

FALL 2023



# News+

SESLOC

# \$AVE WIN<sup>®</sup>

## Now with **MORE** Chances to Win!

Would you like a chance to win prizes for saving your hard-earned money? With a **Save to Win 12-month share certificate**, for every \$25 in account balance increase at month-end, you'll receive one entry for the monthly and quarterly prize drawings, up to the maximum number of entries for each drawing cycle.<sup>1</sup>

Previously, accountholders were permitted up to ten entries per month. Now, you get up to one-hundred entries per month.

### Up to one-hundred entries per month!

The money you deposit in your Save to Win account is yours to keep along with the dividends earned. It's a great way to build healthy savings habits. You can make deposits anytime and for any amount.

See how it works and open a Save to Win account in Online Banking, at any branch, or at [sesloc.org/save-to-win](https://sesloc.org/save-to-win).



### BILL PAY SERVICE UPDATE

Good news! By early 2024, you can expect a complete restoration of all your Bill Pay services as we transition to our former service provider that was available prior to our Online Banking upgrade this past February.

Overall, the service will be more efficient and easy to use. At this time, no action is required from you, however, we recommend keeping your contact information up-to-date to ensure you get the latest news and updates regarding the transition. You may also visit [sesloc.org/bill-pay-status](https://sesloc.org/bill-pay-status) to learn more.

### SHRED DAY—in the Five Cities Area!

As the Arroyo Grande branch parking lot cannot accommodate a Shred Day event, members are invited to join us on **Saturday, October 28 from 9:00 a.m.-noon** at the **Dellos Performing Arts Center parking lot**, 1030 Huston Street C in Grover Beach. Learn more at [sesloc.org/shred-days](https://sesloc.org/shred-days). *Stay tuned!*

Limit two legal-size boxes per member. Event times subject to change and are subject to our partner trucks being filled. Please check website for latest information.

### International Credit Union Day

We have surprises and treats planned for International Credit Union Day on **Thursday, October 19**. Stop by any branch and join us in celebrating what makes credit unions so special.

### October is National Cybersecurity Awareness Month

We're back with more tips and tools to help you stay safe online. Learn more at [sesloc.org/cybersecurity](https://sesloc.org/cybersecurity) and register now for a special webinar:

**Conversation with an IT Officer: The Latest Scams**  
**Wednesday, October 18 at Noon**



**QUICK TIP:** Update your passwords every three months and never reuse a password on multiple sites. If a hacker cracks one password, they will try it on multiple sites.



HAPPENINGS





## IN OUR COMMUNITY

### Honoring our Local Heroes

SESLOC sponsored a special Santa Maria *Downtown Fridays* event that honored local first responders with a free meal for them and their families. We enjoyed meeting everyone at the event, including Alice Patino, Mayor of City of Santa Maria,

### SESLOC Cares for Community

We're partnering with News Channel 12 to honor nonprofit volunteers who make our community thrive. We choose a new nonprofit each month and ask them to select a valuable volunteer to receive the **SESLOC Cares for Community Award**. Here are our recent recipients:

- ♦ **Stephen Gonzales**, SLO Children's Museum
- ♦ **Jeannie Carpenter**, Habitat for Humanity SLO County



SESLOC staff and their families volunteered to clean up Pismo Beach the weekend after Independence Day.



### Thank You for Supporting Childhood Literacy

A special thanks to our members and employees who joined us, along with KSBY, in support of the Scripps Howards Foundation's recent "If You Give a Child a Book..." fundraiser. Funds raised will allow our local students at Arellanes, Bonita, Lillian Larsen, and Oceano Elementary Schools to start their very own personal home libraries.



### Dream Big. We'll lend you a hand.

Whether you need to consolidate debt, fund college tuition, or remodel your home, you can use one of our **Home Equity Loan** options to ease financial burdens and make life more comfortable. With a fixed rate, you have the advantage and security of knowing your rate and your monthly payment will not change for the term of your loan. Learn more and apply online at [sesloc.org/home-equity-loans](http://sesloc.org/home-equity-loans).

