

Meet Ryan Bobbin, SLFCU's Vice President of Organizational Development and Project Management



Ryan Bobbin
VP of Organizational Development
and Project Management

According to Ryan, a strong work ethic, good character, critical thinking, and the ability to follow a process through from beginning to end are skills that never go out of fashion. As the VP of Organizational Development and Project Management, a new role at the Credit Union, Ryan has honed these skills during his 18 years with SLFCU.

"I was hired as a teller in 2002, but that didn't last long, as I was promoted to a financial services representative position in less than two weeks," laughs Ryan. A year and a half later, Ryan found his calling with SLFCU's training team, working on quality processes, adult education, and project management. He notes the Credit Union

was just dipping its toes into project management and service quality back then. "I was the sole person in an operation analyst role for several years before being promoted to Service Quality Manager," he shared. Today, Ryan manages three service quality professionals and oversees SLFCU's training team of five.

For many years, Ryan says (with tongue only slightly in cheek) that his mantra was "world domination through effective documentation." He started SLFCU's organizational knowledge management system and has continued his work keeping the Credit Union on task and moving forward through intentional and consistent project management.

As a history buff and self-professed "old soul," Ryan admits his wife of 21 years and their four daughters, ranging in age from eight to eighteen, keep him young. "Those five ladies are the joy of my life," he says with a smile. In his spare time, Ryan enjoys playing music and reading. He is also very involved in organizations such as Quality New Mexico and the Albuquerque Quality Network. ■

SLFCU Invests in the Community with High School Intern



Kevin Nuñez,
intern at our Tech Park branch

Proud of his teller skills, SLFCU Intern Kevin Nuñez is a senior at Technology High School, where he participates in a job placement program with Future Focused Education, an Albuquerque based non-profit dedicated to placing students from challenged communities in meaningful jobs with quality employers.

Kevin works out of SLFCU's Tech Park branch, and is

mentored by Branch Manager Mike Linton. When asked what he likes best about Mike, Kevin said with a smile, "What isn't great about Mike? He's funny, interesting, and pushes me to do my best in everything. He has taught me how to be professional and helped me mature and think differently about my future. He is always there to support me." In fact, Kevin noted that the whole Tech Park team is there for him. Sharon Clark, Tech Park branch supervisor says teaching Kevin has been an amazing opportunity for everyone. "Kevin didn't realize his potential contribution to others. When he first joined us, he was a very reserved young man. Now he is so full of potential and his confidence just shines!"

And, according to Sharon and Mike, Kevin is excellent at his job, kind and patient with members, and has developed a keen interest in banking. Kevin says, "I've learned how to get and sustain good credit as well as how to apply for a loan. I've been able to tell my family and friends about how all of this works and help them out." In fact, Kevin gave a presentation at his school on how to get a loan, and what is required to qualify.

So, what's next for Kevin? He says working at SLFCU has opened him up to new ideas for his path after high school.

"I thought I would be a mechanic, but now I think I'd like to work part-time at the Credit Union and attend CNM to pursue an accounting or business degree." In the meantime, Kevin is looking forward to working toward a financial services representative position, and graduating from high school in May. Chances are good the whole Tech Park team will be there to cheer him on. ■

Future Focused Education is recruiting local businesses to hire interns. This is a paid work experience for high schoolers outside the classroom, inside the workforce.

- Students are paired with local employers to provide meaningful work experiences and a monthly stipend.
- Internships open doors to future careers and higher education for local marginalized youth.

For more information visit futurefocusededucation.org.

In the Community

SLFCU Honored at X3 Mentor Awards

SLFCU was recently honored at the X3 Mentor Awards for participating in a mentorship program facilitated by the non-profit Future Focused Education where high school students from challenged areas of our community are placed into meaningful internships.



First-time Homebuyers Turn to SLFCU



Pictured in the backyard of their new home are SLFCU members Jacob Robinson-Brown and Kristina Jones, and their dog, Frank.

Kristina Jones and Jacob Robinson-Brown turned to SLFCU when they were ready to buy their first home in 2019. They both grew up in Albuquerque and wanted to put down deeper roots in the Land of Enchantment, while gaining equity by purchasing a home. "We had been renting a townhouse

in Albuquerque and our lease was coming up for renewal, so we were looking at our options. We really liked our little place, but we started thinking 'what if we could buy a house?'" says Kristina.

Kristina has been an SLFCU member since childhood, and Jacob joined five years ago while interning at Sandia National Laboratories. Each have checking, savings, auto loans, and mobile banking through SLFCU, and agree that there was "no question" about choosing the Credit Union for their home loan, too. They loved the convenience of having all of their accounts in one place, and "SLFCU had the best rates," says Jacob. "We also have a really strong history with SLFCU without any negative experiences," adds Kristina.

The young couple signed up for HomeAdvantage^{®*}, a free home buying service offered through SLFCU that referred them to a trusted real estate agent. They worked with their agent to find their perfect home in northeast Albuquerque – and they earned a cash back reward from HomeAdvantage in doing so. "The market was tight, but we knew what we wanted, including space for our dogs to play outside."

