

STAYING SAFE ONLINE

Take the necessary precautions to keep your account as safe as possible.

We live in a world where online banking and mobile apps have made access to your financial accounts incredibly convenient. Never before has it been this easy to conduct financial transactions from anywhere at anytime using just your computer or smart phone. With this convenience comes added responsibility to keep your accounts safe. The Credit Union works diligently to provide the most secure measures available to protect your financial information, but keeping your accounts safe from Hackers is a partnership with a key factor being you the individual user.



SwRCFCU has implemented some of the strongest tools available to keep your account safe.

The Credit Union has created a cybersecurity program that includes 24-7 monitoring on all of our members' accounts. This cybersecurity program offers multiple layers of defense with encryption layers in place for our mobile app and online banking product.

Be aware and do your part to ensure your accounts are protected.

Even though SwRCFCU has programs in place to protect your accounts, it is necessary for you to follow these safety standards:

- Protect your account with a strong password. The longer the password, the stronger it is. Never share your password!
- Keep personal information private.
- Make sure your devices are secure by maintaining software updates.
- Avoid using public WiFi when possible.

Don't be tricked by unscrupulous forces that are trying to steal your money.

Hackers rely on user susceptibility to spam, spyware, computer viruses, fraudulent email (or phishing), and malware to gain access to your devices and your accounts.

Beware of:

- Phishing and related scams commonly sent by emails, text messages or phone calls aimed at tricking you into revealing personal information.
- Don't ever click on hyperlinks you are not expecting.
- Don't act quickly without verifying a caller's credentials. If someone calls and wants you to act quickly, it is most likely a scam. They want to get your information before you have time to question their motives.

SwRCFCU would never call and request your username or password.



SwRCFCU holds 2022 Virtual Meeting!

By accessing our meeting from their computer, tablet or smart phone, members were able to learn the successes and challenges of 2021 as reported by the Board of Directors and Management. If you were not able to attend, below is the Chairman and President's Report. A digital copy of the Annual Report is available at swrcfcu.com/annual-report. As we celebrate 66 years of service, we thank every member for your continued support knowing we'll remain committed to providing personalized service with each and every opportunity.



Jorge Lopez
Chairman, Board of Directors

Alice G. Viera
President, SwRCFCU

Chairman & President's Report

The importance of having a trusted financial institution during these uncertain times cannot be underestimated and we are proud to have earned that trust from our members during 2021.

Throughout the course of the last year, Southwest Research Center Federal Credit Union (SwRCFCU) remained financially strong despite economic uncertainties and COVID-19 related challenges which have impacted our local communities and country. While many businesses have experienced volatility and suffered adverse impacts from the pandemic, SwRCFCU's prudent financial management allowed us to leverage 2021 as a year of growth. Our deposits grew from \$82 million to \$88 million; loans grew from \$28.2 million to \$34.2 million, and member's equity grew from \$6.9 million to \$7.2 million. We processed 516 loans for members totaling \$9.2 million and grew our MasterCard portfolio to over 1,300 cardholders. We also realized a growth in the utilization of our electronic delivery services such as mobile banking, Southwest Online (our online banking platform), Card Valet (debit card monitoring app) and Southwest Connection (interactive voice response service).

Electronic access to account information was especially important in 2021 and we continued to remain focused on strategic technology investments. We completed a new system conversion in November 2021 and although change can be a challenge, our new operating system allows SwRCFCU to utilize new technologies to operate the credit union in a more efficient manner. A few deliverables from the conversion are:

Electronic Notifications: Transaction receipts and bill pay notifications by email

Southwest Online: Single sign-on for viewing, transfers, alerts, or history of linked accounts and account nicknames, mobile banking enrollment and SMS text services.

Mobile Banking App: This new app consolidates services into one useful banking app offering fingerprint or facial recognition log-in, mobile check deposit, credit report monitoring service and much more.

Debit Cards: New Falcon Fraud Alerts via text messages, PIN selection or PIN change via phone.

In addition to our system conversion, we also focused on meeting our members' lending needs through home equity loans. During 2021, we approved over \$1 million in home equity loans for our members. We also introduced mortgage lending for members interested in purchasing a new home or refinancing their existing mortgage. We're very excited about our new program and invite all members interested in a mortgage loan to visit with us to determine how we can help you achieve your home goals.

Our greatest strength as an organization came from the talent of our dedicated staff, who continued to work tirelessly throughout 2021 despite illnesses and shifting operational needs. On behalf of the Board and Senior Management, we want to recognize our talented credit union team for the commitment they showed our members and to each other every day. As we move forward into 2022, we thank you—our membership, for your continued support and loyalty to SwRCFCU. We're honored to play a role in your financial journey and hope that you and your family continue to grow with us as we remain committed to serving as your trusted financial partner.



SOUTHWEST RESEARCH CENTER FEDERAL CREDIT UNION OFFICIALS

Board of Directors

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Dr. Glenn Light Vice Chairman
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Nanette Nino Secretary

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Paul Maldonado Chairman
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Sharon Trevino Secretary
Joe Redfield Committee Member
Marisol Ruvalcaba (Board Representative)

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