



September 18, 2020

As the COVID-19 situation has continued to develop, and in an effort to ensure we can provide service to our members while minimizing the number of staff working onsite, **TAPCO will be making additional adjustments to branch hours. Lobby appointments will be available from 9am to 4pm, Monday through Friday. Drive up service will be available from 9am to 5pm, Monday through Friday.** If you need to schedule an appointment, please call (253) 565-9895.

As Governor Inslee addresses future Phase Guidance for Washington, and Pierce County begins reopening, TAPCO will evaluate our plan to provide further access to our branch lobbies and opening our facilities back up, as our priority remains the health and safety of our members and staff. TAPCO is currently limiting the number of people in our branches to maintain safe social distancing for our members and staff. If you need to schedule an appointment, please call (253) 565-9895. **Thank you for your patience as we navigate the environment COVID-19 has placed on us.**

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 (Also available in drive-up)

Reach out to our Member 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** – TAPCO, and many of our Shared Branching partners, are not performing shared branching transactions. We apologize for any inconvenience this may cause you.

**TELLERPHONE | 24 HOUR ACCOUNT ACCESS** – gives you instant access to your accounts from any



phone (253-565-9875). **To enroll**, reach out to the Member Contact Center.

**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