

MEMBER & ACCOUNT NUMBERS: What You Need to Know

We're upgrading our core system to serve you better. One of the changes you'll see is how your account numbers look, but here's the good news:

- Your Member number will stay the same.
- Your account names (like "Kasasa Checking" or "My Daughter's CD") will stay the same.
- You don't need to remember anything new.

WHAT'S CHANGING

Currently, each savings account, checking account, or loan has its own long account number. After the upgrade, you'll still use your same Member number, but each account will now be identified by a short "suffix" at the end of that number.

- **Before:** Your savings account and auto loan each had separate long account numbers.
- **After:** Both will share your same Member number, with a short suffix to show the difference.

Example: If your Member number is **800123456**

- Primary Savings will be **800123456 S 0010**
- Auto Loan will be **800123456 L 280**

WHAT THIS MEANS FOR YOU

- You'll continue to see familiar account names on your statements, checks, and digital banking.
- When you view or reference your account number, it may look slightly different (with your Member number + suffix).
- Both old and new account numbers will continue to work.
 - Your debit and credit cards (and PINs) will remain the same, and you can continue using your existing checks.
 - Your existing ACH payments, direct deposits, and transfers will continue to processes as usual.

WHERE YOU MIGHT NOTICE THE CHANGE

Although you will continue to see familiar account names, the numbering convention for your accounts will look a bit different as previously explained. You may notice the updated format in a few places including:

- Digital Banking
- Monthly Statements
- Account Letters & Notices
- Receipts
- Bill Pay
- Email & Text Alerts

REMEMBER: Your Member Number won't change with this upgrade and your digital banking, including web and mobile login, will remain the same.

For more information on our system upgrade, please visit secunm.org/upgrade

CONTACT INFORMATION

Member Services

(505) 983-7328 or (800) 983-7328
memberservice@secunm.org

Extended Call Center Hours During Upgrade Weekend

October 10: 8:30 am – 7 pm
October 11 - 13: 10 am – 3 pm
October 14 - 17: 8:30 am – 7 pm

Contact us using our **contact form** or **schedule a meeting** with one of our representatives

Visit any branch for in-person assistance

[Find locations and hours](#)

Thank you for being a valued Member of State ECU.