

## Shared Branching FAQs

### What is shared branching?

Shared Branching is a cooperative network of credit unions that allow “Guest Members” from any participating credit union to perform transactions at Shared Branch locations across the United States. 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 5,500+ locations, the Shared Branch Network now has more locations than Bank of America, making it collectively the 3rd Largest Financial Network!

### How does the CO-OP Shared Branch network benefit me?

- Members benefit from access to over 5,500+ branch offices throughout the United States. 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.

### How does Shared Branching work?

- Check out the [video!](#)

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

- Length of holds – most all 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 **rules require the locations to verify your valid identification**
- Drive-thru might not be available for Shared Branch transactions

***Funds Availability Policy: Availability of funds deposited to your account will depend on your credit union’s policy. Funds may not be immediately available. Contact your credit union with any questions.***

### How do I know if my Credit Union is on the Shared Branch Network?

- You can check at [www.co-opsharedbranching.org](http://www.co-opsharedbranching.org) 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 & Payroll Deductions
- Replacement or re-pin of your ATM or debit card
- Opening/closing of account types.

### What do members need to bring with to perform a Shared Branch transaction?

- Valid approved photo ID
- Your credit union name
- Account Number (it might not be the account number on your checks)

### How can I find a Shared Branch?

- Look for the Shared Branch logo at participating locations:



- Find them online: [www.co-opsharedbranching.org](http://www.co-opsharedbranching.org)
  - You can search for the nearest Shared Branch, CO-OP ATM or both
  - You can do Advanced Searches with filtered results
- You can install the [iPhone](#) or [Android](#) app that uses your location for nearest Shared Branches.
- You can call 1-888-SITE-CO-OP (888-748-3266) to find a location by telephone.
- Live Help is available to CO-OP Shared Branch members by calling 888-837-6500 for live personal assistance.

### Are all credit union branches on the CO-OP Shared Branch Network?

- Credit unions have the choice to join the Network and the choice to select which branches will be available on the Network. Use the tools above to find the most convenient locations.

### If your credit union is on the Shared Branch Network, you perform these transactions at a shared branching location:

- Deposits
- Withdrawals\*
- Transfers\*
- Loan Payments\*
- Money Orders\*\*
- Official Checks\*\*

\* Some restrictions apply

\*\*Not available at all locations – check before visiting

**Are there any limits on cash withdrawals?**

- Cash Withdrawals are limited to a minimum of \$500 per day, regardless of your own credit union's policy.

**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.

**Can I cash a check at a Shared Branch location?**

- You can't cash checks at Shared Branch locations. You have to be a member of a credit union on the Shared Branch Network and you will need available funds to deposit a check and perform a withdrawal.

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

- You will need to 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.

**How will my privacy be protected when I use a shared branch?**

- A member's right to privacy as enacted by federal regulations will be upheld to the fullest extent of the law. Members are encouraged to direct specific questions to their home credit union.

**Do the Shared Branches have coin machines for our use?**

- If any of the other participating Shared Branches have coin machines that you can use, you may be subject to any fees or charges that are the policies of those credit unions.

**What types of currency are accepted at the Shared Branches?**

- U.S. Currency only.

**Can I use a shared branch for business accounts?**

- Shared Branching wasn't designed for business accounts and the ability to perform transactions could be hindered based on how your account is setup. Large cash deposits or high volume check deposits could also be restricted.

**Other Important Information:**

- If you have a password on your account, the Shared Branch will not have access to that information and therefore will not ask for you to provide it.
- If you have any alerts on your account such as 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.