



## CPOECU MEMBER USER GUIDE

Use this handy guide to assist with your banking needs during our temporary office schedule and beyond.

### I NEED TO:

### HERE'S HOW:

<b>DEPOSIT A CHECK</b>	<ul style="list-style-type: none"> <li>• <b>Use night deposit box</b> at 10025 S. Western Ave - (Processed same day during business hours)</li> <li>• <b>Deposit cash or check in ATM</b> located at 433 W. Harrison St, 2<sup>nd</sup> Fl.</li> <li>• <b>Visit a Shared Branching location</b> near you. Find one at <a href="http://www.cpoecu.com/branches">www.cpoecu.com/branches</a>. (check hours before you go)</li> </ul>
<b>REQUEST A CHECK</b>	<ul style="list-style-type: none"> <li>• <b>Call 773-881-2500</b> from 8:30am to 5:00pm</li> <li>• Use <b>Audio Response</b> at 773-881-4770</li> <li>• Request through <b>Online Banking</b> at <a href="http://www.cpoecu.com">www.cpoecu.com</a> (Click 'Account Login' button)</li> </ul>
<b>CHECK MY ACCOUNT BALANCE</b>	<ul style="list-style-type: none"> <li>• <b>Call 773-881-2500</b> from 8:30am to 5:00pm</li> <li>• Use <b>Audio Response</b> at 773-881-4770</li> <li>• Request through <b>Online Banking</b> at <a href="http://www.cpoecu.com">www.cpoecu.com</a> (Click 'Account Login' button)</li> </ul>
<b>APPLY FOR A LOAN</b>	<ul style="list-style-type: none"> <li>• <b>Apply online</b> at <a href="http://www.cpoecu.com">www.cpoecu.com</a> (Click 'Apply for a Loan' button)</li> <li>• <b>Call 1-888-635-1272</b> and leave a message</li> <li>• <b>Email</b> your request to <a href="mailto:loans@cpoecu.com">loans@cpoecu.com</a></li> <li>• <b>Fax a 'Loan Request Form'</b> to 773-238-3592</li> <li>• <b>Drop off a completed application</b> during temporary business hours. (Loan closings are currently by <b>appointment only</b>)</li> </ul>
<b>GET HELP WITH ATM OR DEBIT CARDS</b>	<ul style="list-style-type: none"> <li>• Call 773-881-2500 from 8:30am to 5:00pm</li> <li>• Call 800-523-4175 after hours</li> <li>• Email <a href="mailto:memberservices@cpoecu.com">memberservices@cpoecu.com</a></li> </ul>
<b>REPORT FRAUDULENT ACTIVITY/ LOST OR STOLEN CARDS</b>	<ul style="list-style-type: none"> <li>• Call 773-881-2500 from 8:30am to 5:00pm</li> <li>• Call 800-523-4175 after hours – <b>DEBIT CARDS</b></li> <li>• Call 800-808-7230 after hours – <b>CREDIT CARDS</b></li> <li>• Email <a href="mailto:memberservices@cpoecu.com">memberservices@cpoecu.com</a></li> </ul>
<b>WIRE TRANSFER</b>	<ul style="list-style-type: none"> <li>• Call 773-881-2500 from 8:30am to 5:00pm</li> <li>• Email <a href="mailto:memberservices@cpoecu.com">memberservices@cpoecu.com</a></li> </ul>
<b>MAKE A VISA PAYMENT</b>	<ul style="list-style-type: none"> <li>• Call 773-881-2500 from 8:30am to 5:00pm</li> <li>• Use <a href="http://www.eZcardinfo.com">www.eZcardinfo.com</a> to make a payment</li> <li>• Call 1-888-322-8472 to make a phone payment (fees may apply)</li> </ul>
<b>OTHER ISSUES</b>	<ul style="list-style-type: none"> <li>• Call 773-881-2500 from 8:30am to 5:00pm</li> <li>• Email <a href="mailto:memberservices@cpoecu.com">memberservices@cpoecu.com</a></li> </ul>