



October 15, 2020

WELCOME BACK!

Valued members of Select Federal Credit Union, we are excited to announce our lobby is now open by appointment.

We want to say Thank You to all of our membership for all your patience and support as we continue to work together to get through this pandemic. Select FCU strives to put forth best practices to continue to serve our membership while ensuring everyone's safety and well-being.

Branch Lobby Access

To help protect you, your family and Select FCU employees from exposure to COVID-19, we are following some common safety precautions. We are limiting the number of individuals allowed in our lobby at the same time and we are also requiring that our employees and members wear a face covering while inside the branch.

Services available for lobby appointments: **new accounts, notary service, document signing, account maintenance and more.** To schedule an appointment, please call us at 210-223-6561.

We have launched **My Mobile Check-In**, a mobile app that allows you to check-in from your cell-phone when you arrive for your scheduled appointment. There is a brief screening within the check-in process before allowing entry into our lobby. Other precautions we have taken for your safety include sanitizing stations, spaced seating for social distancing, and regularly scheduled cleaning and disinfecting of our facilities.

We will continue to assist all your teller transaction needs at our drive-thru with normal business hours:

Monday – Friday: 8 a.m. - 6 p.m.

Saturday: 9 a.m. - 1 p.m.

ATM is available 24/7

Lobby Hours:

Monday – Thursday: 9 a.m. - 5:30 p.m.

Friday: 9 a.m. - 6 p.m.

Saturday: 9 a.m. - 1 p.m.

Our other branch offices will remain available by phone at their normal business hours.



Convenient Account Access Options

As always, we offer several ways for you to access your account to conduct business. We encourage our members to utilize our online and self-service banking tools.

- Online & Mobile Banking. It's secure, free, and an easy way to check your balances, transfer funds, make payments, and more, from your computer or mobile device 24 hours a day. If you don't have Online Banking and need assistance give us a call and we'll get you set up.
- Select24 (Phone Audio-Teller). Use our automated telephone banking system to complete transactions. If you're not comfortable using Online Banking tools, Select24 is also an option to check balances, transfer funds, and make loan payments. You can access this system by calling 210-223-1674
- ATMs & Shared Branching. You may access Shared Branching or any of the 30,000 surcharge-free ATMs through [CO-OP Network](#) nationwide.
- Call Us. Contact us by phone at 210-223-6561. A credit union representative can handle almost any banking need by phone.
- Visa Debit Cards. For any purchase needs, your Select Visa Debit and/or Credit Cards are accepted nearly everywhere, in-store and online.

Member Safety & Security

We remind everyone to stay vigilant in their daily activities to secure their personal information. Unfortunately, in every tragedy there are people who try to profit on vulnerable times like these. Stay vigilant to protect yourself.

We remind you to never give your account information, account number, social security number, or passwords to anyone. We will not, nor anyone from other financial institutions or government agencies, ever call or email you asking for confidential personal information or passwords. Do not share them.

We remain committed to serve you, together we will get through this challenging time.

Sincerely,

Select Federal Credit Union Team



MY MOBILE CHECK IN

Branch Lobby Access

Lobby access is now available for specific needs such as new accounts, notary service, document signing, account maintenance and more. However, all appointments must be coordinated and scheduled in advance. To schedule an appointment, please call us at 210-223-6561.

We will continue to assist all your teller transaction needs at our drive-thru with normal business hours.

Click or Scan to download mobile app



www.selectfcu.org

1914 N. Interstate 35
San Antonio, TX 78208
(210) 223-6561 - Main Number

1. Download mobile app

2. Create your member profile

**3. Check-in using your cell phone
(upon arrival)**

We will meet you at the door!

Simple, Safe, & Secure

(888) 304-5309 - Toll Free
(210) 227-8125 FAX