

May 14, 2020

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COVID-19: Information for Our Members Regarding Access to Branches

Employees at our MCECU branches continue to provide services through our drive-thrus to reduce the risk of transmission of the coronavirus to you, your family and our employees. We want you to know that we are working hard to provide our 6 branch locations with supplies of personal protective equipment for our employees, and to set up social/physical distancing markers and signage to prepare for the opening of branch lobbies to members.

When preparations are complete and conditions permit, we will re-open our lobbies to you! Your health and safety, and that of our employees remains our highest priority.

Due to our branches being accessible through drive-thru only and an increased number of members now using our electronic services to manage their accounts without a need to visit a branch, the Downtown and Getwell branches will remain closed.

Please remember that your credit union remains open for business to make loans, take deposits, and provide you the service you deserve. We are people helping people.



Give yourself a Spring Break...

Need a little cash to spruce up your yard, do some handiwork around the house or to take a family road trip?

Check out our **SPRING LOAN***

\$500 or \$1000

6 Month Term

Convenient Payroll Deduction and Auto transfer options

Applying for a loan is easy. To apply using our fast, secure and easy online application, click below.

We can complete your request lightning fast using our electronic signing process too!

*Restrictions apply. Credit approval required.



Memphis, Tennessee

WHAT IS A DORMANT ACCOUNT?

Dormant accounts are those that haven't had any deposits, withdrawals or other activity for a long time.

Do you have a Dormant (Inactive) Account with us? If yes, then action by you is required!

If you are receiving mailed or electronic statements from us, but you are not actively using your credit union services, then by law we must consider accounts with no activity for a 12 month period as inactive and subject to an inactive account fee. If the inactive account status continues for 36 months or more, the account becomes dormant and the funds will be escheated or turned over to the State of Tennessee as required by law.

Note: If you think your account may be dormant, you can reactivate it by doing one of the following:

1. Make a deposit or withdrawal from your account.
2. Perform an ATM or Debit Card transaction.
3. Sign up for or perform an online transaction or make a bill payment.
4. Initiate an ACH (Automated Clearing House) transaction such as a direct deposit of your net pay, a social security payment or tax refund.
5. Call and give us notice of intent to keep the account open.

If you call, we will ask you to verify your identity to ensure we are dealing with the member/owner of the account. Call us toll free at 1-877-825-3180 or local at 901-321-1200.

These security steps are necessary to protect your money, your privacy, and your confidential personal information.

Beginning June 30, 2020, a dormant account fee of \$5 may be assessed to your account monthly; this fee will be refunded if we receive notification from you of your intent to keep the account active.



****100 Percent Financing is Available on New and Used Cars and Trucks****

*Loan rates vary - determined by each individual's credit history. All loans are subject to credit approval.

*Lowest rate of 1.79% APR (annual percentage rate) maximum term is 36 months. Lowest rate of 1.99% APR maximum term is 60 months. Lowest rate of 2.49% APR maximum term is 72 months.

MCECU refinances do not apply.

**Restrictions may apply. Financing is not available for salvaged or rebuilt titled vehicles.

Minimum loan amount of \$5,000 required.
Offer expires July 1, 2020.



Stage Road Branch is Relocating!



Our Stage Road branch located at 5705 Stage Road Suite 2, Bartlett, TN 38134 will close at the end of the business day on Friday, May 15th and will re-open on Monday, May 18th at our new location 0.14 miles away.

**The new address is:
5751 Stage Road
Bartlett, TN 38134**

The new branch has been designed to better serve you. In addition to 2 drive-thru windows and a drive-up ATM, this full-service branch has plenty of parking spaces, a spacious lobby, and the same operating hours as our other branches.

PLEASE NOTE:

The current ATM located at the closing branch will be permanently shut down on July 6, 2020. Until that time, you will have access to both, the new branch and the closing branches' ATMs.



**Closings
Memorial Day**

Monday, May 25th

In observance of Memorial Day, our branches will be closed Monday, May 25th. Our Winchester location drive-thru window will be open Saturday, May 23rd from 8:00 a.m. till noon. We will resume normal hours on Tuesday, May 26th.

