

SLFCU's Home Equity CreditLines Can Save You Money

Put the Equity in Your Home to Work



Your home's equity (its current market value minus what you owe on it) can be a valuable resource. Whether you are planning a home improvement project, have tuition bills, are paying off high-rate credit card debt, or have some other use in mind, consider using it as collateral for a Home Equity CreditLine from SLFCU. Here are five great reasons to apply:

Low Rates

A Home Equity CreditLine could offer you a lower rate than other loan types—and even lower rates could apply if you have an SLFCU first mortgage on your primary residence and qualify for a Home Equity CreditLine on that home.

Low (Or No) Closing Costs

Currently, SLFCU pays closing costs on CreditLines of \$50,000 or less in New Mexico. Ask us for details.

Call Back Feature Now Available

SLFCU has a new feature that allows members who call our Contact Center to request a call back instead of waiting on hold for the next available representative.

How Does it Work?

- When calling our Contact Center, you will hear an estimated wait time and receive an update on your place in the call queue every 60 seconds.
- If you are still on hold after two minutes, you will be given an option to request a call back from one of our representatives.
- Selecting to receive a call back will not lose your place in the call queue. All calls are handled in the order they are received.
- The time it takes for you to be connected to one of our representatives will not be impacted if you select to receive a call back, or if you decide to stay on hold.

To ensure SLFCU representatives have sufficient time to return your call, this feature will only be available at select times. To learn about the other ways you can contact SLFCU, visit slfcu.org/Contact. ■

One Approval, Revolving Credit

Once approved, you can borrow and repay repeatedly during the ten-year draw period without having to reapply.

No Initial Advance Required

You are not required to draw from your CreditLine. In fact, many people set one up to prepare for unplanned expenses. You make payments only on the amount you borrow, and the interest you pay may be tax-deductible. Consult your tax advisor regarding tax deductibility.


The Convenience of a Card

Use our Home Equity CreditLine Access Card to draw from your Home Equity CreditLine. Easily withdraw cash from an ATM, purchase smaller items such as materials and tools, or use it for larger expenses such as home renovation, appliances, furniture, and more.

SLFCU also offers Non-Owner-Occupied Equity CreditLines, which can be an effective way to pay for investment property repairs and upgrades.

To apply, visit slfcu.org/HomeEquityCreditLines or call us at 505.293.0500 or 800.947.5328. ■

Home loans.
At the speed of life.



College professors prefer our attractive refinancing options.*

*Also available to people who watch college sports.

Apply for pre-approval at slfcu.org/HomeLoans

Universal Transaction Form

In response to feedback from our members, SLFCU has created a universal transaction form that can be used for both personal and business transactions.

This paper form is available to members in all drive-up lanes and by request at the teller stations for in-branch transactions. For members who prefer a paperless transaction, it is acceptable to skip the form. SLFCU will obtain a signature on the receipt if one is necessary. ■

Forbes 2019

**BEST-IN-STATE
CREDIT UNIONS**

Powered by STATISTA

Did You Hear?

Forbes Magazine has recognized SLFCU as the **#1 Credit Union in New Mexico for 2019.**

Commonly Asked Questions About Online and Mobile Banking

SLFCU's online and mobile banking system gives you convenient access to your accounts anywhere, anytime. Following are answers to some of the most commonly asked questions about using our online and mobile banking system.

How to Opt In/Out of Snapshot

Snapshot is a feature that allows members to view their account balances quickly without logging in to the app. If you do not wish to use this feature, you can turn it off at any time.

To turn off Snapshot, log in to the SLFCU app from your mobile device, select "Settings" from the app menu in the upper left corner. A new menu will appear and at the bottom you will see "Snapshot." Click here to turn the feature on or off, or select which accounts you would like to use with Snapshot.

How to Hide an Account

Members can hide accounts they do not wish to see when they log in to online or mobile banking. By hiding an account, it will no longer appear in your dashboard, accounts, transfers, etc.

