



Frankford Branch Closure FAQs

Why is City CU closing the Frankford branch?

City CU operates in a competitive business and regularly makes decisions to ensure the long-term viability of the credit union. We're financially strong and plan to stay that way.

We made this decision after considering shifts in the marketplace, changes within our membership and how our members are doing business with us.

We anticipate no other branch closures at this time.

When will the closure take effect?

The Frankford branch will permanently close at 5pm on Friday, July 1, 2022.

What are the branch hours until July 1?

The Frankford branch lobby and drive through will continue to be open Monday-Thursday, 8am-4pm, and Friday, 8am-5pm.

Does the closure have any effect on my accounts?

Your accounts will remain "as is" and will not be impacted by the closure.

We will notify members who rent a safe deposit box by letter and phone that they need to go in person to the branch to close their box and remove their items.

Where should I go if I need in-person service?

You can find branch locations and hours on our website, www.citycu.org/contact/branch-locations.html, and in our mobile app.

Another option is to visit a nearby credit union shared branch location. You can learn more and find a Shared Branching location on our website. www.citycu.org/contact/shared-branch.html.

How can I conduct business with City CU if I don't go to a branch office?

City CU has a number of self-service options to help you conveniently manage your accounts and do business with us. You can learn more about online banking, our mobile app and other options on our website, <https://www.citycu.org/services/self-service.html>.

What should I do if I have questions?

You can contact our Electronic Branch at (214) 515-0100 or members@citycu.org.