You can access your account 24 hours a day thru our Nettlel on your computer and thru our mobile banking app.

www.memphiscu.org

**Or give us a call at
901-321-1200.**

Debit or Credit? The Real Difference.

We've all been there: you're at the register paying for that long-wanted purchase. You swipe your ATM/debit card and the touch screen asks, "Credit or Debit?" If you're like most people, you make a choice without investing too much brainpower, but do you really know the difference between one choice and the other? When is credit better than debit - and the other way around?

If you're paying with your ATM/debit card, one thing is always the same: any credit or debit transaction you make will result in money coming directly out of your checking account. "Credit" transaction - meaning you have signed for your purchase rather than punching in a PIN - are not true credit; payments do not become part of a revolving account as a regular credit card transaction would. In this way, credit and debit charges on your ATM/debit card are largely inter-



changeable, and in most cases either choice is perfectly acceptable.

SOME PEOPLE USE DEBIT WHEN:

You want cash back. If your shopping day isn't even half over and you don't have the cash for an ice cream sundae, this is the choice for you.

You like the security of using a PIN. PIN based transactions are less likely to be fraudulent than signature-based ones.

Your transaction is small. ATM/debit cards carry a limit on purchases and withdrawals. If you're purchasing a big-ticket item, you may exceed your daily spending limit - or send the

remainder of the day's transactions into limbo.

Your account is flush. Debit purchases are instantly taken out of your account, just like an ATM transaction. There's no time to "beat the bank."

SOME PEOPLE USE CREDIT WHEN:

Some individuals choose to use their debit cards as credit at the register to avoid having to enter their PIN. While you certainly want to protect your PIN, simply being aware of who is around you and keeping the keypad covered during debit transactions can help keep you secure if you do decide to pay this way. It may seem like an unnecessary precaution, but you can never be too careful when it comes to debit card fraud.

Member Service Center: (901) 321-1200

Avery Branch

2608 Avery Avenue
Memphis, TN 38112

M-W 8:00 AM - 4:00 PM

TH-F 9:00 AM - 5:00 PM

(Drive thru open 8:00 AM to 4:00 PM M-W)

(Drive thru open 8:00 AM to 6:00 PM TH-F)

ATM

Mt. Moriah Branch

2678 Mt. Moriah Terrace Cove
Memphis, TN 38115

M-W 8:00 AM - 4:00 PM

TH-F 9:00 AM - 5:00 PM

(Drive thru open 8:00 AM to 4:00 PM M-W)

(Drive thru open 8:00 AM to 6:00 PM TH-F)

ATM, Coin Machine

Winchester Branch

3617 Winchester Road
Memphis, TN 38118

M-W 8:00 AM - 4:00 PM

TH-F 9:00 AM - 5:00 PM

(Drive thru open 8:00 AM to 4:00 PM M-W)

(Drive thru open 9:00 AM to 6:00 PM TH-F)

Saturday 8:00 AM - 12:00 PM

(Drive thru Only)

ATM

Stage Road Branch

5751 Stage Road
Bartlett, TN 38134

M-W 8:00 AM - 4:00 PM

TH-F 9:00 AM - 5:00 PM

(Drive thru open 8:00 AM to 4:00 PM M-W)

(Drive thru open 9:00 AM to 6:00 PM TH-F)

ATM

Whitten Branch

1900 Whitten Road, Suite 102
Memphis, TN 38133

M-W 8:00 AM - 4:00 PM

TH-F 9:00 AM - 5:00 PM

(Drive thru open 8:00 AM to 4:00 PM M-W)

(Drive thru open 9:00 AM to 6:00 PM TH-F)

ATM

Whitehaven Branch

4135 Elvis Presley Blvd
Memphis, TN 38116

M-W 8:00 AM - 4:00 PM

TH-F 9:00 AM - 5:00 PM

(Drive thru open 8:00 AM to 4:00 PM M-W)

(Drive thru open 9:00 AM to 6:00 PM TH-F)

ATM

Memphis