To hide an account in online banking, click the arrow next to your name in the upper right corner and select "Settings." Next, select the "Accounts" tab and click the pencil icon next to the account you wish to hide. Select "Hide This Account" then click "Save."

To hide an account in mobile banking, go to "Settings" from the mobile menu, then "Accounts." Click on the account you wish to hide and move the slider next to "Hide This Account" to "On."

How to Turn eStatements On or Off

Members who enroll in eStatements can view their monthly account statements securely within online or mobile banking. To enroll in eStatements, or to turn them off, open the eDocuments widget in either online or mobile banking. In online banking click on the "Overview" tab then "Manage your eStatement and eNotice Preferences." Next, click the gear icon and select whether you want to receive paper or electronic statements for each account.

Counterfeit Fraud is on the Rise

Here's the Latest on What You Should Know

The first half of 2019 saw an increase in counterfeit card fraud related to skimmers, deep-insert skimmers, and shimmers across the U.S., according to SLFCU Card Fraud Prevention Specialist Eric Mitchell.

"Skimmers, deep-inset skimmers, and shimmers can be attached inside gas pumps, ATMs, or even connected to the payment terminal at your favorite convenience store," says Eric. "Thus far in 2019, SLFCU has experienced fraud losses primarily in New Mexico (\$3,940), California (\$1,620), Minnesota (\$400), Texas (\$500), and Hawaii (\$200)."

A thief's big payday occurs when members do not regularly check their statements and recent transactions through online or mobile banking. They may not realize they're a fraud victim for weeks or even months.

Though they are not all-inclusive, Eric offers a few simple tips to protect yourself from fraud:

- Check your account activity every few days in online or mobile banking. Validate your statement transactions monthly.
- Change your PIN when you return from traveling outside of the U.S.
- To protect your personal or business debit cards, download the free CardNavSM app at slfcu.org/DebitCard to receive activity alerts, set purchase limits, lock your card any time, and more.

To adjust your eStatement preferences in mobile banking, go to the eDocuments widget and click "Settings" then "Documents." Here you will be able to select on which accounts you'll receive paper or electronic statements.

How to Reset Your Password

If you do not remember your password, click "Forgot Password" located to the right of the password box in online banking. This will take you through steps to confirm your identity and reset your password.

How to Find Your Username

If you have already registered for online banking, but do not remember your username, call us at 505.293.0500 or 800.947.5328. Our staff can help you recover your username. If you are new to online or mobile banking and have not yet registered to use the system, go to slfcu.org and click "Enroll." Enrollment can be completed in less than five minutes and gives you access to your accounts right away. ■



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.

- **Skimmers:** Made to mimic traditional payment terminals, these devices steal data when a card is swiped at a machine during a legitimate transaction.
- **Deep-Inset Skimmers:** Wafer-thin, semi-flexible, data extraction wands made to be hidden inside the card acceptance slot on a payment terminal's card reader.
- **Shimmers:** Like a shim, these are thin, tapered pieces of material that sit between the chip reader within the ATM or point-of-sale device and a card's chip. A shimmer records the chip's data as it transmits to the reader. Though card chips are not being cloned, collected data can be used to create a magnetic stripe card, then used to make purchases and cash withdrawals.

- 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, and more.
- If you discover unauthorized charges on your debit or credit cards, call SLFCU immediately at 505.293.0500 or 800.947.5328.

Eric urges members to be vigilant of their surroundings when using cards. "If you feel something is suspicious about a machine, use cash - not your card." ■

How is a Credit Union Not Like a Bank?

Similarities and Differences Create Better Options

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 an all-volunteer Board of Directors to represent it in policy-making decisions.

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. Credit unions like SLFCU do not focus on making profits to pay stockholders. Instead, we can use earnings to lower loan rates, raise savings rates, and reduce fees.

As a member of a credit union – especially one as established as SLFCU – you can enjoy products and services similar to those offered by big banks, but can expect our priorities to be service, financial education, better rates, and lower fees.

