

## GET CONNECTED WITH CONVENIENT, HASSLE-FREE



## E-SERVICES!

Need less stress? Enroll in Southwest Online and manage your finances electronically through a secured link. Enrollment takes only minutes. Just contact our Member Services Department at 1-877-297-5657 or 210-684-1054 during normal business hours, it's that easy!

Southwest Online offers many exciting and convenient features, including:

**Bill Pay**- This new **FREE** service allows you to make one-time and recurring payments from your designated account to companies or individuals. You select and track your payments. (Requires valid outside e-mail account, SwRCFCU checking account, must be US Resident or it's possessions, requires a minimum of 3 payments per month otherwise \$5.00 monthly service fee will apply).

**E-Notes** – This new **FREE** service allows you to receive important notifications by e-mail. Such as, NSF/ODP (Non-sufficient Funds/Overdraft Privilege) Fee Notice, Late Payment, or Maturity Notice (Share/IRA Certificate).

**E-Alerts** – This new **FREE** service allows you to set parameters that notify you of events which occur to your account. Such as, checks cleared and payments due.

**Auto Transfer** – This **FREE** service allows you to set transfers that will process on the date(s) selected. You can make loan payments, transfer money to your checking from your savings as a single transfer or on a reoccurring basis. Also, you can transfer funds from your account to another member's account (member cross-over agreement required).

**Transfers** – Allows you to transfer funds within the same member number.

**Account History** – Allows you to check an account history up to 12 months.

**Auth Holds** – This **FREE** service allows you to review any holds on deposits that have been made.

**Checks Cleared (Draft View)** – This **FREE** service allows you to view and print the front and back of checks that have cleared your account through normal banking channels.

**Calculators** – This **FREE** service provides over 50 financial calculators to help you plan purchases, retirement, and other important items.

**Credit Card** – If you currently have a SwRCFCU MasterCard, you can view your credit card balance, payment history, purchase history and make payments electronically through a secured site.

**E-Statements** – This **FREE** service allows you to receive and view your statements online. You will be notified via email each month when your statement is ready for viewing.

**Loan Applications** – This **FREE** service allows you to submit any loan request securely online. Once your request is processed, an Account Executive will contact you.

**Reorder Checks** –This **FREE** service allows you to order or reorder checks from Liberty Check Printers for your SwRCFCU checking account. You can even view new designs and prices.

**Stop Checks** – This convenient service allows you to place a stop payment on a check(s) without visiting either of our SwRCFCU offices. All requests will be honored up to 6 months. A \$20.00 fee will be assessed for each request processed.

**Special Occasions** –This **FREE** service reminds you of special occasions, such as birthdays and anniversaries.

**Messages** – You can send a secured message to our Southwest Online System Administrator or you can check any messages that have been sent to you by the Credit Union.

**Preferences** – Change your email address, your Southwest Online password, or assign special names to your credit union accounts. For example, if you have several loans you can label each one differently like vacation loan, signature loan, boat loan, used auto loan, motorcycle loan, etc.

**MFA Preferences** – This link answers questions about Multi-factor Authentication (MFA). It also allows you to change your image, security questions and other information about MFA.

**Other FREE convenient, hassle-free services available include:**

**Direct Deposit** – Ensure timely deposits of paychecks and other income by having them directly deposited into your SwRCFCU account. To sign up, contact our Member Services Department at 1-877-297-5657 or 210-684-1054 during normal business hours.

**Payroll Deduction** – Avoid standing in line to cash your paycheck. Have money deposited directly into your SwRCFCU account automatically. You can even specify multiple allocations to your other SwRCFCU accounts, e.g. savings, loan accounts, or another family member's. To sign up, contact our Member Services Department at 1-877-297-5657 or 210-684-1054 during normal business hours.