

Look to this page for ongoing updates concerning Illinois State Credit Union member service impacts.

## BRANCH OPERATION HOURS

*For continuity, all branches will be following these hours.*

SERVICE	DAYS	TIMES	NOTES
Lobby	Monday – Friday Wednesday	9:00am – 4:00pm 4-5pm <a href="#">Appointments Only</a> 11:00am – 4:00pm	<b>*Only our Center St. Lobby is opening at this time.</b>
Drive-Thru	Monday – Friday Saturday	9:00am – 5:00pm 9:00am – 1:00pm	
Call Center/Chat	Monday – Friday Saturday	8:00am – 7:00pm 9:00am – 1:00pm	<b>We have extended chat hours on weekdays!</b>
Bone Student Center	CLOSED until further notice.		

## SHRED DAY

Due to Independence Day on Saturday July 4<sup>th</sup>, we will be hosting our July Shred Day on Saturday July 11<sup>th</sup> from 7:00-8:30am.

In August we will resume our routine schedule of the 1<sup>st</sup> Saturday of each month.

We have specific guidelines set by COPS, please review below before participating.

*Updates to safety guidelines will be communicated once changes occur.*

- All participants are required to stay in their car until notified by a credit union employee or shred technician.
- Cars must stay in the traffic flow lane and wait their turn to be allowed service.
- Shred technicians are not allowed to handle the material, each individual member will be required to place confidential documents in the bin for shredding.
  - This will require the participants to dump their boxes or bags into the service bin, please account for this and only use boxes or bags you can lift yourself.
  - Limit of 3-5 standard size boxes or bags per vehicle
- Participants are no longer allowed to park off to the side and bring boxes or bags in order to skip the lines, you will be required to wait in your car and in line for your turn.
- Please make sure there are no batteries, electronics, or large metal/wood in the material that you are designating for shredding, this can damage the shredding system.
- At this time, we are not allowing participants to come up to the truck to view the shredding screen.
- C.O.P.S reserves the right to turn any participant away if they are not complying with the revised standards.

## ANYWHERE SERVICES

Helpful Links		
<a href="#">Chat with Service Rep</a>	<a href="#">Download our Apple App</a>	<a href="#">Download our Android App</a>
<a href="#">Access Online Banking</a>	<a href="#">Website</a>	Email: <a href="mailto:memberservices@itsmycreditunion.org">memberservices@itsmycreditunion.org</a>
<a href="#">Report a Hardship</a>	<a href="#">Make Appointment</a>	<a href="#">FTC Coronavirus Scams Information</a>

### TRANSACTION METHODS

Please see the table below to review examples of our suggested method for transactions:

I Need To...	Method
Deposit Cash	Visit our Drive-Thru
Withdraw Cash	Use ATM
Transfer between Accounts	Use Online Banking
Check a Balance	Use Online Banking

Get a Loan	Apply on Website
Deposit a Check	Use our App, Check Deposit
General Account Questions	Use Chat (Accessible via Website & App)

**CORONAVIRUS SCAMS**

Click the photo below to read more about Coronavirus Scams.

