



ide

Coming Soon!

SYSTEM UPGRADE

NOVEMBER 4 - 7

Home Banking | Bill Pay | Mobiliti

securityfirstcu.com | 956-661-4000


SecurityFirst

IMPORTANT:

To ensure access to our new Home Banking system, verify your contact information (phone number, email address and mailing address) prior to 11/1/21. You can update in-branch, by phone at (956) 661-4000, opt. 7, or via your Home Banking account.

SYSTEM UPGRADE SCHEDULE

BE PREPARED! HERE'S WHAT IS AND IS NOT AVAILABLE DURING THE UPGRADE.

	THURSDAY NOVEMBER 4	FRIDAY NOVEMBER 5	SATURDAY NOVEMBER 6	SUNDAY NOVEMBER 7	MONDAY NOVEMBER 8
LOBBIES	9AM-5PM	9AM-6PM	9AM-1PM	Closed	9AM-5PM
DRIVE THRU	8AM-6PM	8AM-6PM	9AM-1PM	Closed	8AM-6PM
CALL CENTER	8AM-6:30PM	8AM-6:30PM	9AM-8PM	9AM-6PM	8AM-6:30PM
BANK BY PHONE	Available	Available	Available	Available	Available
HOME BANKING	Available	Not Available after 8AM	Available after 1PM	Available	Available
BILL PAY	Available	Not Available after 8AM	Available after 1PM	Available	Available
MOBILITI	Available	Not Available after 8AM	Not Available	Available after 9AM	Available
POP MONEY	Available	Not Available after 8AM	Discontinued	Discontinued	Zelle!
ONLINE LOAN APPLICATION	Available	Not Available after 8AM	Available after 1PM	Available	Available
LOAN PAYMENT	8AM-6:30PM	8AM-6:30PM	9AM-2PM	Not Available	8AM-6:30PM
SFCU ATMs	Available	Available	Available	Available	Available
TEXT BANKING	Available	Not Available after 8AM	Available after 1PM	Available	Available

THINGS THAT WILL NOT BE CHANGING AFTER THE SYSTEM UPGRADE

- SFCU Debit and Credit Card Numbers
- SFCU Account Numbers
- Check Numbers
- Routing Number
- Branch Locations and Hours
- Call Center Hours
- Website address (securityfirstcu.com)
- Social Media Platforms

HAVE ADDITIONAL QUESTIONS?

CALL (956) 661-4000, opt. 7 or 1-800-556-0422
VISIT securityfirstcu.com
Email members@securityfirstcu.com

A FEW THINGS GOING AWAY

- **Popmoney:** This service will be replaced with Zelle.
- **A2A Transfer:** This service will be replaced with TransferNow.
- **Bill Pay Window:** There will no longer be a separate window for Bill Pay. It will now be accessible directly through the Home Banking menu.
- **One User Login for multiple accounts:** After the upgrade, each account will require its own User ID and Password.

ESTATEMENTS ACCESS & CHECK IMAGES:

NO CHANGES will occur to your eStatements or check images. You will be able to view and access your eStatement history and past check images.

Send. Receive.
Split.

Zelle® makes sending money fun.

SecurityFirst CREDIT UNION together with Zelle®

Coming to Home Banking and Mobiliti

Zelle®

SEND AND RECEIVE
MONEY WITH ZELLE



FAST



SAFE



EASY

Zelle is a fast, safe and easy way to send money in minutes¹ to friends, family and others you trust, using only their U.S. mobile number or email address. Use Zelle in your SFCU Mobiliti App to send money directly from your bank account to theirs. With Zelle, you can also receive money directly into your bank account within minutes.

***PLEASE NOTE: Zelle will be replacing Popmoney. Please refer to FAQs on last page or visit securityfirstcu.com.**

NEW

TRENDS BUDGETING TOOLS

Available In Home Banking and Mobiliti

Trends is a new feature upgrade within Home Banking and Mobiliti that will provide you access to awesome budgeting tools! With Trends, you can monitor your current spending patterns while analyzing transaction histories.

- Create Custom Budgets
- Establish Savings Goals
- Track Progress
- View all your internal and external financial accounts in one place
- Savings Opportunities
- Financial Education Tools and Tips



NEW SavvyMoney®

Available In Home Banking and Mobiliti

We're excited to offer Credit Score by SavvyMoney! SaavyMoney is a FREE comprehensive Credit Score program designed to help you stay on top of your credit. This new tool breaks down and grades each section of your report on payment history, credit usage, total balances, credit age, and recent credit. In addition, Credit Score tells you why your grade is what it is and how to improve your score.

- Check Your Latest Credit Score
- Daily Score Updates
- Credit Monitoring
- Change Alerts

How do I set up Zelle®?

