



June 3, 2020

Thank You

Valued members of Select Federal Credit Union, we appreciate this opportunity once again to update you on what we are continuing to do here at the Main Office.

First, we want to say Thank You to all of our membership for all your patience and support as we 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.

Focused on Your Well-Being

Despite some of our temporary changes to our business structure, know that we are here to help you as best as we can. Select FCU remains focused and committed on serving our members while ensuring your financial well-being.

Branch Lobby Access

Lobby access will be made available on a case-by-case basis for special 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 as our primary means of operation with normal business hours:

Drive-Thru Hours

Monday – Friday: 8 a.m. - 6 p.m.

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

ATM is available 24/7

Our Main Office will remain closed to walk-in traffic. However, credit union services will be available by phone or appointment during normal business hours:

Main Office 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