



June 1, 2020

To all of our members,

TAPCO Credit Union is preparing a three-phased approach to reopening our branches. This will be a deliberate and fluid process, as information regarding the pandemic continues to evolve.

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.

During our the first phase of our reopening plan, we will be allowing increased access to our branches (by appointment) between 10am and 4pm, Monday through Friday. Drive-up service remains available between 9am and 5pm, Monday through Friday. We will remain closed on Saturdays until it is determined we can fully reopen our branches to the public.

Branch appointments are available for the following transaction types:

- Safe Deposit Access
- Loan signings
- Notary service
- Account revisions
- Outgoing wires
- Account fraud issues
- Large cash transactions
- Instant issue debit cards
- Money orders, credit union checks, gift cards and cash advances (these are also available through the drive-up)

Reach out to our Contact Center at 253-565-9895 (or 1-800-345-7183) to schedule an appointment at one of our branches.

**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).



More information will be available as we work through the phased reopening process. Updates will be posted to our website, shared via email and through our social media platforms.

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**