They agree that SLFCU helped make their home buying journey easier. "We had lots of questions about the loan process," notes Kristina. Their SLFCU loan officer, Ciara Pena Smith, explained their options and was with them at every step. They started by getting pre-qualified for a loan to determine what they could afford. "We talked with Ciara weekly, and loved the convenience of signing loan documents online," notes Kristina. "Our closing went quickly. It was a great experience overall," adds Jacob.

Their best advice for those who are thinking about buying a home? "You don't have always have to have everything perfectly in place to be able to buy a house," says Kristina. "Even if you think you can't afford to buy, talk to SLFCU to see what's possible. We made a 5% down payment, which made buying an option for us. And SLFCU doesn't require private mortgage insurance, which helped us to save that additional expense." ■

*Cash Rewards are awarded through the HomeAdvantage program to buyers and sellers who select and use a real estate agent in the HomeAdvantage network. Home buyers or sellers are not eligible for Cash Rewards if they use an agent outside this network. Cash Rewards amounts are dependent on the commissions paid to the HomeAdvantage network agent. Obtaining a mortgage or use of any specific lending institution is not a requirement to earn Cash Rewards. If you are obtaining a mortgage, your lender may have specific rules on how Cash Rewards can be paid out. Cash Rewards are available in most states; however, are void where prohibited by law or by the lender. Please consult with your lender for details that may affect you.

Taking Care of Difficult Business (Part 1)

Transitioning Accounts When a Loved One Passes

The loss of a loved one is difficult, and transitioning the day-to-day management of a deceased family member's finances can be overwhelming. The information below can help prepare you for what to expect if you need to handle a deceased family members' SLFCU account(s).

You Don't Need to Come in Right Away

The days, months, or even years following the loss of a loved one can be trying. While it is important to handle financial matters in a timely fashion, you do not have to come in or call us right away. In most instances, you can wait a few weeks after your loved one's passing to come in and speak with us about their accounts.

The Process Is Unique to Each Individual – and Can Be Complex

The process for changing or closing a deceased member's account is as unique as the individual who owned it. The documents you will be asked to provide and length of time it will take to complete the transition will depend on the number and type of accounts your loved one had with SLFCU, if there are joint owners on the account(s), and/or if there are payable on death beneficiaries on the account(s). An SLFCU Financial Services Officer will sit with you to go over the details of your loved one's accounts and what documentation you will need to provide.

A Certified Copy of the Death Certificate Is Always Required

While a complete list of required documents will depend on the type(s) of account(s) your loved one had, a certified copy of the death certificate is always required. SLFCU will require you present a certified copy before dispersing funds or closing the account. Tip: in the weeks following the death of a loved one, you may be asked to provide more than one certified copy to different places. We recommend requesting several certified copies when obtaining the death certificate.



Power of Attorney Ends at Time of Death

If you have been granted power of attorney for a loved one's account, it is important to understand that it will end at the time of their death. Only joint account owners, payable on death beneficiaries, or personal representatives appointed by the court have access to a deceased member's account(s).

Waiting Too Long to Alert SLFCU Could Result in Frozen Accounts

If SLFCU receives notification from the Social Security Administration about your loved one's passing without prior notice from a joint owner, beneficiary, personal representative, or next of kin, a note will be added to the account and, in some cases, all access to the account could be frozen until we are contacted. The freeze could include access to the accounts in online and mobile banking. To avoid this circumstance, we recommend contacting us within 30 days of your loved one's passing.

To learn about how you can prepare your accounts for an easier transition for your loved ones after your passing, read the second part of "Taking Care of Difficult Business" in the April 2020 issue of our Dollars & Sense newsletter. ■

This article should not be construed as legal advice. If you have questions about estate planning, please consult an estate planning attorney.

Use BALANCE Financial Fitness to Meet Your Goals in 2020

Increase Your Financial Knowledge

The new year is a great time to set financial goals. Increasing your financial knowledge is a first step toward better money management. SLFCU's partner, BALANCE Financial Fitness, has tools and resources that are free to SLFCU members and include:

Learning Modules

Not sure where to start? Learn the basics of personal finance with BALANCE's educational modules - BalanceTrack and InBalance. These programs cover topics such as checking accounts, basic money management, the psychology of spending, and buying a car. Information is available in easy to read chapters so you can go at your own pace and return where you left off if you get interrupted. The learning modules also include a short quiz at the end so you can test your knowledge.

Webinars

Each month, BALANCE hosts webinars on timely financial topics. The webinars are offered in day and evening sessions. Topics include how to build a budget, tips for staying on track during the holidays, first steps to becoming a homeowner, and more. To see what topics will be covered in the coming months, or to register for a free BALANCE webinar, visit slfcu.org/Calendar.

