



SF Fire Credit Union

JANUARY 2018

# Siren News

HAPPY NEW YEAR

## President & CEO Kathy Elser



As many of you know, I began my tenure as CEO in March of 2017 during a time of significant transition for San Francisco Fire Credit Union. We had recognized the need to invest in the Credit Union's infrastructure and already begun work to replace an outdated online banking system that wouldn't be able to meet our long-term functionality and security needs.

Transitions of this magnitude are difficult. Ours hasn't been an exception. I would like to thank you for your patience as we have introduced our new online and mobile banking system and reiterate my apology for the functionality and service issues that have occurred.

Despite these challenges, I am happy to report that we have made significant progress over the past month in bringing the new system online. Functionality updates include:

- An app update that has resolved the mobile deposit issues some users had been experiencing
- An update to show pending debit and credit card transactions based on member feedback
- The ability to view and pay the "Last Statement Balance" on credit cards and home equity lines of credit

Looking forward, we will also introduce several new features to the new system in early 2018, including:

- Card controls that allow you to restrict or reactivate debit and credit cards through the mobile app
- Account aggregation so you can view balances for your accounts at other financial institutions
- The ability to add and remove sources of overdraft protection transfers to your checking account
- Customizable balance transfers from other credit cards to your SF Fire CU Visa® Platinum Credit Card
- FICO credit grade tracking based on soft score information from Experian

We have learned a lot through the challenges we have faced during these upgrades. In the new year, I look forward to discussing how we are working to ensure this kind of service disruption does not happen again. We are committed to restoring our service level to what you expect and deserve. All of us, myself included, will "walk the member path" when designing our products and service delivery channels.

Your loyalty has always been – and will continue to be – the key to this Credit Union's success. We understand this, and consider it a privilege to be your financial institution of choice.

Kathy Elser

President and CEO

# NEW ONLINE & MOBILE BANKING

Visit Our Website to Get Quick Video Tutorials on Key Features of the New Online & Mobile Banking System, including:

- Bill Pay
- Transfer Tool
- Mobile Banking
- Help Tool
- Registration & Dashboard

## OUR PROGRESS UPDATE:

We've Made Updates to Our New Online & Mobile Banking System to Address Issues Such As:

- Mobile Deposit
- Pending Debit & Credit Transactions
- Viewing Statement Balances
- Transaction Description in Third Party Applications
- Accessing Data from "Track Spending" Tool

Visit Our Website to Learn More: [www.sffirecu.org](http://www.sffirecu.org)

## REDEEM REWARDS POINTS

# EXTRA AWARDS

## HOW TO ACCESS **EXTRA AWARDS POINTS** IN NEW ONLINE BANKING

The Extra Awards points now have a dedicated tool, or "widget" which can be added to your Dashboard within Online Banking.

The screenshot shows the online banking dashboard with a sidebar on the left and a main content area. The sidebar has icons for Dashboard, Accounts, Transfers, Bill Pay, and Loan Applications. At the bottom of the sidebar is a 'MORE...' button circled in red. The main content area shows the 'Dashboard' with 'My Accounts' listed, including a 'Checking' account. Below the accounts is a 'WIDGET OPTIONS' button circled in red. A 'VISA Extra Awards' widget is shown on the right, with an 'Add' button circled in red. The widget displays 'VISA Extra Awards' and 'VISA Extra Awards (more...)'. The background of the dashboard is a blurred image of people walking.

1. On the left side on your screen, click "...MORE"
2. Then select "WIDGET OPTIONS".
3. Then scroll down the list of AVAILABLE WIDGETS and click "ADD" next to VISA EXTRA AWARDS
4. VISA EXTRA AWARDS will now appear when you click the "...MORE" button on the left side of your screen.

DEADLINE: FEBRUARY 2<sup>ND</sup>, 2018

# THE ARTHUR F. MCINTYRE SCHOLARSHIP

Every year, the scholarship program awards \$2,500 each to two high school-level and two college-level students. To apply, visit [www.sffirecu.org](http://www.sffirecu.org).

