



November 2, 2020

Our priority remains the health and safety of our members and staff. As Governor Inslee addresses future Phase Guidance for Washington, and Pierce County begins reopening, TAPCO will continue to evaluate our plan to provide further access to our branch lobbies and drive up service. TAPCO is currently limiting the number of people in our branches to maintain safe social distancing for our members and staff.

SATURDAY DRIVE UP HOURS RETURN – MAIN BRANCH ONLY, beginning November 14th

Beginning Saturday, November 14th we will bring back drive up (only) service at our Main Branch (only) from 9am to 1pm. Transactions available through the drive up on Saturdays include:

- **General transactions**
- **Money Orders**
- **Gift Cards**
- **Credit Union Checks**
- **Cash Advances**

We continue to provide lobby appointments and drive up service Monday through Friday at all of our locations. **To schedule a lobby appointment, please call 253.565.9895.**

Main Branch Hours

Lobby Appointments from 9am to 4pm, Monday through Friday
Drive Up from 9am to 5pm, Monday through Friday and Saturday 9am to 1pm

Canyon and 6th Ave Branches Hours

Lobby Appointments from 9am to 4pm, Monday through Friday
Drive Up from 9am to 5pm, Monday through Friday.

Frederickson Branch Hours

Lobby Appointments from 9am to 4pm, Monday through Friday



LIST OF SERVICES AVAILABLE BY LOBBY APPOINTMENT AT ALL OUR BRANCHES:

- 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**)

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 to identify a CO-OP ATMs, which provide access with no fees.

SHARED BRANCHING – many of our Shared Branching partners continue to provide drive-up only. This may affect your ability to conduct business through Shared Branching. 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).

NIGHT DROP – will allow you to drop a transaction at Main Branch, 6th Ave Branch or Canyon Branch. Transactions dropped after 8:30am are processed the following business day.

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. 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.

Thank you for your patience as we navigate the environment COVID-19 has placed on us.

BONNEY LAKE BRANCH – COMING SOON!

We are excited to announce a new branch location for our members! Coming in early 2021, TAPCO will be opening a new branch in Bonney Lake! This location will be full service with a drive up. We will be sharing updates with you in the Winter Newsletter, through social media and on our website. Stay tuned for more details to come!!

Thank you for your understanding.
TAPCO Credit Union