

Membership MATTERS

Published for Members of PriorityONE Credit Union of Florida • Spring 2020

Important Updates for our Valued Members

These have been unprecedented days for our community and there are more to come. This crisis is going to have a dramatic impact on all of us. We are a strong community; we are a resilient community; and we have the opportunity to support one another through the challenges that lie ahead. Please know that PriorityONE is doing all we can to be there for our team members and members during this transitional period.

We have closed our Sunrise and Coral Springs lobbies until further notice. Our lobbies will handle minimal transactions by appointment only. We will continue to process loan and membership applications via the following channels:

- Website - www.priorityonefl.org
- Contact Center - info@priorityonefl.org or 954-335-5100 Opt.2.



Please continue to use our other convenient service channels which do not require in-branch contact:

- Updated Drive-Thru Hours, until further notice:

Sunrise Branch

3000 N. University Drive
8:00 AM-4:30 PM Monday-Friday
Closed on Saturdays

Coral Springs Branch

1700 N. University Drive #100 (Next to Chili's)
9:30 AM-4:00 PM Monday-Friday
Closed on Saturdays

- ATM - 24/7
- Debit Card - 24/7
- Online Banking/Mobile Banking - www.priorityonefl.org - Check balances, deposit checks, transfer funds, pay your loans and bills online.
- Contact Center – info@priorityonefl.org or 954-335-5100 Opt.2 Account inquiries, loans, membership information, appointments and other questions.
- Zip 24 - 954-572-8989 or toll-free 1-800-348-2728.
- Report lost or stolen debit card - Call 954-335-5100 Opt 2 during normal business hours and 1-844-665-5228 after hours and during holidays.
- Report lost or stolen credit card - Report it via your mobile credit card app or call 1-800-449-7728.

No Matter Where You Are, We Make It Easy for You

CO-OP Branching now has more branches across the nation than Wells Fargo, Chase, Bank of America, US Bank and PNC!

Wherever you are, you can transact your credit union business. You can make transfers, deposits, withdrawals, balance inquiries, loan payments and more. At many locations, you can also purchase money orders and cashier checks.

Finding the nearest Shared Branch is easy: Visit www.priorityonefl.org and click the About Us tab on the top of the home page and then Shared Branching OR download the CO-OP Shared Branch Locator app to your mobile phone.



ONLINE and MOBILE BANKING



THE CONVENIENT & SECURE WAY TO BANK

- View Accounts
- Make Check Deposits
- Transfer Money
- Pay Bills...and more

Do it **ALL** without waiting in line. Download our FREE App Today!

HOW TO SIGN UP FOR ONLINE BANKING

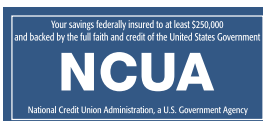
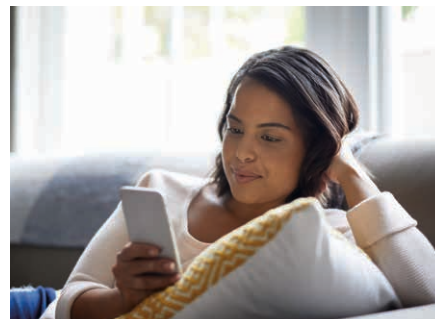
- On the top right corner of our website www.priorityonefl.org, there is a section called **Online Banking**, where you can sign up for the first time or log in.
- Enter your **Username** (your Username is your Member or Savings Account number).
- Enter your **Password** (last 4 digits of the primary member's social security number).
- Once you log in for the first time, please be sure to **change your Username and initial password and follow the steps provided on the screen to complete the online account registration.** Select a username and password that is easy for you to remember, but difficult for anyone else to guess. This will help prevent unauthorized persons from gaining access to your account.
- Now that you have signed in to online banking, download our FREE mobile app! No more waiting in line to deposit a check!
- If you experience problems accessing your account online, feel free to call one of our member service representatives at 954-335-5100 Opt. 2.



Your Funds are SAFE with Us!

We know you've got a lot of things to worry about right now, but your money isn't one of them.

PriorityONE Credit Union of Florida offers a safe place for members to save money!



Deposits are federally insured by the National Credit Union Administration (NCUA) up to **at least \$250,000 per individual depositor.**

VISA PLATINUM CREDIT CARD... to make your life a breeze

- Low fixed interest rate starting from 7.99% APR*
- NO annual fee, cash advance fee or balance transfer fee
- Rewards points redeemable towards travel and merchandise

Download our FREE Visa Platinum Mobile App:

- Make payments online
- Enable Geolocation Controls
- Get travel notifications
- Report a card lost or stolen
- And more...

**Annual Percentage Rate. Subject to credit union guidelines. 7.99% APR applicable for credit scores of 760 and above. Rates are subject to change.*

DID YOU KNOW?

Scammers are taking advantage of fears surrounding the Coronavirus. Phony online stores are popping up to sell bogus products to take your money or steal your personal and banking information. Only buy from reputable stores and websites.



CONTACT CENTER: 954-335-5100
Toll Free: 877-635-3333
ZIP-24: 954-572-8989
Toll Free: 800-348-2728



Mobile App



Facebook

UPDATED HOURS, UNTIL FURTHER NOTICE:

SUNRISE: 3000 N. University Drive
Lobby: Closed (by appointment only)
Drive thru: Monday to Friday 8:00 am - 4:30 pm • Saturday Closed

CORAL SPRINGS: 1700 N. University Drive, Suite 100 (next to Chili's)
Lobby: Closed (by appointment only)
Drive thru: Monday to Friday 9:30 am - 4:00 pm • Saturday Closed

