

JMCU Update

Saturday Changes

IMPORTANT MEMBER INFORMATION

Beginning February 5, 2022 our location at **3301 Texas Avenue** will be **CLOSED on Saturdays**.

For your Saturday banking needs, our branch office located at 716 Pearl Street will continue to be open 9:00 am—Noon.

As a financial institution, we took COVID seriously from the beginning but we still had an obligation to our members to be available with the services we provide. In doing so, we were forced to quickly adapt to the effects of a global pandemic. That included the closing of our lobbies, some employees working from home and other employees in shifts at the credit union. Some of these changes were temporary but with the closing and precautions taken, we did notice a decrease in members coming into our lobby areas. We did however see a surge of increase in members going through the drive thru at both locations and more members utilizing our mobile banking.

We want to remind our members that we do have ATM's in the Money Pass Network which means access to several ATMs surcharge free. For those not able to conduct business during regular hours we want to remind you that both offices do have night deposit boxes for your convenience. We also offer website chat during business hours. If you are needing help enrolling online, please know that you can call and speak with any MSR.

After careful consideration a decision was made by JMCU to have one location open on Saturday which is the 716 Pearl office. The reasoning for this decision was to alleviate staffing issues and the fact that more transactions occur at the Pearl office than the Texas location.

We do want to thank our members for their continued loyalty. It's because of you that we continue to reach record numbers and thrive.

We hope that our members will be understanding of this decision. If you have any questions, please talk to one of our member service reps.



It's easy to enroll...and it's **FREE!**

Simply log into your Online Banking account and select e-Statement under the Self Service Tab.

Need More Reasons?

- Safe, secure and helps reduce the risk of ID theft/prevents account information being stolen from mailbox
- Access to statements faster than waiting on the mail
- Once enrolled, your statements will be saved up to 7 years in your Online Banking account for easy and secure access
- Bill pay enrollment is FREE when you have eStatements

ENROLL TODAY!



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 Joplin, MO 64804
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 Fax: 417-627-1004



Branch Office:

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 Fax: 417-781-8755