Coming Soon!

ONLINE BANKING UPGRADE

JANUARY 27-31, 2022

Online Banking | Bill Pay | Mobile Banking

Security First

securityfirstcu.com | 956-661-4000

IMPORTANT:

To ensure access to our new online banking system, please ensure your contact information is up-to-date. Update in-branch, by phone at (956) 661-4000, opt. 7, or via your online banking account by selecting "Your Preferences" from the main menu.

ONLINE BANKING UPGRADE SCHEDULE

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

	THURSDAY JANUARY 27	FRIDAY JANUARY 28	SATURDAY JANUARY 29	SUNDAY JANUARY 30	MONDAY JANUARY 31
LOBBIES	9 AM - 5 PM	9 AM - 6 PM	9 AM - 1 PM	Closed	9 AM - 5 PM
DRIVE-THRU	8 AM - 6 PM	8 AM - 6 PM	9 AM - 1 PM	Closed	8 AM - 6 PM
CALL CENTER	8 AM - 6:30 PM	8 AM - 6:30 PM	9 AM - 8 PM	9 AM - 6 PM	8 AM - 6:30 PM
LOAN PAYMENTS (By Phone: $15 Fee)	8 AM - 6:30 PM	8 AM - 6:30 PM	9 AM - 2 PM	Not Available	8 AM - 6:30 PM
BANK BY PHONE	Available	Available	Available	Available	Available
ONLINE BANKING	Available	Not Available After 8 AM	Available After 1 PM	Available	Available
BILL PAY	Not Available After 8 PM	Not Available	Available After 1 PM	Available	Available
MOBILE BANKING	Available	Not Available After 8 AM	Not Available	Available After 9 AM	Available
TEXT BANKING	Available	Not Available After 8 AM	Available After 1 PM	Available	Available
POPMONEY	Available	Not Available After 8 AM	Discontinued	Discontinued	ZELLE Available After 1 PM
ONLINE LOAN APPLICATION	Available	Not Available After 8 AM	Available After 1 PM	Available	Available
SFCU ATMs	Available	Available	Available	Available	Available

THINGS THAT WILL NOT BE CHANGING AFTER THE ONLINE BANKING 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

→ **Account to Account Transfer:s:** This will be replaced with TransferNow

→ **Bill Pay Window:** There will be no more separate window for bill pay. It will now be accessible directly through the online banking menu.

→ **One User Login for Multiple Accounts:** After the upgrade, each account will require its own User ID and password.

Zelle®
SEND AND RECEIVE MONEY WITH ZELLE

FAST   **SAFE**   **EASY**

Zelle is a fast, safe and easy way to send money in minutes[1] to friends, family and others you trust, using only their U.S. mobile number or email address. Use Zelle in your SFCU Mobile Banking 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.

How do I set up Zelle®?

1. Log in to Online banking
2. Click on the Pay Bills 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

NEW TRENDS BUDGETING TOOLS
Available In Online Banking

Trends is a new feature upgrade within Online banking 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

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.

NEW SavvyMoney®
Available In Online Banking and Mobile Banking

We're excited to offer Credit Score by SavvyMoney! SavvyMoney 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

SavvyMoney
Check your Credit Score and Report 24/7

→ Get your latest credit score and report free

→ As a online 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

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. Please refer to the upgrade schedule for Call Center extended hours.

WHY ARE WE UPGRADING OUR SYSTEM?

To better serve you! We have updated online banking, bill pay and mobile banking 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 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 online banking or mobile banking. 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 ONLINE 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 January 27 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 MOBILE BANKING OR REINSTALL THE APP AGAIN?

Your mobile banking app may automatically update upon initial access. As with online 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 online banking or through your mobile Banking app.

WILL THE NEW FEATURES IN ONLINE BANKING BE ACCESSIBLE THROUGH MOBILE BANKING?

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

CAN I ACCESS THE MOBILE BANKING 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 ONLINE BANKING LOGIN INSTRUCTIONS

When accessing online 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 on 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 your 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 mobile banking app and skip step 3!

ACCOUNT ACCESS ON THE GO WITH MOBILE BANKING

Download Today

[Download on the App Store]

[GET IT ON Google Play]