### We're Back With Even **MORE** Local Rewards

We just added 23 new Local Rewards businesses, which means there are **over 225+ participating Local Rewards locations**.

### Earn Local Rewards up and down the Central Coast!

From retailers to restaurants and beyond, tackle your holiday shopping list and earn bonus rewards points when you make a purchase with your SESLOC HomeFREE Checking™ debit card or Visa Signature Rewards® credit card.<sup>2</sup> Plus, points can be redeemed for gift cards, cash back, and more —giving you even more value per dollar this holiday season.



### Get Peace of Mind for Your Business With a Revolving Line of Credit

For businesses that find their cash flow isn't a steady stream month-after-month, a Revolving Line of Credit (RLOC) is a valuable tool. This loan helps smooth cash flow fluctuations due to inventory needs, timing of accounts receivable or seasonality of a business. Similar to a credit card, you pay interest only on the amount drawn, and you pay down the RLOC when the cash flow improves. Learn more at [sesloc.org/business-services](http://sesloc.org/business-services).



## Ask a Financial Advisor

### What's happening in the world of higher education?

The Free Application for Federal Student Aid (FAFSA) typically opens every year on October 1 for high school seniors planning to attend college in the following year and for returning college students. However, due to an extensive redesign of the FAFSA, the filing season for the 2024-2025 school year will be delayed until December. The simplified FAFSA will have fewer questions — 46 compared to 108 previously — and the direct transfer of financial information from the IRS to the FAFSA will now be mandatory. A new student aid index (SAI) will replace the current expected family contribution (EFC) terminology, and a raft of changes to the formula could impact the amount of need-based aid offered to students. Learn more at [sesloc.org/2024-FAFSA](https://sesloc.org/2024-FAFSA).



Chris Datu is our CFS Financial Consultant, through CUSO Financial Services, LP (CFS). \* Contact Chris today to book an appointment to discuss your unique financial situation.

Chris Datu ♦ (805) 540-7788  
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CA Insurance License: #0M20407

SESLOC Wealth Management is provided through our relationship with CUSO Financial Services, L.P. (CFS)\* an Independent Broker-Dealer and SEC Registered Investment Advisor formed for the express purpose of serving Credit Union members' investment and financial planning needs.

\*Non-deposit investment products and services are offered through CUSO Financial Services, L.P. ("CFS"), a registered broker-dealer (Member FINRA /SIPC) and SEC Registered Investment Advisor. Products offered through CFS are **not NCUA/NCUSIF or otherwise federally insured, are not guarantees or obligations of the credit union, and may involve investment risk including possible loss of principal.** Investment Representatives are registered through CFS. SESLOC has contracted with CFS to make non-deposit investment products and services available to credit union members. CFS and its representatives do not provide tax advice. For specific tax advice, please consult a qualified tax professional.

## Call for Board Nominations

Each spring, SESLOC members select Directors to lead our Credit Union. From October 2, 2023 – November 13, 2023, we are accepting applications for nominations for qualified members who are willing to volunteer as Credit Union directors in a governance capacity for a three-year term.

### QUALIFICATIONS:

- ♦ SESLOC primary member ♦ 18+ years of age
- ♦ Good standing for the last three years
- ♦ Demonstrated good character and fiscal responsibility:  
Not engaged in any business or enterprise which is, or could appear to be, in conflict with the duties of a credit union official, or interfere with independence and impartiality
- ♦ May apply each year, including directors whose terms are expiring

**HOW TO SUBMIT FOR NOMINATION:** Completed applications must be received by Monday, November 13, 2023. Applications are available at each SESLOC branch. Complete and return application to: *SESLOC Federal Credit Union, PO Box 5360, San Luis Obispo, CA 93403-5360, ATTN: Nominating Committee*

