

We understand members may have questions about the upcoming merger between Southwest Federal Credit Union (SFCU) and First Financial Credit Union (FFCU). Below are answers to common questions to help guide you through this exciting transition.

1. Transfers & Payments

Q: When will I need to update my direct deposit or automatic payment information?

A: You will need to update your information after the System Conversion Date (TBD).

Q: Will there be electronic tools to help with updating account information (e.g. Social Security, recurring payments)?

A: Yes. FFCU provides downloadable forms on our website to assist.

Q: What happens if I don't update ACH payments or deposits?

A: If merchants or agencies are not notified of the new routing/account number, payments or deposits may be rejected. We recommend updating this information promptly after conversion.

Q: Will Bill Payments I set up online transfer over automatically?

A: No. Bill Pay details will not carry over. Once you enroll in FFCU Online Banking, you will need to re-establish your Bill Pay settings.

Q: Will direct deposits post on the scheduled payday?

A: No, FFCU does not post on the scheduled payday but when the direct deposit file is received. Normally, earlier than the scheduled payday.

2. Account Changes

Q: Will I have access to my funds immediately after the conversion?

A: Yes. Funds will be available immediately after the system conversion.

Q: Will my account number change?

A: Most account numbers will remain the same. If a change is required, affected members will be notified in advance.

Q: What happens if I have accounts at both SFCU and FFCU?

A: At system conversion, your SFCU account will transfer over to FFCU as a separate account. If, after system conversion, you would like to combine your SFCU transferred account with your existing FFCU account, you can request it. Note: There is no need to close your SFCU account prior to system conversion.

Q: Will members be required to sign anything to move funds?

A: No additional agreements will be required. Account and fund transfers will occur automatically on the system conversion date.

Q: Will I be able to choose the type of checking account I receive?

A: SFCU's primary checking accounts will convert to Kasasa Cash Back, our most popular checking account. Additional checking shares will convert to Standard Checking. After conversion, you may switch to another type if preferred (Limit: one Kasasa account per membership).

3. Branches & Access

Q: Will SFCU branches remain open?

A: Yes. All current SFCU locations will remain open, and you will gain access to all FFCU branches throughout New Mexico.

Q: When can I begin using FFCU branches?

A: Access begins on the System Conversion date. Until then, Shared Branching will continue to be available.

Q: Will branch hours change?

A: Yes. SFCU branch hours will transition to FFCU's standard operating hours after System Conversion.

4. Debit & Credit Cards

Q: Will I receive a new debit and/or credit card?

A: Yes. You will receive a new FFCU Contactless Debit and/or Credit Card before the System Conversion Date (TBD).

Q: Will my current cards still work until the new ones arrive?

A: Yes. We are working to ensure minimal disruption. Your new cards will arrive before the old ones are deactivated.

Q: How and when will the new cards be delivered?

A: Cards will be mailed prior to the System Conversion Date. You'll receive a separate PIN mailer shortly afterward.

Q: Can I change my PIN?

A: Yes. After system conversion, you may update your PIN at your convenience.

5. Communication

Q: Why is the merger taking place?

A: This strategic partnership enhances financial services, expands technology and convenience, and strengthens member value across both institutions.

Q: How will I be kept informed throughout the process?

A: Members will receive updates through direct mail, email, website announcements, and Town Hall meetings. Product-specific communications (including card updates) will also be provided.

Q: Will there be an opportunity to ask questions or speak to leadership?

A: Yes. SFCU and FFCU leadership will host two in-person Town Hall meetings and one virtual Town Hall. Members are encouraged to attend and ask questions.

Q: How will online or mobile-only members be informed?

A: All members will receive information through email, website updates, and mailed notices.

6. Staffing & Support

Q: Will I still see the same staff at my branch?

A: Yes. Members will continue to be served by familiar SFCU and FFCU team members.

Q: Can I still call my branch or specific employees directly?

A: All calls will be routed through FFCU's centralized Member Resource Center. When possible, calls will be transferred to specific employees upon request.

7. Lending Services

Q: Will loan officers still be available in branches?

A: FFCU utilizes a centralized lending department. Members can apply online 24/7 or visit a branch to receive in-person assistance from knowledgeable employees who can assist members with all their loan needs.

8. Shared Branching & Insurance

Q: Will Shared Branching continue?

A: Yes. Shared Branching services will remain available at current SFCU locations and select FFCU branches.

Q: Will my accounts still be federally insured?

A: Yes. All member deposits remain with the same insured coverage limits by the NCUA, up to \$250,000.

9. Products & Services

Q: Will automated phone banking still be available?

A: Yes. Phone banking will be available following System Conversion.

Q: Will my new cards be contactless?

A: Yes. Both debit and credit cards will feature tap contactless technology.

Q: Will instant issue cards be offered?

A: Yes, for debit cards. Credit card instant issue is not currently available, but it is part of FFCU's future roadmap.

Q: Will Zelle or similar person-to-person payments be available?

A: Yes. Zelle will be available via FFCU's mobile banking platform at System Conversion.

Q: Will I be able to make loan payments using a debit card from another institution?

A: Yes. This service will be available for a small fee.