

NEWSLETTER

Important Phone Numbers: Debit and Credit Card Care Center

Did you know that as a member you have a call center available 24/7 to help you with your card related inquiries? Here is a list of all of the things that you can get done by calling the care center.

Credit Cards

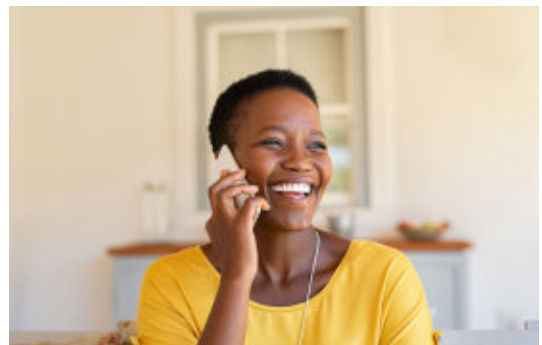
1-844-845-8538

- uChoose Rewards inquiries
- Account online access application questions
- Balance transfer processing
- Card activation
- Convenience check ordering
- Correcting cardholder info (SSN, DOB, MMN)
- Replacement card
- Lockbox support processing
- Payment posing changes/corrections
- ACH support processing
- Set up recurring auto pay
- On demand payment
- Lost/stolen card reporting
- Fraudulent accounts
- Billing disputes
- Chargebacks (dispute resolutions)
- Declined cards
- Retrieval request
- Statement copy

Debit Cards

1 833-311-0079

- Lost or stolen card
- General inquiries
- Card replacement
- Reset pin attempts
- Card production inquiries
- Temporary limit increase
- Card decline
- Travel notices
- Cardvalet assistance
- Cardfree cash support



SCAM ALERT Fake Online COVID Test

With such high demand for COVID-19 testing, it comes at no surprise that scammers would try take advantage of the situation. Unfortunately, this not only wastes your money it also increases your chance of unknowingly spreading COVID or not getting necessary treatment.

- Verify that the test is authorized by the FDA. See a list of FDA authorized [antigen diagnostic tests here](#) and a list of authorized [molecular diagnostic tests here](#).
“complaint”, or “review”. Be apprehensive about the source of the reviews and consider if the review is from an individual or company.
- Use a credit card. Then you can [dispute the charge](#) if you do not get what your ordered.

Report a scam seller or a fraudulent test [here](#).
More COVID-19 related frauds [here](#).

[Click Here to Visit the FTC Website](#)

ICYMI: Santa Visit + Food & Toy Drive

Santa came to visit our Shakopee branch on Saturday December 4! It was so nice to see all of you and spread some much needed Christmas joy. Also, we would like to thank all of you that donated toys and food to our drive for CAP Agency!

We look forward to seeing all of you again December 3, 2022.

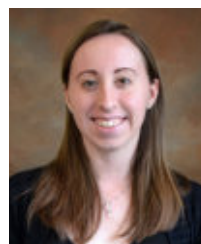


Employee Highlight: See it, Say it Make a Difference Program

We strive to empower our team members to make a positive difference with our “See it, Say it, Make a Difference” program. Team members recognize their peers for their day to day acts of team work and going above and beyond their regular duties.

After each quarter, we recognize one team member who has made a positive difference in the workplace. At the end of the year, the four team members choose a charity to “give back” to in the form of a donation.

The 2021 3rd Quarter Winner is:



Amanda Wulfkuhle

Senior Lending Specialist. Amanda has been with us since November of 2017.

What do you enjoy most about working for SMFCU?

I have been working for SMFCU for a little over 4 years now and I love how we are like a family here! My colleagues and the members we serve are why I enjoy coming into work each day. I love how our credit union makes a difference in our community and I feel fortunate to be employed here!

Upcoming Events

Gillete Children's Chain of Hearts Fundraiser February

Purchase a paper heart to support the children of Gillete in a branch or over the phone.

Mystic Lake Casino Employee Information Table

February 16, 11 am - 2 pm
February 17, 4 pm - 7 pm
February 18, 6 am - 9 am

Shakopee Chamber Women's Event

April 24, 3 pm - 6 pm
Schram Haus Brewery

Important Dates

Martin Luther King Jr. Day Branches Closed

January 17

Presidents' Day Branches Closed

February 21

Annual Member Meeting


May 10, Time TBD
The Link Event Center

A Better, Safer Credit Card Awaits

Competitive Rates + Free Protection from CardSecure®

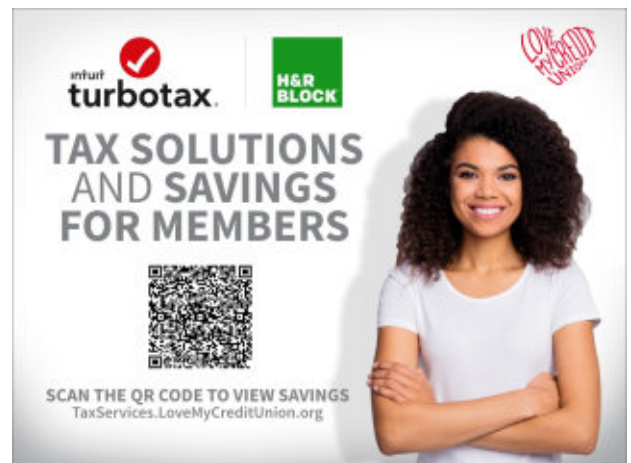
South Metro
FEDERAL CREDIT UNION
CardSecure®

Our CardSecure® app lets you manage your SMFCU cards via your mobile app in real time.



Get Started with a CardSecure® Visa Credit Card Today!

Download from Google Play or The App Store.



mturbotax. H&R BLOCK

TAX SOLUTIONS AND SAVINGS FOR MEMBERS

SCAN THE QR CODE TO VIEW SAVINGS
TaxServices.LoveMyCreditUnion.org



SMARTER SMART PHONE BUDGETS

Credit Union Member Exclusive. **10% OFF DEVICES**
\$99 and up with code CUSG10.

Visit LoveMyCreditUnion.org

Tracfone Love My Credit Union rewards

Cannot be combined with other promotions or coupons. Offer valid 8/1/21-10/31/21.

South Metro
FEDERAL CREDIT UNION
Get There. Start Here.

Contact Us

Visit: www.southmet.com
Call: 952-445-0888
Email: memberservices@southmet.com

