

Dear SWACU Member,

April 22, 2024

6 Days until your New Credit Card can be activated! *(This does not affect your Debit Card.)*

You should have your new credit card in hand. If not, please contact us at 800-262-5325 ext. 177.

Monday, April 28th: Activate your new credit card(s) and begin using it on or after April 28th. Your old credit card(s) will be automatically deactivated on this date. If you plan to travel during the activation period, please remember to take your new credit card(s) with you as your old credit card(s) will be deactivated on Monday the 28th.

Your New Credit Card has ARRIVED!



This Card will replace your current Southwest Airlines Credit Union Credit Card.

Please activate your card on or after April 28th, 2025.

If you have any questions please call SWACU 800-262-5325 ext 176.
Thank you for your membership!

Key Information to Know:

Automatic Card Payments: There are several ways that you may have set up your credit card payment. If you use bill pay at another bank or credit union to send us your payment, you will want to change the billing address to:

Southwest Airlines Federal Credit Union
PO Box 35708
Dallas TX 75235

If you used the current credit card portal located in Online Banking to make a payment from your SWACU share or checking account, those automatic payments will transfer, and you will not need to set up the payment in our new Online Banking system.

If you used the current credit card portal located in Online Banking to make a payment

from another Financial Institution, those automatic payments will NOT transfer and will need to be set up in our new Online Banking system on or after Monday, April 28th; or you can reach out to us to help you set up a new payment.

Transactions & Rewards

- **Friday, April 25th – 27th:** Transactions made during this period will not post until the following week.
- **Rewards Points:** Will be earned up to Friday, April 25th and will be transferred to your new credit card but will not post on your account until after the first billing cycle. Points will be available for redemption after your June statement is available.
- Transactions conducted over the weekend of Friday, April 25th – Sunday, April 27th will not be awarded points.
- **Recurring Purchases/Subscriptions:** Certain merchants may automatically update your payment details, but we recommend updating your new credit card number with all subscription services Dear SWACU Member,

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- Recurring Purchases/Subscriptions: Certain merchants may automatically update your payment details, but we recommend updating your new credit card number with all subscription services to ensure uninterrupted service.
- **Credit Card Statements:** Monday, April 28th, your statement will default to your current member statement preference (paper or e-statement). After this date you can update your statement preference via online banking or by calling us at 800-262-5325.

Digital Wallet & Alerts: Digital Wallet Users (Apple, Google or Samsung Wallets): You will need to re-add your new credit card after activation, it will not transfer automatically.

Card Alerts: Any email or text alerts set up for your old credit card will not transfer. You can reestablish your alerts in Online Banking starting Monday, April 28th.

Posting Delay: Transactions made over the weekend of Friday, April 25th through Sunday, April 27th, will not post to your account until the following week.

- **We Are Here to Help**

Visit our [Coming Soon to SWACU page](#) for the latest details and [FAQs](#) or visit our [Video Library](#). We are also offering extended support hours to assist you.

Starting on Monday, April 28th:

Contact us at 800-262-5325

Monday - Friday, 8:00 AM to 7:00 PM CST

Saturday, 9:00 AM to 1:00 PM CST

Thank you for being a valued SWACU member!

Sincerely,

Southwest Airlines Federal Credit Union

- to ensure uninterrupted service.

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