<th>Saturday, 11/10/18</th>
<th>Sunday, 11/11/18</th>
<th>Monday, 11/12/18</th>
<th>Tuesday, 11/13/18</th>
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<tbody>
<tr>
<td>Branches</td>
<td>Regular hours</td>
<td>Closed</td>
<td>Closed</td>
<td>Closed</td>
<td>Regular hours</td>
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<tr>
<td>Contact Center</td>
<td>Regular hours</td>
<td>Closed</td>
<td>Closed</td>
<td>Closed</td>
<td>Regular hours</td>
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<tr>
<td>Online &amp; Mobile Banking</td>
<td>Available</td>
<td>Closed</td>
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<td>Available</td>
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<tr>
<td>Automated Phone Banking</td>
<td>Available</td>
<td>Closed</td>
<td>Closed</td>
<td>Closed</td>
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<tr>
<td>ATMs</td>
<td>Available</td>
<td>Available</td>
<td>Available</td>
<td>Available</td>
<td>Available</td>
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<tr>
<td>Debit Cards</td>
<td>Working</td>
<td>Working</td>
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<tr>
<td>Credit Cards</td>
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We will reopen at our regular time the morning of Tuesday, November 13. Visit slfcu.org/Hours for our regular lobby, drive-up, and Contact Center hours.

Payments Scheduled for November 10-12

Payments, transfers, or deposits scheduled for November 10-12 will be delivered as follows:

**Personal Accounts:**

- **Friday, November 9**
  - ACH
  - Direct Deposit

- **Tuesday, November 13**
  - Bill Pay
  - Scheduled Transfers
  - Wire Transfers

**Business Accounts:**

Automatic deposits and payments scheduled during this time will be posted Tuesday, November 13. Bill payments scheduled in Business Online BillPayer for November 10-12 should be rescheduled to be paid by November 9 or on/after November 13, or should be paid by another method.
Here are some of the ways the new transactional system will impact your SLFCU interactions and account transactions.

No Need to Provide Your Account Number
Following the upgrade, just tell us your name or swipe your SLFCU debit card to access your accounts in branches. Your representative will verify your identity.

Paperless Transactions
You will no longer need to use personal deposit, withdrawal, or transfer slips to complete your in-branch transactions after the upgrade. You can skip the forms and simply tell SLFCU staff the transactions you would like to perform.

SLFCU's Transactional System Upgrade & Your Accounts

10-Digit Account Numbers
In the new system, all account numbers will have 10 digits. Your account number will remain the same following the upgrade; however, you may notice leading zeros added, bringing the total length of your account number to 10 digits. For example, if your current account number is 1234567, you may see 0001234567. These leading zeros must also be added when scheduling transfers to another SLFCU account with an account number fewer than 10 digits.

Account Number Type and Suffix Will Become Product ID
The type and suffix you see following your account number in online banking will transition to a product ID. The numbers will remain the same, but the dash will no longer be used. For example, account type and suffix 90-01 will become product ID 9001.

More Secure Checks
Checks ordered after November 9 will no longer have your account number printed at the bottom. This will provide greater account security and eliminate the need to change account numbers if your checkbook is lost or stolen.

Two Statements in November
You will receive two statements in November. In early November you will receive your regular monthly statement for October. In mid-November you will receive a final statement from the old transactional system that will show partial transactions and dividends for early November. Your first statement from the new system will arrive in early December and will reflect transactions from November 10-30. Going forward, statements from the new system will show transactions from the first through the end of the month.

eStatements & eNotices
To ensure you continue receiving eStatements without interruption, enroll in both eStatements and eNotices prior to November 9 using the Member Services widget in online banking. If you are enrolled in only eStatements or only eNotices, you will receive paper statements and notices until you opt in to both.

Easier Transfers Between Personal and Business Accounts
After the upgrade, SLFCU business and personal accounts will be on the same system, making transfers between business and personal accounts – in branches and in online banking – quicker and easier.

Transactional System Upgrade Will Benefit Business Members

More Efficient Transactions, Simpler Online Banking
SLFCU’s transactional system upgrade will move personal and business accounts into one system, both in branches and online. This will bring many benefits to our business members.

• More branch representatives to assist them
• Streamlined branch transactions because staff will not need to switch between systems
• Simpler online banking – bill payments, account information, and credit card details will be accessible through a single system
• Easier transfers between personal and business accounts

Important Changes
Please visit slfcu.org/SystemUpgrade for more details about the upgrade.

• Account numbers: You will have new SLFCU Business account numbers as of November 13. It is not necessary to make changes to any scheduled transactions set up with your old account number, and you can continue to use any checks with the old number.
• Routing number: Beginning November 13, business members will use SLFCU’s main routing number – 307083911 – when setting up a new automatic payment or direct deposit and ordering new checks. It is not necessary to make changes to any scheduled transactions set up with the old business routing number starting with 107.

Monthly statements: Your first monthly statement from the new transactional system will arrive in early December. Images of cleared checks will no longer be included in monthly statements; you may view check images within online banking (expected to be available by December 1) or call us if you need an image of a cleared check. Instead of billing notices for your loans, you will receive statements that include transaction details for each loan, generated 15 days prior to your payment due date.
New Look for Transactional Receipts

Beginning November 13, receipts will have a completely new look. You may continue to have your receipts emailed. In addition to listing the transaction, receipts will include your account balance and a detailed listing of cash deposits. Here are some samples of what you can expect:

Person to Person Transfer
In this example, member Samuel Sandia transferred $105 to member Sandy Sandia.

1. The withdrawal from Samuel’s account
2. The withdrawal sent to Sandy’s account

The second section shows:
3. The deposit into Sandy’s account
4. The deposit from Samuel’s account
5. To protect account security, Sandy’s balance information is hidden.

Auto Loan Payment
This receipt shows member Sandy Sandia’s $486 auto loan payment.

The receipt details:
- Previous balance
- How much of the payment was applied to the principal loan balance
- How much was applied to interest
- Current loan balance
- A listing of the type of currency deposited

Cash Deposit
Sandy Sandia has made a $675 cash deposit to their savings account.

The receipt includes:
- The previous balance
- Current balance
- Available balance (current balance minus required $5 share)
- A listing of the type of currency deposited

Automated Phone Banking Upgrade Provides Customization Options

SLFCU will introduce a new automated phone banking system on November 13. With automated phone banking, you can call SLFCU to check balances and history, make transfers, pay loans, and more.

In the new system, you will be able to select preferences, such as touchtone or speech commands, text options, and a male or female voice. The system will also recall your usage pattern and provide options based upon it.

You will call the same number – 505.293.0500 or 800.947.5328 – to reach the new system.
We're upgrading our transactional system to serve you better.

Learn more at slfcu.org.

**Dollars & Sense**

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Branches Closed November 10-12

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**On the Calendar**

**Transactional System Upgrade Dates**
Saturday through Monday, November 10-12  
All Branches Closed  
Online, Mobile, and Phone Banking Unavailable

**Veterans Day** *(observed)*  
Monday, November 12 • All Branches Closed

**Thanksgiving Day**  
Thursday, November 22 • All Branches Closed

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

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**Thank You!**

SLFCU’s growth and strength are testaments to our members’ loyalty and fiscal responsibility. We are grateful for the trust you extend to us. Thank you for doing business with Sandia Laboratory Federal Credit Union.