



MEMBER CONVENIENCE SERVICE GUIDE

| Services | Lobby* | Drive Thru | Phone | Website | Online Banking | Mobile App | Self-Service Branch | ATM | Virtual Appointment Available |
|---|--------|------------|-------|---------|----------------|------------|---------------------|-----|-------------------------------|
| ACCOUNT BALANCES | | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ |
| ACCOUNT MAINTENANCE (Beneficiaries/Joints/Closures) | ✓ | ✓ | | | | | | | ✓ |
| ADDRESS CHANGE | | ✓ | ✓ | | ✓ | | ✓ | | ✓ |
| APPLY FOR A LOAN | | | ✓ | ✓ | ✓ | ✓ | | | ✓ |
| BUSINESS SERVICES (By Appointment Only) | ✓ | | ✓ | | | | | | ✓ |
| CASH DEPOSIT | | ✓ | | | | | ✓ | ✓ | |
| CHECK CASHING | | ✓ | | | | | ✓ | | |
| CHECK DEPOSIT | | ✓ | | | | ✓ | ✓ | ✓ | |
| COIN MACHINE | ✓ | | | | | | | | |
| CORPORATE / TEMPORARY CHECKS | | ✓ | | | | | | | |
| DEBIT CARD (New or Replacement) | ✓ | | ✓ | ✓ | | | | | ✓ |
| DISPUTES | ✓ | | ✓ | | | | | | ✓ |
| FINANCIAL INVESTMENTS (By Appointment Only) | ✓ | | ✓ | | | | | | ✓ |
| LOAN & CREDIT CARD PAYMENTS / PAYOFFS | | ✓ | | ✓ | ✓ | ✓ | ✓ | | |
| MORTGAGES (By Appointment Only) | ✓ | | ✓ | | | | | | ✓ |
| NOTARY / MEDALLION SIGNATURES | ✓ | | | | | | | | |
| OPEN A SHARE CERTIFICATE | ✓ | | | ✓ | | | | | ✓ |
| OPEN AN ACCOUNT | ✓ | | | ✓ | | | | | ✓ |
| OPEN AN IRA | ✓ | | | | | | | | ✓ |
| ORDER CHECKS | | ✓ | ✓ | | ✓ | | ✓ | | ✓ |
| REQUEST STATEMENTS (Up To Two Weeks) | ✓ | ✓ | ✓ | | ✓ | ✓ | | | ✓ |
| SCHEDULE AN APPOINTMENT | | | ✓ | ✓ | | | | | ✓ |
| SETTING UP AUTOMATIC LOAN PAYMENTS | ✓ | | ✓ | | ✓ | ✓ | | | ✓ |
| STOP PAYMENTS | ✓ | | ✓ | | ✓ | | | | ✓ |
| TITLE WORK | ✓ | | | | | | | | |
| TRANSFERS | | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ | ✓ |
| WIRES | | ✓ | ✓ | | | | | | ✓ |
| WITHDRAWALS | | ✓ | | | | | ✓ | ✓ | |

*Our lobbies are open with limited service. Appointments are preferred. Please schedule your appointment at tfcu.coop.