



Updates to your SWACU Bill Pay

Dear SWACU Member,

- **As of today, April 21st:** access to external transfers, and Bill Pay are temporarily unavailable. Please do not attempt to add or schedule new payments during this period.
- **Monday, April 28th:** Access the new Bill Pay system by logging on to the upgraded SWACU Online Banking system.
- **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 once we go live to ensure timely payment.

Easy as 1-2-3

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

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.

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



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