

MEMBER CONNECTION

Volume 10, Issue 4

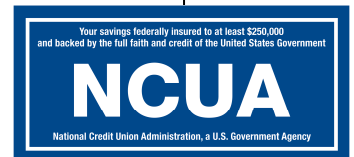
December 2011

STILL HAVE YOUR EYE ON THAT PERFECT VEHICLE?

You're in luck, rates are lower than ever! We are offering auto loan rates as low as 1.99% APR.*

Call Julia at (970) 382-3069 or Darci at (970) 382-3066 for more information! Visit our website for a loan application!

* APR=Annual Percentage Rate. You must establish membership in order to qualify for this promotion. Subject to credit qualifications and cancellation at any time. No refinances of current Credit Union loans are allowed.



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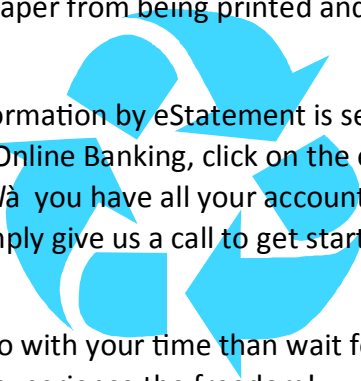
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GO PAPERLESS TODAY!

Guess how many members received their statement electronically last month? **724!** That means by around noon on the first business day of the month, those members had their Credit Union statement at their fingertips. Our eStatement users save 1,969 pages of paper from being printed and mailed each month!

Receiving your account information by eStatement is secure, fast and free. All you have to do is sign into Online Banking, click on the eStatement link at the bottom of the page and *voilà* you have all your account information. If you don't use our Online Banking, simply give us a call to get started.

You have better things to do with your time than wait for the mail to arrive! Get going on eStatements and experience the freedom!



Be sure to see your Credit Union for all your financial needs.

- Loans
- Savings/Certificate Accounts
- Checking Accounts
- ATM/Debit Cards
- Kid's Accounts
- Direct Deposit/Payroll Deduction
- Website
- Online Banking
- eStatements
- eAlerts
- Telephone Banking
- Online Check Images

ONLINE BANKING AUTHENTICATION AND PROTECTING YOUR PERSONAL INFORMATION

Safeguarding Your Information

In today's high tech world, we are able to do things more quickly and conveniently electronically whether it is to send a letter via email, pay bills or even go shopping online. With this increase in speed and convenience also comes increased risk. Every day, unscrupulous individuals are busy developing new scams targeting the unsuspecting public. At Southwest Colorado Federal Credit Union, the security of member information is a priority. We are strongly committed to the safety and confidentiality of your records. One of the best ways to avoid fraud is to become an educated consumer and we would like to help you in this endeavor. Please take a moment to read this important information on how to keep yourself safe when conducting business online.

Important Online Safety Tips:

- 1. Set strong passwords.** A strong password is a combination of upper and lower case letters and numbers and one that is not easily guessed. You may also want to try to use two unrelated words separated by a special character. For example: winter&umbrella. Change your password frequently. Don't write it down or share it with others.
- 2. Don't reveal personal information via email.** Emails and text messages can be masked to look like they are coming from a trusted sender when they are actually from someone else. Play it safe, do not send your personal information such as account numbers, social security numbers, passwords etc. via email or texting. Emails and texts are not always secure, so be aware that messages can be intercepted.
- 3. Don't download that file!** Opening files attached to emails can be dangerous especially when they are from someone you don't know as they can allow harmful malware or viruses to be downloaded onto your computer. Make sure you have a good antivirus program on your computer that is up-to-date.
- 4. Links aren't always what they seem.** Never log in from a link that is embedded in an email message. Criminals can use fake email addresses and make fake webpages that mimic the page you would expect. To avoid falling into their trap, type in the URL address directly and then log in.
- 5. Websites aren't always what they seem.** Be aware that if you navigate to a website from a link you don't type, you may end up at a site that looks like the correct one, when in fact it's not. Take time to verify that the webpage you're visiting matches exactly with the URL that you'd expect. Always look for our Online Banking URL: <https://hb.swcolocu.coop/login.aspx> before you enter your username and password.
- 6. Logoff from websites when you are done.** When you are ready to leave a site you have logged in to, logoff rather than just closing the page.
- 7. Monitor account activity.** Monitor your account activity regularly either online or by reviewing your monthly statements and report any unauthorized transactions as soon as you discover them.
- 8. Assess your risk.** We recommend periodically assessing your online banking risk and put into place increased security controls where weaknesses are found; particularly our members with business accounts. Some items to consider when assessing your online banking risk are: Who has access to your online business accounts? How and where are user names and passwords stored? How strong are your passwords and how often are they changed? Are they changed before or immediately after terminating an employee who had access to them? Do you have dual controls or other checks and balances with respect to access to online banking transactions?