## From Your SESLOC CEO

As you likely read about in a recent email and letter from SESLOC, we are officially working on a conversion and transition to restore Bill Pay services to our former Bill Pay service provider in early 2024. We are very disappointed in the February 2023 Bill Pay service (the current bill pay service) as it lacked many standard features that we contracted for and is especially inconvenient for our eBill users. We appreciate your patience as we negotiated with our current and former bill pay service providers to restore the functionality and ease-of-use we all expect. The implementation will require several months of thorough testing, extensive quality control checks, and robust training with our staff and members to ensure the quality and functionality of the system. Our team will be sending ongoing communications to you each month (or more as needed) to let you know status and progress of this conversion. This information will also be readily available for you on our website, [sesloc.org](https://sesloc.org).

It's a wonderful time of year on the Central Coast with back to school and outdoor activities—many community events are held to take advantage of the warm weather we are lucky to have well into the fall season. Recently, we welcomed new students at Allan Hancock's *BowWow* and Cal Poly's *WOW* events and greeted families at Santa Maria's *Day in the Park* event. SESLOC was also on the scene at one of Santa Maria's weekly *Downtown Fridays* event, where we gave a hearty meal to all of the city's first responders and their families to thank them for their hard work and service to the community. We presented financial education seminars to young adult members in our local California Conservation Corps and recognized local nonprofit volunteers with our "SESLOC Cares for Community" award, which airs on News Channel 12. In keeping with this theme of celebrating and honoring our *People & Place*, please join me in recognizing National *Hispanic Heritage Month*, which acknowledges the rich cultural contributions of Hispanics in our community.

At SESLOC, our primary goal is to help *you and your family* achieve your financial goals. We also strive to be the kind of organization you are proud of—which is a place that also cares for our *friends and neighbors*. We thank those who were able to donate to our "Give a Child a Book" fundraiser in partnership with KSBY, which is a fantastic way to encourage childhood literacy amongst those who need it the most.

And in a final close, thank you for your loyal membership. We appreciate the kind messages you sent during our *I Love My Credit Union Day* event this past July. Wishing you a joyous holiday season!



Geri LaChance  
PRESIDENT & CEO







## What's new in Digital Banking

Now in Online Banking, you'll see check images were added to your transaction descriptions. Plus, you may now **enroll in eNotices**, so that you may receive important account information via email, which is faster than receiving letters in the postal mail. Examples of eNotices include reminders of a maturing share certificate, notice of an auto loan payoff, or notice of compromised debit or credit cards.

Find it all at [sesloc.org](https://sesloc.org) or in the **SESLOC Mobile app**. Scan the codes with your smartphone to download the app today.



Android



iPhone



**Did you know?** SESLOC members have access to 30,000+ surcharge-free ATMs nationwide. If one isn't near your current location, our **Level Up Member Benefits program** may have you covered.<sup>3</sup> Members with a Level 2 and Level 3 status get **ATM withdrawal fees waived** at non-SESLOC/non-CO-OP ATMs, a \$2 value per transaction. Explore more benefits at [sesloc.org/level-up](https://sesloc.org/level-up).

### BOARD OF DIRECTORS

Tom Lebens, *Chair*  
Dr. Gary Hoskins, *Vice Chair*  
Anthony Cangelosi,  
*Board Financial Officer*  
Barbara Melvin, *Secretary*  
Derek Johnson, *Director*  
Charlene Rosales, *Director*  
Dr. Alden Shiers, *Director*

### SUPERVISORY COMMITTEE

Ken San Filippo, *Chair*  
Leslie Coe  
Dan DeGroot  
Jason Francia  
Barry VanderKelen

### DIRECTOR EMERITUS

Jacquie Paulsen  
Dr. Victor (Vic) Buccola  
Pauline Shaffer  
James (Jim) Park (in memoriam)

