

# CO-OP Shared Branch and CO-OP ATM Network Locator Website, iPhone App and Android App

## Frequently Asked Questions

### CO-OP Shared Branch and CO-OP ATM Network Locator Website

#### **Is [www.co-opsharedbranch.org](http://www.co-opsharedbranch.org) the new locator site for CO-OP Shared Branch?**

Yes, on August 13, a new and improved CO-OP Shared Branch locator site and URL will go live.

#### **What is happening with [www.cuswirl.com](http://www.cuswirl.com) and [www.cuservicecenter.com](http://www.cuservicecenter.com)?**

Both URLs will redirect to the new locator for an extended period of time. Credit unions should update all links on their websites and marketing materials that might reference either of these URLs to reflect the new [www.co-opsharedbranch.org](http://www.co-opsharedbranch.org) URL starting on August 13.

#### **Will there be any changes to [www.co-opnetwork.org](http://www.co-opnetwork.org)?**

Yes, on August 13, a new URL will go live for the CO-OP ATM locator, [www.co-opatm.org](http://www.co-opatm.org).

#### **Will [www.co-opnetwork.org](http://www.co-opnetwork.org) still work?**

Yes, this URL will redirect to [www.co-opatm.org](http://www.co-opatm.org) for an extended period of time. Credit unions should update all marketing materials and other areas that might reference either of these URLs to reflect the new [www.co-opatm.org](http://www.co-opatm.org) URL starting on August 13.

#### **My credit union participates in both the CO-OP Shared Branch and CO-OP ATM networks. Will I need to list both URLs separately?**

No, you will be able to use the new combined CO-OP Shared Branch and CO-OP ATM URL, which is [www.allco-op.org](http://www.allco-op.org), which will go live on August 13.

#### **Why are the URLs changing on August 13?**

CO-OP recently announced new consumer branding for the CO-OP Shared Branch and CO-OP ATM networks, which include new logos to help members better identify shared branch and ATM locations. The locator website URLs have been updated to align with the new branding of both networks as CO-OP Shared Branch and CO-OP ATM.

#### **What is happening with the 800-919-CUSC and 888-CU-Swirl locator phone numbers?**

Starting on August 13, both shared branch locator phone numbers will forward to 888-SITE-CO-OP, our new combined locator 800 number, which will include both CO-OP Shared Branch and CO-OP ATM locations. Credit unions should update their websites and marketing materials to reflect the new number.

#### **What updates are being made to the locators?**

Both [www.co-opsharedbranch.org](http://www.co-opsharedbranch.org) and [www.co-opatm.org](http://www.co-opatm.org) will include:

- Separate pages for CO-OP Shared Branch search and CO-OP ATM network search
- The ability to print a “state-wide” results report
- A search tool for members to find out whether their credit union participates in CO-OP Shared Branch, CO-OP ATM, or both
- Updated content that includes information on:
  - “Credit Unions vs. Banks”
  - “What is CO-OP Shared Branch and CO-OP ATM”
  - The perks of a surcharge-free network

#### **Are the new locator sites mobile-enabled?**

Yes, one of the features of our new locators is that they are mobile-enabled. Members can enter any of the new URLs onto the browser of their smartphone and be brought to a fully mobile-enabled version of the locator.

#### **How will credit unions be notified of the new site?**

As a part of the new CO-OP consumer branding launch, credit unions will receive launch kits in July which will contain information regarding the updated locator websites and URLs. A series of eBlasts are also planned to go out to participating credit unions reminding them to update their URLs.

#### **Will credit unions be provided with technical assistance for updating current web apps, mobile apps, and widgets?**

Yes, a technical memo will be included in the launch kits being sent to all participating credit unions with instructions on how to update web and app programming to use the new website/database tools such as the XML API, form submission, etc. New code widgets will also be made available at that time.

#### **Do credit unions need to do anything?**

On Tuesday, August 13, all participating credit unions should update any links on their websites to either locator to reflect the changes. Marketing materials should be updated as well, but as both previous locator URLs will redirect for an extended period of time there is not an immediate need to reprint marketing materials.

## CO-OP Shared Branch iPhone and Android Locator App

### **What is happening with the CO-OP Shared Branch locator iPhone app?**

A new iPhone app has been adopted to locate CO-OP Shared Branch locations. The link to download the app is available at [www.co-opsharedbranch.org](http://www.co-opsharedbranch.org).

### **Will a CO-OP Shared Branch Android app be available as well?**

Yes, a new Android app has been adopted to locate CO-OP Shared Branch locations. The link to download the app is available at [www.co-opsharedbranch.org](http://www.co-opsharedbranch.org).

### **Will the “Find Branch” iPhone app continue to work for members that have that app?**

Members who have downloaded the “Find Branch” iPhone app will receive a notice to update to the new app.

### **When will the updated CO-OP Shared Branch locator iPhone app and Android app be available?**

The updated iPhone app is now available on iTunes, and the new Android app is available on Google Play.

### **How can these apps be located by new users?**

The apps can be downloaded from the iTunes store or the Android Market by searching for “Credit Union Shared Branch” or “Credit Union Shared Branching”. Users can also access the links for both apps at [www.co-opsharedbranch.org](http://www.co-opsharedbranch.org).

### **Is there a fee to download the CO-OP Shared Branch iPhone or Android app?**

No, there is no fee to download either app; both are free to users.

### **Do credit unions need to do anything?**

Credit unions should be sure to notify members of the availability of these tools in order to provide the most accessible ways to find shared branch locations.

## CO-OP ATM Network iPhone and Android Locator App

### **What is happening with the CO-OP ATM network locator apps?**

CO-OP recently launched an updated version of our current iPhone app **AND** a brand new Android app.

### **Why did CO-OP launch an updated iPhone app and a new Android app?**

CO-OP is launching the new apps in order to take advantage of the most current technologies and to provide the best member experience. There have been many requests by credit unions and their members for an Android app aside from our existing iPhone app.

To make the popular ATM locator more valuable for members, the new app will include innovative, yet convenient features including:

- A “search by current location” pop-up box upon opening the app
- New and more visually attractive design that aligns with CO-OP’s new consumer look
- More optimized map results with CO-OP logos indicating, or “pinning,” each ATM location
- “About Us” and “View Full Web site” options
- Turn-by-turn driving directions for individual location results

### **When will the updated CO-OP ATM network locator iPhone app and Android app be available?**

The updated iPhone app is now available on iTunes, and the new Android app is available on Google Play.

### **How can these apps be located by a new user?**

The apps can be downloaded from the iTunes store or the Android Market by searching for “CO-OP ATM” or “credit union ATM”. Users can also access the links for both apps at [www.co-opatm.org](http://www.co-opatm.org).

### **Will members who already have the CO-OP ATM network locator app on their iPhones have to do anything?**

No, the update of the current iPhone app will prompt users of the automatic update and will release the update to their iPhone.

### **Is there a fee to download the CO-OP ATM network iPhone or Android app?**

No, there is no fee to download either app; both are free to users.

### **How are credit unions being notified of these new CO-OP ATM network apps?**

As a part of the new consumer branding launch, credit unions will receive information regarding the updated CO-OP ATM network apps.

### **Do credit unions need to do anything?**

Credit unions should be sure to notify members of the availability of these tools in order to provide the most accessible ways to locate ATM locations.

### **Who do we contact with any questions regarding any of the updated/new locator tools?**

Please direct any questions to the CO-OP Marketing Department at [marketing@co-ops.org](mailto:marketing@co-ops.org).

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