Lots of ATMs? We've Got Them

If you're concerned that belonging to a credit union means you'll have trouble accessing your cash, don't worry. Most credit unions, including SLFCU, belong to nationwide networks of 28,000 surcharge-free CO-OP and CU Anytime ATMs. Use our online and mobile locator 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 have a question concerning a payment or any service, 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.

SLFCU has credit cards and auto loans designed to meet your financial lifestyle, too. We offer a low-rate credit card, a rebate card, and an exclusive card with a higher credit limit, higher rebate, and premium benefits. We also offer longer auto loan terms than many other lenders, providing you more flexibility for lower monthly payments.

The MEMBERS Financial Services Program* located at SLFCU provides investment and retirement services such as retirement planning, trust and estate preparation, and products like IRAs, stocks, bonds, mutual funds, and annuities. For a no-cost, no-obligation appointment with a financial advisor, call 505.237.3930 or 800.947.5328 x3930.

SLFCU business accounts make a difference in our local economies. By servicing loans in New Mexico, we can make loan decisions faster. This helps keep small businesses running, creates jobs, and sustains growth. Our business products include 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. 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, use your SLFCU debit or credit card with mobile wallets, and better protect your cards from unauthorized use with our card control apps.

For more information about our products or services, call 505.293.0500 or 800.947.5328. ■

* 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-1796248.1-0517-0619



Help SLFCU raise \$80,000 to keep critically ill children in school while at the UNM Children's Hospital.

Visit slfcu.org/NMCUCA to learn more.



In the Community



2019 National Senior Games

SLFCU employees helped with the cycling time trial at the 2019 National Senior Games in June. "Volunteering at the National Senior Games was an incredibly rewarding and inspiring experience," said Kimberley Craft, SLFCU Quality Improvement Analyst. "I had so much fun talking to and supporting the hundreds of athletes who traveled from all over the country to compete in the games. The athletes were so gracious and I was proud to represent SLFCU and my home state of New Mexico."



Habitat for Humanity

SLFCU partnered with Sandia National Laboratories to support the latest Habitat for Humanity build. This effort was kicked off with the Women Build week, where women-led teams volunteered at the build site to participate in a week-long blitz build. "Sandia Laboratory Federal Credit Union has financially supported Habitat for Humanity in New Mexico for many years. We are proud to team up with other great organizations and individuals to make the dream of home ownership possible," said Melissa Stock, SLFCU Vice President of Marketing.

Heading Off to College? Take SLFCU with You



SLFCU offers all the financial services you need, in person and online. If you're heading to college out of state, you can take advantage of SLFCU's on-the-go resources to keep track of your finances no matter where life takes you.

Use Online and Mobile Banking

Keep track of your money and pay your bills on your computer, smartphone, or tablet - anytime, anywhere. Download the SLFCU app or visit slfcu.org/OnlineBanking to learn more.

Pay Bills Online

Easily schedule one-time or recurring payments, or receive and automatically pay your bills each month using online banking. Look for the Pay Bills widget inside online banking to get started.

Switch to eStatements for Security and Convenience

When you sign up for eStatements, we stop mailing paper statements for your accounts. Instead, we will send an email notification to let you know that your statement is ready to view or print securely in online banking. To get started, log in to online banking and select the eDocuments widget.

Use Free CO-OP and CU Anytime ATMs Anywhere in the U.S.

SLFCU members have surcharge-free access to more than 28,000 ATMs nationwide. Find an ATM near you with our online locator at slfcu.org/Locations, or look for any ATM displaying one of these logos.



Find a Shared Branch

SLFCU is part of the nationwide CO-OP Shared Branch network, which means you can visit certain other credit unions to transact on your account. All you need is your account number and identification. Visit slfcu.org/Locations, or look for any credit union displaying this logo to find a location near you.



Give Us a Call or Send Us a Message

To get information or ask questions about your account, call 505.293.0500 or 800.947.5328 to speak to a representative. If you send us a secure message in online banking, we will get back to you in one to two business days. ■

"Stay On Track" BALANCE Summer Contest

Balance Financial Fitness is giving away \$500 to one lucky winner!

