



Over the past weeks, our JMCU team has been focused on maintaining a safe workplace and community. This includes continually monitoring updates from the CDC & public health officials.

Our branch lobbies will be closed beginning Friday, 3/20/2020. Our drive-thrus will remain open and appointments will be taken upon request for interactions that must be done in-person.

We have heightened cleaning and disinfecting procedures. We are assessing all service options and will continue to make decisions that align with caring for our staff, members & communities we serve. Updates will be provided on our website and Facebook page.

There are a number of ways you can access your accounts and manage your finances using any of the following options:

- [Online banking \(www.joplinmcu.com\)](http://www.joplinmcu.com)
- [Mobile App \(must be enrolled in online banking\)](#)
 - With Online banking/ Mobile app you have access to do the following:
 - Check balances
 - View Transactions
 - Transfer funds (including making payments to your JMCU loans)
 - Access Billpay
- [Telephone Teller \(417-623-1127\)](tel:417-623-1127)
- www.ezcardinfo.com
 - ezcardinfo allows you to view your JMCU credit card activity and make payments
- [Phone: 417-623-9816](tel:417-623-9816) or [417-627-1000](tel:417-627-1000)
- [To set an appointment with a Loan Officer please call 417-385-4072](tel:417-385-4072)

If you are not set up on online banking or Telephone Teller, please call our offices and we can assist you with the process.

ATMs: We currently offer an ATM at both JMCU locations. Joplin Metro Credit Union members also have access to free ATMS that are in the MoneyPass network. Please utilize our website or mobile app to locate the nearest surcharge free ATM.

As mentioned, we are limiting in-person contact to services that require it. If you'd like to set an appointment, please use the contact information listed above.

Joplin Metro Credit Union understands that the current situation may cause financial uncertainty and can be very difficult for many members.

If you are having financial difficulties due to the impact of the coronavirus, please contact us at 417-623-9816 or 417-627-1000