



Dear SWACU Member,

We are enhancing your Bill Pay experience as part of our new online and mobile banking upgrade! Starting Monday, April 28th, you will have access to a more secure and user-friendly Bill Pay system with improved features.

What You Need to Know

Key Dates:

- **Sunday, April 20th:** This is the last day to schedule any bill payments or perform external transfers before the upgrade. Be sure to schedule everything in advance to ensure your bills are paid on time. Previously scheduled recurring payments will process as usual. However, no new payments can be added between Monday, April 21st, and Sunday, April 27th. Payments scheduled in Bill Pay on or before April 20th will still be processed during the week of April 21st – 27th.
- **Monday, April 21st - 27th, 7:00 PM CST:** Access to external transfers and Bill Pay will be temporarily unavailable during this time. Please do not attempt to add or schedule new payments during this period.
- **Monday, April 28th:** The new Bill Pay system goes live! You will need to review and verify your scheduled payments, payees and set up payment alerts.

Will my Bill Pay recipients transfer over to the new platform?

Yes, recipients' billing information will transfer over. However, on certain "billers", Bill Pay will prompt you for verification. You will want to verify your recipients as soon as possible to ensure timely payment.

What You Need to Do

1. Verify and schedule all your Bill Pay information before April 20th

- Take note of your payee details (payee name, account number, and payment history), as some information may require re-entry after the upgrade.
- Review scheduled payments to ensure everything is set up correctly.

2. Monday, April 28th – Access the new Bill Pay system

- Log in to the upgraded SWACU Online Banking system.
- Double-check your scheduled payments and payee details to ensure a smooth transition.
- Set up new payment alerts to stay on top of due dates.

We Are Here to Help

We appreciate your patience and are committed to making this upgrade as smooth as possible. Keep an eye on your email and texts from 214-357-5577 for additional updates. You can also visit our [What's New at SWACU](#) page for the latest details and FAQs.

Once we go live with our NEW Online Banking our member service team will have extended hours to assist you:

Monday, April 28th – Friday, May 2nd from 8:00 AM to 7:00 PM CST, and on **Saturday, May 3rd from 9:00 AM to 1:00 PM CST.**

Contact us at 800-262-5325.

Thank you for being a valued SWACU member!

Sincerely,

Southwest Airlines Federal Credit Union



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