- 1 Log in to Home Banking.
- 2 Click on the Bill Pay tab.
- 3 Select "Send Money with Zelle".
- 4 Enroll your U.S. mobile number or email address.
- 5 You are ready to start sending and receiving money with Zelle.

WHAT ELSE IS NEW?

- New Site Design with Easier Navigation
- Live Chat Feature
- **TransferNow**
Provides you an easy and secure way to transfer funds between internal and external accounts.

SavvyMoney

Check your Credit Score and Report 24/7

- Get Your Latest Credit Score and Report Free.
- As a Home Banking user, your credit score is updated every month.
- Your information is safe and secure.
- Your Information is pulled as a "Soft Inquiry" which does not affect your credit score.

SYSTEM UPGRADE FAQs

USER NAME/ PASSWORD ASSISTANCE

If you need assistance with logging in (User ID or Password issues), please contact our Call Center at (956) 661-4000, opt. 7, M-F 8 am – 6:30 pm and Sat. 9 am – 2 pm.

WHY ARE WE UPGRADING OUR SYSTEM?

To better serve you! We have updated Home Banking, Bill Pay and Mobiliti to give you better tools for managing your money, paying bills, track spending, and much more!

DURING THE UPGRADE, WILL I BE ABLE TO ACCESS MY ACCOUNTS?

No. Please refer to our System Upgrade Schedule section for information.

CAN I USE ATMS AND MY SFCU DEBIT CARD DURING THE UPGRADE?

Yes. Just know during the downtime, you will not be able to access Home Banking or Mobiliti. You can, however, call our Bank by Phone system at (956) 661-4000 or check balances at any of our ATMs.

I'M AN EXISTING HOME BANKING USER. DO I NEED TO RE-ENROLL IN THE NEW SYSTEM?

Your User ID will remain the same. However, your password and security questions will need to be set up again. Please refer to the Login Instructions to the right.

WILL AUTOMATIC WITHDRAWALS AND DIRECT DEPOSITS BE IMPACTED?

Not ACH - payroll deposit, recurring monthly deductions like insurance payments set up with your routing number and accounting number. Bill Pay items may be impacted.

WILL MY RECURRING BILL PAYMENTS PROCESS DURING THE SYSTEM DOWNTIME?

Yes. All scheduled payments (one-time or recurring) prior to November 7 will be processed as scheduled.

WILL MY ACCOUNT TRANSACTION HISTORY BE TRANSFERRED DURING CONVERSION?

Yes. Your history will transfer over with the upgrade.

WILL POPMONEY® STILL BE AVAILABLE?

No. We are converting to Zelle! Now, you can easily use Zelle to send money to anyone. Refer to the Zelle section for more details.

WILL MY POPMONEY® CONTACTS AND PAYMENTS STILL PROCESS DURING THE CONVERSION?

As part of our system upgrade, Popmoney will be replaced with Zelle. During the conversion, all future and recurring payments in Popmoney will be canceled. Once the conversion is completed, you will have to set up your contacts in Zelle. So, be sure to make a copy of all your contacts, payments, and recurring payments for a smooth transition when you set up your new Zelle account through Bill Pay.

DO I NEED TO RE-ENROLL INTO ESTATEMENTS?

No. Your eStatements access will be the same and available after the upgrade.

WILL I NEED TO RE-ENROLL INTO MOBILITI OR REINSTALL THE APP AGAIN?

Your Mobiliti App may automatically update upon initial access. As with Home Banking, your User ID will remain the same. However, your password and security questions will need to be set up again. After the upgrade, you can perform your initial log in through the PC for Home Banking or through your Mobiliti App.

WILL THE NEW FEATURES IN HOME BANKING BE ACCESSIBLE THROUGH MOBILITI?

Yes. You will have access to the same great features conveniently from your smartphone.

CAN I ACCESS THE MOBILITI APP THROUGH MY TABLET?

Yes. You will have access to the same great features conveniently from your tablet as you do from your smartphone and PC.

Please visit securityfirstcu.com for additional information.

AFTER UPGRADE HOME BANKING LOGIN INSTRUCTIONS

When accessing Home Banking for the first time, please use your current User ID and follow these steps below:

Step 1: Enter the User ID you currently use today. Your password will default to the last 6 digits of the primary account holder's social security number or your EIN/TIN for business accounts. You will be prompted to change the password during your first login.

Step 2: Create 5 new security questions and answers. Make sure they are easy for you to remember but difficult for others to guess.

Step 3: You will need to set up a phone number for identity verification and enter the 4-digit verification code that will be provided to you via text message or phone call.

Step 4: Read and accept the terms and conditions.

Bonus Feature: You can also complete the first-time login process through your Mobiliti App and skip step 3!

ACCOUNT ACCESS ON THE GO WITH MOBILITI

Download Today