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What to Expect From Southwest Colorado Federal Credit Union:

Southwest Colorado Federal Credit Union will NEVER call, email or otherwise contact you and ask for your user name, password or other online banking credentials. However, we may send email or text alerts—you will receive these alerts only if you request them in the “My Account” section of Online Banking. These alerts will be informational only, no response from you will be requested.

Online Banking Upgrade To Be Completed By December 31, 2011:

Instead of using challenge questions and answers, you will need to receive a challenge PIN (this random PIN will be emailed or texted to you when using an unauthorized device or when performing high risk transactions, i.e. large transfers or bill payments).

Your first log in session after the upgrade will show you a one-time setup screen, so you may choose for the challenge PIN to be emailed or texted to the address or phone number of your choosing.

Once you receive the challenge PIN, you will need to enter and confirm it on the screen that appears. Once this PIN is accepted you will be logged in to your account.

Please call us if you have any questions about these new changes.

Debit Card Information:

Southwest Colorado Federal Credit Union will NEVER contact you and ask for your debit card number, PIN or 3-digit security code. Please see below for more information about how our card monitoring company, Card Member Security, approaches customer service calls.

Card Member Security will:

Leave you a message with a case number and 888 phone number to call back. They will be calling on behalf of Southwest Colorado Federal Credit Union.

Ask for your name and case number, as well as the last four digits of your social security number or date of birth. They may also verify this information for a joint cardholder.

If you do not have a case number, the agent may ask for your debit card number, but nothing more.

Card Member Security **WILL NEVER**:

Ask for your full social security number.

Ask for your address.

Ask for your 3 digit security code.

Ask for your PIN.

If you are uncomfortable with the call, please hang up and call us for a phone number at which to call Card Member Security back.

Rights and Responsibilities

With respect to online banking and electronic fund transfers, the Federal government has put in place rights and responsibilities for both you and the Credit Union. These rights and responsibilities are described in the Account Information Disclosures you received when you opened your account with Southwest Colorado Federal Credit Union. Ultimately, if you notice suspicious account activity or experience security-related events, please contact the credit union immediately at 970-247-5204 or 888-685-0686.

OVER-THE-COUNTER SALES OF PAPER SAVINGS BONDS ENDING IN 2011

The U.S. Department of the Treasury will end over-the-counter sales of paper savings bonds on December 31, 2011, including sales through financial institutions and applications mailed directly to the Federal Reserve Bank by customers. This move is expected to save taxpayers an estimated \$70 million over the next five years.

Although paper bonds are being discontinued, electronic Series EE and Series I Savings Bonds will remain available for purchase via TreasuryDirect. This secure, web-based system, operated by the Bureau of the Public Debt, has been used by investors since 2002 to purchase savings bonds online.

Frequently Asked Question (See TreasuryDirect.gov for more FAQs):

I like to give savings bonds as gifts. Can I still do so?

Yes. You can buy electronic savings bonds as gifts in TreasuryDirect. You can hold the bonds in your gift box area in TreasuryDirect until you're ready to electronically deliver them to the gift recipient. The recipient must have a TreasuryDirect account (or be named on a minor linked account if under 18 years old.)

Go to www.treasurydirect.gov for more information about purchasing bonds.

NOTE: Even though you are unable to purchase savings bonds at financial institutions, you may continue to redeem or cash in your paper savings bonds at Southwest Colorado Federal Credit Union.

OUR PROCESSOR CONVERSION IS COMPLETE

The transition between processors is complete. This will not affect you in many ways, but a few things have changed.

1) Wiring Instructions have changed and are available on our website:

Credit To:

Corporate One Federal Credit Union
8700 Orion Place
Columbus, OH 43240
Routing Number: 244 084 264

Further Credit To:

Southwest Colorado Federal Credit Union
Routing Number: 302 176 315

Final Credit To:

Member's Name
Member's Account Number

2) In 2012, you will be unable to view online banking images of your checks that cleared your account prior to January 1, 2012.



HOLIDAY CLOSURES

January 2nd in observance of New Year's Day

January 16th in observance of Martin Luther King, Jr. Day

February 20th in observance of Washington's Birthday

May 28th in observance of Memorial Day



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Email: info@swcolocu.coop

Website: www.swcolocu.coop

Mobile Banking: mb.swcolocu.coop