



CREDIT UNION

4489 I-75 Business Spur, Sault Ste. Marie, MI 49783

Phone: 906-632-5300

As of Thursday, March 19, 2020, Soo Co-op Credit Union has temporarily adjusted branch access at all branch locations. Drive-Thru Windows and ATMs will be the primary means of conducting transactions in order to be consistent with guidance and best practices issued by the respective health and government officials. Lobbies will be available by appointment only for member needs that are not able to be completed through the Drive-Thru window.

In addition to Drive-Thru and ATM service, there are a number of ways that our members can continue to do business with Soo Co-op Credit Union during this temporary lobby closure. Online and Mobile Banking are easy secure ways to check your balance, pay loans, transfer funds, pay bills and even deposit checks via Mobile Check Deposit.

For general questions, our Call Center is available at (906) 632-5300 Monday – Friday 9:00 a.m. to 5:30 p.m. Our Member Service Representatives will assist members to find solutions and answers. We have loan staff available to take applications, process loans and answer loan questions at (906) 632-5373. Our Mortgage Loan Offices are able to assist members with applications and Mortgage assistance at (906) 632-5370.

Soo Co-op Credit Union offers Emergency Relief for members who are experiencing financial hardship during these difficult times. Our debt management experts will review the members situation to help find options that work best for them in order to help with expenses associated with unexpected hardship.

“Soo Co-op Credit Union is here for you. We want the community to rest assured; the money you have at Soo Co-op Credit Union is safe and secure,” said Lynda Ellis, CEO, Soo Co-op Credit Union. “We will continue to serve members and meet their financial needs anyway we possibly can via the phone, website, digital services, ATMs and our Drive-Thru windows.”

“Member and employee health and safety is of the utmost importance to us. We understand that the lobby closures will cause some inconveniences, but our team is available to work with you regarding any concern,” Ellis said.

The National Credit Union Administration is reminding credit union members of the safety of their deposits in federally insured credit unions. The NCUA also reminds individuals to remain vigilant against COVID-19-related scams.

Federally insured credit unions offer a safe place for credit union members to save money. All deposits at federally insured credit unions are protected by the National Credit Union Share Insurance Fund, with deposits insured up to at least \$250,000 per individual depositor. Credit union members have never lost a penny of insured savings at a federally insured credit union. Additional information on NCUA share insurance coverage for consumers is available at [MyCreditUnion.gov](http://MyCreditUnion.gov).

The Credit Union wants to thank the community for their patience as we work in partnership to follow the recommendations of health and government officials. As the situation changes, we will continue to keep the community updated and informed through our website [www.soocoop.com](http://www.soocoop.com) and Facebook.

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