



## Memorandum

To all of our members,

Our highest priority at TAPCO Credit Union is to ensure the health and safety of our valued members and employees. Because of COVID-19, we are taking necessary steps to address social distancing and provide additional protection for our members, employees and the community we serve.

**Beginning Wednesday, March 18, we will move to a drive-up only service model and close our branch lobbies for the next several weeks.**

TAPCO Credit Union can also service your financial needs through:

**MOBILE BANKING** – will allow you to deposit a check, verify transactions and balances and transfer money between your accounts.

**ONLINE BANKING** – will allow you to check balances, transfer money, pay bills through Bill Pay, send and receive secure messages with TAPCO staff and generate a loan application.

**ATM Network** – will allow you access to cash. Utilize TAPCO CU ATMs or visit [coop.org](http://coop.org) to identify a CO-OP ATMs, which provide access with no fees.

**SHARED BRANCHING** – many of our Shared Branching partners may also move to a drive-up only service model. This may affect your ability to conduct business through Shared Branching. We apologize for any inconvenience this may cause you.

**MEMBER CONTACT CENTER** – if you have additional questions or require further assistance, please reach out to our Contact Center at 253-565-9895 (or 1-800-345-7183). TAPCO staff members are here to help you.

We continue to review the latest information from the Centers for Disease Control, World Health Organization and the Governor's Office and will reach out to you with updates if something changes.

Thank you for your understanding.

TAPCO Credit Union