Strengthen your financial skills this summer and earn a chance to win \$500! Complete a BalanceTrack module with a passing grade July 1 - September 30 to be entered to win a grand prize of \$500. In addition, complete the BalanceTrack Module of the Month to earn three additional grand prize entries and a chance to win the monthly prize - a \$100 Amazon gift card. Visit slfcu.org/BalanceContest to learn more.

College Planning Timeline

Enrollment in all degree-granting postsecondary institutions is expected to increase 15 percent between fall 2014, the last year of actual data, and fall 2025. Increases in both public and private degree-granting postsecondary institutions is anticipated, with an estimated 23.3 million college students enrolled by 2025.¹

Whether you're starting or returning to college, it's a good idea to set up a plan so you can feel confident about your responsibilities. Following is a yearly calendar of events to help keep you on track (exact dates may vary by school). Visit slfcu.org/CollegePlanning for links to these free resources. ■

Month	Activity
Sept.	Start considering school options. <i>BALANCE Article: 5 Things You Need To Start Your FAFSA Application</i>
	September 10: <i>BALANCE Webinar - FAFSA: The Key To Unlocking Student Aid</i> • 11:30 AM
	September 19: <i>BALANCE Webinar - FAFSA: The Key To Unlocking Student Aid</i> • 6:30 PM
Oct.	Schedule college campus visits.
	Submit the Free Application for Federal Student Aid.
	Apply for second-semester student loans. Learn more at slfcu.org/StudentLoans .
Nov.	Review the FAFSA Student Aid Report (SAR) to confirm accuracy.
	Prepare admissions applications or submit early decision applications.
Jan.	Submit school admissions applications. <i>BALANCE Article: Four Tips That Will Kickstart Your College Savings Plan</i>
Feb.	Look for scholarship opportunities both locally and at Federal Student Aid, an office of the U.S. Department of Education. <i>BALANCE Article: College Planning 101</i>
Mar.	Draft a college budget. <i>BALANCE Podcast: Finances for College Students</i>
Apr.	Review any award letters received and explore the grants, scholarships, and federal loans you have been offered.
	SLFCU Scholarship Essay Competition opens. Visit slfcu.org/ScholarshipCompetition for more information.
May	Make your final choice of school.
	Determine your total cost and any additional funding needed.
June	Update and adjust your college budget based on school selection. <i>BALANCE Article for Family Discussion: Paying for College: Dealing with the Student Loan Crunch</i>
July	Submit private student loan applications. Learn more at slfcu.org/StudentLoans . <i>BALANCE Article: Choosing the Right Student Loan</i>
Aug.	Finalize your college budget based on acquisition of scholarships, grants, and student loan(s). <i>BALANCE Article: College Students, Which Credit Card is Right for You?</i>

1. Hussar, W.J., and Bailey, T.M. (2017). Projections of Education Statistics to 2025 (NCES 2017-019). U.S. Department of Education, Washington, DC: National Center for Education Statistics.

Why Do You Need a Will?

It may not sound enticing, but creating one puts power in your hands

Presented by the MEMBERS Financial Services Program* at SLFCU

Only about 44% of Americans have created a will, according to a 2016 Gallup poll. This finding may not surprise you—after all, no one wants to be reminded of their mortality or dwell on what might happen upon their death. Writing a last will and testament is seldom a priority for Millennials or Gen Xers, but it may surprise you to know that about 35% of Americans aged 65 and older lack wills, according to a 2016 statistic cited by The Balance, a personal finance website.

A will is an instrument of power. By creating one, you gain control over the distribution of your assets. If you die without one, the state decides what becomes of your property, with no regard to your priorities.