### SENIOR MANAGEMENT

Geri LaChance, *President & CEO*  
Mike Quamma, *EVP/CFO*  
Kelli Briggs, *EVP/COO*  
Ken Long, *SVP/CIO*  
Holly Brown, *SVP, Digital Experience*  
Manuel Cervantes, *SVP, Consumer & Mortgage Loans*  
Devon Goetz, *SVP, Human Resources & Talent Development*  
Liz Summer, *SVP, Business Services*

## Federal Holiday Closures

**Columbus Day/Indigenous Peoples Day:**  
Monday, October 9

**Veterans Day:**  
Saturday, November 11  
(Contact Center closed)

**Thanksgiving Day:**  
Thursday, November 23

**Christmas Day:**  
Monday, December 25

**New Year's Day:**  
Monday, January 1



Named a top place to work by *Pacific Coast Business Times*.



Thanks to members for rating us high on their transaction experience.



Voted Best of North SLO County by *Atascadero Colony* and *Paso Robles Magazine* readers.



Voted Best Bank or Credit Union by *New Times* readers, 15 years in a row.

### DISCLOSURES

Any service or policies stated herein are in effect as of the date of this publication and are subject to change without notice. Disclosures for all products, programs or services are available at any SESLOC branch or by calling (805) 543-1816.

1. Minimum opening balance requirement of \$25.00, and must maintain an average daily balance of \$25.00 for the account to remain open. Early withdrawal incurs a penalty fee, with a limit of one withdrawal per 12-month term. 12-month Share Certificate account will automatically renew upon maturity. Limit one Save to Win 12-month Share Certificate per consumer member. The account is not available to businesses, including sole proprietors, trusts and organizations. Consumer member must be 18 years or older and a resident of California to participate in the Save to Win Savings Promotion. No purchase necessary. See [sesloc.org](https://sesloc.org) or any branch office for additional terms, conditions, eligibility and restrictions that may apply.

2. HomeFREE Checking™ and Visa Signature® Rewards cardholders are eligible for SESLOC Rewards. Reward options are subject to change at any time. Visit [sesloc.org/rewards](https://sesloc.org/rewards) for complete program terms and conditions, call us, or visit any branch office.

3. The Level Up Member Benefits Program ("Program") is automatically available to select consumer memberships. Visit [www.sesloc.org/level-up](https://www.sesloc.org/level-up), call us, or visit any branch for complete terms, conditions, restrictions and eligibility.



### BRANCH LOCATIONS

**Paso Robles**  
705 Golden Hill Road

**Atascadero**  
8380 El Camino Real

**San Luis Obispo**  
3807 Broad Street

**Arroyo Grande**  
1399 East Grand Avenue

**Santa Maria**  
2506 South Broadway

**Cal Poly Campus**  
University Union Plaza

### HEADQUARTERS

3855 Broad Street  
San Luis Obispo

### MAILING ADDRESS

P.O. Box 5360  
San Luis Obispo, CA 93403-5360

### PHONE NUMBERS

**Contact Center**  
(805) 543-1816

**Voice Phone Teller**  
24-hour account transactions  
(805) 543-5624  
(888) 4-SESLOC

**SESLOC Rewards.org**  
(888) 211-1741

**Identity Theft Programs**  
For program eligibility:  
(805) 543-1816

For access to a Privacy Advocate:  
(800) 357-6392

If eligible, to file a mobile claim:  
[sesloc.org/nxgststrategies.com](https://sesloc.org/nxgststrategies.com)

**Lost or Stolen Cards**  
Credit / Debit / ATM

For calls after business hours  
(805) 543-1816 | (909) 941-1398\*

\*Use if calling from outside the United States.  
This number also accepts collect calls.

**805-543-1816 • SESLOC.ORG**

Savings are federally insured to at least \$250,000 and backed by the full faith and credit of the U.S. Government. National Credit Union Administration, a U.S. government agency.



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