- Student must be a member of SF Fire Credit Union in good standing.
- Current grade point average of 2.5 or higher.
- Enrolled as a full-time student in an accredited university, college, community college, or high school.



THANK YOU

## Another Great Year Working with the SF Firefighters Toy Program

As our long-time members are aware, we work with the SF Firefighters Toy Program each year to raise funds to help purchase toys for the children in need in our community. We are not able to do this without the generosity of our members, and the active and retired members of the San Francisco Fire Department.

### SANTA CLAUS AND SPECIAL GUESTS

We were lucky to again have Santa (**retired SFFD firefighter Bob Cuff**) at all four of our branches, ready to greet children (young and old), and take photos. Our friends from **Engines 10 and 19** also came out to the branches to join in on the fun, and add some local SF Firefighter flare to our members' photos, and their own.

### FUNDRAISER AND BAKE SALE RESULTS

It's always a joy to have Santa and his firefighter friends at the branch, but our employees also love baking homemade goodies for our Bake Sale each year. A big thanks to our employees for using their baking skills for a great cause, and to those who purchased items.

### WANT TO LEARN MORE ABOUT THE TOY PROGRAM?

The SF Firefighters Toy Program works year-round to prepare for the busy holiday season, and gives toys to over 40,000 kids in our community. To get involved, or to learn more about how you or your company can get involved, visit [www.sffirefighterstoys.org](http://www.sffirefighterstoys.org) or follow them on Facebook for updates.





A WIN FOR EVERYONE

## TOY DRIVE BASKETBALL TOURNAMENT

SF Fire Credit Union was pleased to be one of the sponsors for the 2017 Toy Drive Basketball Tournament between SFFD and SF Toy Program Volunteers.



### California Branch

3201 California Street, SF, CA 94118-1903

### Mint Plaza Branch

12 Mint Plaza, SF, CA 94103

### Stonestown Branch

565 Buckingham Way, SF, CA 94132-1904

### Pacifica Branch (Cashless)

1220 Linda Mar Blvd., Pacifica, CA 94044-4264

### Branch Hours

Monday - Friday 8:30 a.m. - 6:00 p.m.

Saturday 8:30 a.m. - 3:00 p.m.

### Contact Center & Web Chat Hours

Monday - Saturday 7:00 a.m. - 8:00 p.m.

### Telephone

(415) 674-4800 1 (888) 499-FIRE (3473)

### Apply for a Loan

By Phone: 1 (888) 499-FIRE (3473)

Online: [www.sffirecu.org](http://www.sffirecu.org)

### Credit Union Branch Holidays

Monday, January 1<sup>st</sup> - New Year's Day

Monday, January 15<sup>th</sup> - MLK Jr. Day

Monday, February 19<sup>th</sup> - Presidents' Day

*The Branches will be closed, however the Contact Center / Web Chat will be open during its regular hours.*

### SF Fire Credit Union's Service Guarantee

*SF Fire Credit Union upholds a tradition of excellence and strives to provide exceptional service. We guarantee courtesy, accuracy and promptness at all times. If we do not meet these standards in any way, let us know. We will apologize, correct the issue and credit your account \$10, no questions asked.*

## 67<sup>th</sup> ALL MEMBERS INVITED Annual Meeting of the Members of SF Fire Credit Union

### WHEN

Monday, February 19, 2018

(President's Day) at 9:30am

### WHERE

Spanish Cultural Center  
2850 Alemany Blvd (Patio Español)  
San Francisco, CA 94112

- ★ Ample Free Parking
- ★ Complimentary Breakfast

This event is for Credit Union Members only.

Please RSVP by February 12<sup>th</sup>, 2018 via postcard,  
online at [www.sffirecu.org](http://www.sffirecu.org) or by  
calling 1.888.499.FIRE(3473)

SF Fire Credit Union



## BRANCHES CLOSED

NEW YEAR'S DAY, JAN 1<sup>ST</sup>

MARTIN LUTHER KING, JR. DAY, JAN 15<sup>TH</sup>

PRESIDENTS DAY, FEB 19<sup>TH</sup>