Articles and Calculators

If you want to learn more about a specific financial topic, like getting out of credit card debt or saving for college tuition, BALANCE has articles and calculators that can help. You can explore tips and strategies for nearly any financial situation. BALANCE also offers calculators that can help you determine a strategy for reaching a financial goal based on your needs.

Podcasts and Videos

BALANCE also offers podcasts and short, one-minute videos. These resources are ideal for anyone who wants to learn more about a financial topic, but may not have time to browse articles or participate in a webinar. If you only have a minute to spare, or prefer to listen to podcasts while you accomplish other items on your to-do list, these resources are a great option.

To start taking advantage of these new BALANCE resources, visit slfcu.org/Balance. ■

After-Hours SLFCU Debit Card Support Now Available



SLFCU now offers support for debit cards after hours, on weekends, and on most holidays with the exception of Thanksgiving and Christmas day. Assistance in Spanish may be limited during these times. If your debit card is not working, lost or stolen, or if you discover a fraudulent debit card transaction, please call 505.293.0500 or 800.947.5328 and select "card services" or press 2 once you are in the main menu. This functionality is also available for credit cards and members may access it by following the same steps as for debit cards. ■

"Webinar for the Win" BALANCE Contest

You could win \$1,000!



One lucky winner will receive a \$1,000 grand prize just for attending a free BALANCE webinar between January 28 and April 23.* Visit slfcu.org/Calendar to view upcoming webinar dates and topics.

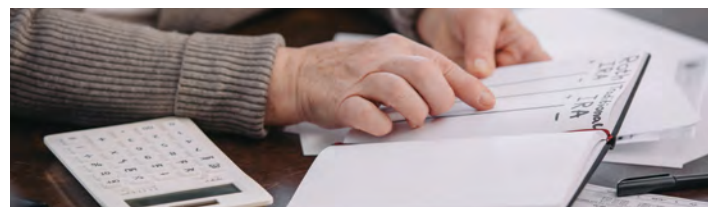
*"Webinar for the Win" contest is offered by BALANCE Financial Fitness. One winner will be chosen at random by BALANCE. Participants must be at least 13 years of age and stay for the entire webinar to be entered in the contest. Attending multiple webinars earns additional entries. Sandia Laboratory Federal Credit Union should be entered as your BALANCE provider when registering. Visit <https://www.balancepro.org/resources/articles/webinar-for-the-win-contest/> for official contest rules.

Get a smarter home loan with SLFCU.

Low payments and great service

Learn more at slfcu.org.

2019 IRA Contributions



Make the most of your retirement savings by contributing the maximum yearly limit to your IRAs.

For the 2019 tax year, you can contribute a total of \$6,000 to Traditional or Roth IRAs. If you are over age 50, you can contribute an additional \$1,000 "catch-up" contribution.

Please submit your IRA contribution in advance of the tax filing deadline to allow plenty of time to complete the necessary paperwork.

IRA contributions for 2019 can be made until the tax filing deadline in April 2020. Please consult your tax advisor or financial advisor with questions about your individual tax circumstances.

If you don't have an IRA, you can learn more about them at slfcu.org/IRAs or call us at 800.947.5328. SLFCU offers traditional and Roth IRAs, Education Savings Accounts, and IRA Certificates. Open your IRA account with as little as \$5. ■

Tax Documents are Available Online

Tax documents from 2018 and 2017 are available now in online banking; 2019 forms will appear as they are generated through April 2020. SLFCU will continue to mail tax forms directly to members as well. A rolling three years of tax documents are available within online banking, unless you have been a member of SLFCU for fewer than three years.

Save up to \$15
on TurboTax*



SLFCU members can get up to \$15 off TurboTax® federal products. Visit slfcu.org/TaxHelp to get started.

*State filing charges apply. Limited time offer for TurboTax 2019. Terms, conditions, features, availability, pricing, fees, service and support options subject to change without notice. Intuit, TurboTax and TurboTax Online, among others, are registered trademarks and/or service marks of Intuit Inc. in the United States and other countries. Other parties' trademarks or service marks are the property of their respective owners. Visit <https://turbotax.intuit.com/lp/yoy/guarantees.jsp> for TurboTax product guarantees and other important information.



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Dollars & Sense

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First-time Homebuyers Turn to SLFCU

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On the Calendar

CU Auto Sales Used Vehicle Sale

Friday, March 20 - Saturday, March 21 • 9:00 a.m. - 6:00 p.m.

CU Auto Sales • 5901 San Mateo Blvd. NE, Albuquerque, NM

CU Auto Sales will have an inventory of quality late model used cars and trucks (subject to availability).

To view these and other events
visit slfcu.org/Calendar.

Brought to you by the MEMBERS Financial Services Program* located at SLFCU. Register at slfcu.org/Calendar or by calling 505.293.0500 or 800.947.5328.

Roth Conversions

Are you thinking about converting to a Roth IRA?

Tuesday, March 24 • **Noon - 1:00 p.m.** • Tech Park
5:30 - 6:30 p.m. • Juan Tabo

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