A will is a legal document by which an individual or a couple (known as “testator”) identifies their wishes regarding the distribution of their assets after death. It can typically be broken down into four parts:

- **Executors:** Most wills begin by naming an executor. This is the person responsible for carrying out the wishes outlined in a will, such as assessing the value of the testator’s estate (all the money and property owned by them after death), paying inheritance taxes and other debts, and gathering and distributing their assets among beneficiaries. It is recommended that an alternate executor be named in case the first choice is unable to fulfill the obligation. Some families name multiple children as co-executors with the intention of thwarting sibling discord, but this can introduce a logistical headache, as all the executors must act unanimously.
- **Guardians:** A will allows you to designate a guardian for your minor children—the person(s) who will take care of them after your death. The designated guardian must be able to assume the responsibility. For many people, this is the most important part of a will. If you die without naming a guardian, the courts will decide for you.
- **Gifts:** This part of the will enables you to identify people or organizations to whom you wish to give gifts of money or specific possessions, such as jewelry or a car. You can also specify conditional gifts, such as a sum of money that will go to a young son or daughter when she reaches a certain age.



- **Estate:** Your estate encompasses everything you own, including real property (e.g., land and buildings), financial investments, cash, and personal possessions. Once you have identified specific gifts you would like to distribute, you can apportion the rest of your estate in equal shares among your heirs, or you can split it into percentages. For example, you may decide to give 45% each to two children and the remaining 10% to your sibling.

A do-it-yourself will may be acceptable, but it may not be advisable. The law does not require a will to be drawn up by a professional, so you could create your own will, with or without using a template. If you make a mistake, however, you will not be around to correct it and each state sets criteria for what makes a will legal. When you draft a will, consider enlisting the help of a legal, tax, or financial professional who could offer you additional insight, especially if you have a large estate or a complex family situation.

Remember, a will puts power in your hands. You have worked hard to create a legacy for your loved ones. You deserve to decide how that legacy is sustained.

MEMBERS Financial Services may be reached at 505.237.3930 or 800.947.5328 ext. 3930, or by emailing memfs@slfcu.org to schedule a no-cost, no-obligation appointment.

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SLFCU Summer Photo Contest

Enter to win \$100 in free gas!

Go to our Facebook page now through September 9th and share a photo of your SLFCU-financed vehicle in the comments of our Summer Photo Contest post with #SLFCUSummer. We'll pick two favorites to win a \$100 gas card. For complete contest rules, visit slfcu.org/PhotoContest.

Everyone Needs an Emergency Savings Account

Be prepared for life's unexpected events



If your steady income dropped or stopped suddenly, could you pay your bills? What if an unexpected expense, such as a medical bill, popped up? Would you be able to afford it?

Having an emergency savings account could help you cover the costs of unexpected life events, expenses, and bills in the instance your steady income changes. A good start to creating a financial safety net for these kinds of instances is making a budget where a portion of your money goes into a specially designated savings account.

The amount of the funds needed in this account should be based on your family size, expenses, basic needs, and spending habits. SLFCU recommends keeping at least three to six months' worth of living expenses in a separate savings account that is not used unless you need it.

To help you save money, SLFCU offers a variety of accounts that can also earn dividends on your emergency fund.

Savings Accounts

Earn dividends at \$100.

Money Market Savings

Higher balances earn higher dividends.

Term Certificates (CDs)

Choose from fixed, variable, or bump rate dividends.

To set up an additional savings account, visit any SLFCU branch or call us at 505.293.0500 or 800.947.5328. ■



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Dollars & Sense

Put the Equity in Your Home to Work

Call Back Feature Now Available

Universal Transaction Form

PRSRT MKTG
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On the Calendar

New Mexico Credit Unions Connected Academy Fundraisers

Thursday, August 29 ▪ 11:00 a.m. - 10:00 p.m.

▪ California Pizza Kitchen (NM)

Saturday, August 31 ▪ 11:00 a.m. - 11:00 p.m.

▪ California Pizza Kitchen (NM)

Visit slfcu.org/Calendar to learn how 20% of your bill can be donated to NMCUCA.

School Supply Drive

Monday, July 1 - Wednesday, August 7

New Mexico Branches

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.

Wills and Estate Planning

Leave nothing to chance.

Tuesday, August 20 ▪ 9:00 - 10:00 a.m. ▪ Edgewood

12:00 - 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-2499142.1-0419-0521

