



## Oak Cliff Branch Closure FAQs

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### **Why is City CU closing the Oak Cliff branch?**

City CU operates in a very competitive business and it's important for us to ensure the long-term viability of the credit union. City CU made this decision based on changes in the marketplace in Oak Cliff, changes within our membership and how business is conducted. This decision also enables us to dedicate resources to other areas of our membership base.

We anticipate no other branch closures at this time.

### **When will the closure take effect?**

The Oak Cliff branch will permanently close at 5pm on Friday, April 30, 2021.

### **What are the branch hours until April 30?**

The Oak Cliff branch 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.

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

The nearest City CU locations are the Ferguson and Duncanville branches; you can find branch locations and hours on our website, [www.citycu.org/contact/branch-locations.html](http://www.citycu.org/contact/branch-locations.html).

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](http://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 several 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, [www.citycu.org](http://www.citycu.org).

### **What should I do if I have questions?**

You can contact our Financial Services Center at (214) 515-0100 or [members@citycu.org](mailto:members@citycu.org).