



CREDIT UNION SERVICE CENTERS.®

Your credit union is part of a shared branching network which allows you to perform basic teller transactions at other credit unions that are also part of the network (for a complete listing of credit union locations visit www.cuservicecenter.com).

For your protection and to ensure proper identification, you will be asked to provide the following when you visit a shared branch outlet.

- Credit union name – needs to be your credit union's exact name
- Account number
- Valid unexpired photo Government issued ID (i.e. drivers license, passport, military ID, etc.)
- Last four digits of your social security number

Types of transactions available at a shared branch:

- Deposits
 - Check holds and funds availability are based upon your credit union's policy
- Withdrawals
 - Cash withdrawal — limits may apply
 - Check withdrawal may not be available at all locations
- Transfer funds between accounts or credit unions on the shared branching network
- Loan payments
- Transaction history – not available for all account types
- Ancillary services such as money order, travelers checks, or gift cards — availability may differ at each location and there may be a minimal fee

(continued on reverse)

You will still need to contact your credit union directly if you have:

- Questions about your statement or account
- Account inquiries by telephone
- Loan, savings, and CD rates
- Establish a new account, direct deposit or payroll deduction
- Accessing specially titled accounts such as Power of Attorney, Estate, etc.

Remember that policies at a shared branch may differ from those at your credit union. These may include but are not be limited to:

- Completion of deposit and withdrawal forms
- Identification and endorsement verification
- Applicable fees
- Check holds
- Use of night deposit box – not available at shared branch outlets only your credit union offices

Remember, your credit union participates in shared branching to provide you with greater access to your accounts. Tellers are required to follow certain guidelines in order to protect your funds and your identity.



**The shortest distance
between you and
your credit union!**