

COVID-19 - Preparedness

At International UAW Federal Credit Union (IUAWFCU), the well-being of our members, employees and communities during the COVID-19 pandemic is our priority. **Effective, Wednesday, March 25, 2020, the credit union hours of operation are as follows: Monday - Friday 10:00 am to 3:00 pm est.** All employee-to-member interaction will be conducted with security glass separation to avoid close contact. We do encourage you to ensure you have provisions in place regarding your financial needs in the event we are required to modify our existing business hours. If you prefer to avoid contact with others, feel free to call our office for assistance. We also encourage you to log into your Online Banking account as soon as possible if you haven't done so in a while. It is a good idea to physically locate your IUAWFCU Debit Card and Visa Card. If you can't locate them, please contact us to assist you with replacing them. As you focus on the well-being of your family and friends, IUAWFCU is committed to providing you with exceptional service. Listed below are additional tools to conduct your day-to-day financial transactions at IUAWFCU.

- 1) **FIND AN ATM** - IUAWFCU members have access to over 30,000 surcharge-free ATM's in our CO-OP ATM Network. Easily search for the location nearest you:
 - WWW.CO-OPCREDITUNIONS.ORG/LOCATOR
 - Via iPhone app or Android app
 - TEXT your location zip code to 91989 and the response will indicate a Shared Branch or ATM nearest you.
 - Call- 1-800-919-2872 for Shared Branch or ATM locations
- 2) **MOBILITI** - A true mobile banking application. Download the TouchBanking application from the App Store. The access code for the application is **IUAWFCU01**.

The username and password are the same as the one used for your NetBranch online banking.

- 3) **NETBRANCH** - Online Banking allows you 24/7 access to your account.

WWW.IUAWFCU.ORG or <https://www.netbranch.app.fiserv.com/iuawfcu/Default.aspx>

(Must receive a temp password from CU for first time users)

- 4) **Temporary Location within Tandem Federal Credit Union** - Address: 21043 Mound Rd, Warren, MI 48091; Phone: (313) 926-5281; Fax: (586) 759-5053; Hours: Monday – Friday 9:30am – 4:00pm
- 5) **UNITY-LINE** - The Unity-Line's user-friendly interface will prompt you to enter your base account number and pre-assigned pass number (the last four digits of the main member's social security number). All members are advised to change their pass number on the initial call to the Unity-Line to a four-digit number unique to them.

You can call the Unity-Line anytime at **1-800-983-9591**. There is no cost to you for this convenient service!

If you find you need assistance in using the Unity-Line for the first time, please contact a credit union representative.