

April 26, 2020

With the recent extension of the Stay Home, Stay Safe order and to ensure the health and safety of our members, employees, and community, our lobbies will remain closed through May 16, 2020, or until further notice. Our Branch drive-thru windows will remain open as well as night depositories, call center, and all digital services including ATM's.

### **How you can connect with us**

**Online Banking and Mobile Banking** — Our Online Banking and Mobile Banking solutions make it easy to manage everything from loan and bill payments to money transfers and more.

**Drive-thru Windows** - Our Drive-thru windows are open for business. Visit us at <https://www.socoop.com/hours-and-locations> for locations and hours of operation.

**CO-OP<sup>®</sup> Shared Branching** — Shared branching transactions can be conducted at drive-thru windows.

**Loan Dept Inquiries** — You can apply online at [www.socoop.com](http://www.socoop.com) or call our Loan Department at 906-632-5373.

**Mortgage Loan Inquiries** — The Mortgage Dept Home can be reached at 906-632-5370.

**ATM network** — In addition to Soo Co-op Credit Union's network of ATMs, members can access funds and complete transactions at any CO-OP network ATM. Search online or using our Mobile Banking app to find your nearest ATM.

**Secure messaging** — You can send us a secure message through Online Banking or Mobile Banking.

**Call Center** — Our representatives can answer questions and help with account transactions and general inquiries. We're available Mon-Fri, 9:00 am-5:30 pm. Also, you may contact us through our website at [www.socoop.com](http://www.socoop.com) via Contact Us Form or through Chat.

**SpeedyLine Telephone Access** — Access account and loan information and transfer or withdraw funds by calling 888.632.3503.

**eAlert Notifications** — Keep your account safe by signing up to receive alerts by text or email. First, sign in to Online Banking and go to services, then select eAlert Notifications.