

Shared Branching FAQs

What is Shared Branching?

- Shared branching is a cooperative network of credit unions that allows “guest members” from any participating credit union to perform transactions at Shared Branch locations across the United States and in some countries. In other words, credit unions have joined together to share their branches so that members can easily conduct their basic financial transactions where they live, work, or travel. With over 5,000+ locations, the Shared Branch Network now has more locations than Wells Fargo, Chase, and Bank of America, making it the **second-largest branch financial network!**

How does the CO-OP Shared Branch Network benefit me?

- Members benefit from access to over 5,000+ branch offices throughout the United States and in some countries. This means members who travel or move out-of-state can now remain members of their credit union and still have access to a friendly branch office near them.
- In addition, a lifeline when you need it most due to:
 1. Mobile restrictions due to the amount of the check deposit
 2. Debit or ATM card is lost/stolen or compromised
 3. Evacuation due to disaster

What are the differences between a Shared Branch and my credit union?

- Length of holds: most checks deposited at a Shared branch will be placed on a hold (the hold length is **determined by your credit union, not** the Shared Branch location)
- You might be required to complete a transaction slip
- The **Shared Branching Network rules require the locations to verify your valid identification:**
 - **IDCheck process is mandatory for withdrawals; and could be required by the Shared Branch location on any and all shared branching transactions.**
 - **IDCheck process requires the use of an Android or iPhone.**
- Drive-thru might not be available for Shared Branch transactions
- Cash withdrawal limits may vary per shared branching location **and** per your credit union limits. Your credit union can provide you its withdrawal limit. However, you will not know the withdrawal limit at Shared Branching location(s) unless you contacted and learned prior to or during your visit to the specific shared branching location.

How do I know if my credit union is on the Shared branch Network?

- You can verify your credit union’s participation via co-opcreditunions.org/locator and click on “Does My CU Participate.”

You will need to call your credit union if you need help with any of these issues:

- To release a check hold
- Questions about your statement
- Any inquiries by phone
- Loan, savings, and other rates
- Direct deposits and payroll deductions
- Replacement of re-pin of your ATM or debit card
- Opening/closing of account types
- IDCheck verification process

What do members need to bring to perform a Shared branch transaction?

- Android or iPhone device for IDCheck process
- Valid approved photo ID*
- Your Credit union name
- Account number (it might not be the account number on your checks) *

**Note: if not provided you will be referred to your credit union*

How can I find a Shared Branch?

- Look for the Shared Branch logo at participating locations:



- Find them online: co-opcreditunions.org/locator
 1. Search for the nearest CO-OP Shared Branch, CO-OP ATM or both
 2. Perform advanced searches with filtered results
- Install the iPhone or Android app that uses your location for nearest Shared Branches.
- Live Help is available to CO-OP Shared Branch members by calling (888) 837-6500 for live personal assistance locating the closest Shared Branch.

If your credit union participates, the following transactions are available for your members to transaction:

- Deposits
- Withdrawals*
- Transfers*
- Loan payments*
- Money orders**
- Official checks**
- Notary**
- Coin Machine**

*Some restrictions apply.

**Not available at all locations, applicable fees will apply. Please check availability before visiting.

Are there any limits on cash withdrawals?

- Cash withdrawal limits vary per shared branching location **and** per your credit union limits.

How long does it take for the transaction to reach my account?

- The transaction is "real time," which means it is immediately posted to your account. However, newly deposited funds may not be immediately available for use. For funds availability please contact your credit union.

Can I cash a check at a Shared branch Location?

- No, check cashing is not allowed at Shared Branch locations. _____

Can I make a loan payment if my loan payment is late?

Contact your credit union before attempting to make a late loan payment at a Shared Branch location.

Can I use an ATM at a Shared Branch free of charge?

- ATM networks are separate from the Shared Branching Network. Check with your credit union to see if they are associated with surcharge free ATM networks like the CO-OP ATM Network. _____

What types of currency are accepted at the Shared Branches?

- U.S. currency only.

Can I use a shared branch for business accounts?

- While Shared branching was not designed for business accounts, and the ability to perform transactions could be hindered based on how your account is set up. Large cash deposits or high-volume check deposits could also be restricted or have applicable fees.

Other Important Information:

- If you have a password on your account, the Shared branch may not have access to that information and therefore will not ask for you to provide it.
- If you have any alerts on your account (e.g., update address, see collections, or garnishments). You might not be able to do any transactions at the Shared branches until you contact your credit union.
- No third-party check will be accepted.