



To Our Members:

We remain diligent in our efforts to keep you informed and protected as concerns surrounding coronavirus COVID-19 continue. Please know that you and your family members are important to us.

TCCU is equipped and ready to support the needs of all our members. We are working to ensure that you continue to have 24/7 access to your accounts and to provide assistance with all your financial needs.

#### [DOWNLOAD THE MOBILE APP](#)

With our mobile app, you can perform a variety of transactions, including mobile deposit of checks, bill payment and money transfers. Watch this [short video](#) about our mobile app and download it, free, [here](#).

#### [SURCHARGE FREE ATM LOCATIONS](#)

With almost 30,000 surcharge-free CO-OP ATMs across 50 states and 10 countries, accessing your TCCU account is easy and convenient. [Click here](#) for the CO-OP ATM locator, or text your location or ZIP code to **91989** for a text response of locations near you.

#### [SHARED BRANCHES](#)

TCCU also participates in the CO-OP Shared Branch network; this partnership allows us to provide over 6,000 branch locations coast-to-coast to access your TCCU accounts. CO-OP Shared Branching does offer drive thru service at some locations. [Click here](#) to search for locations near you.

#### [HELPFUL ADVICE](#)

With distractions created during events such as this, comes the elevated potential for scams.

TCCU *may* contact you via phone, email or text, but we will never ask for

information like social security number, debit or credit card numbers, CVV or PIN numbers. (We may ask for the last 4 of your social security number, a portion of your account number, or other means to verify your identity.)

If anyone contacts you purporting to be from any agency or financial institution and asks for your personal information, be diligent and do not share any information.

If in doubt about any communication, end the conversation immediately and call us at 817.884.1470.

[Log-in](#) to your account using [eBanking](#) to ensure your account information is up to date and that your transaction history is accurate; this will also help curb fraud and allow you to monitor for potential identity theft.

Protect your account further by turning off your debit card when not in use, using the free [CardNav app](#).

#### STAY IN THE LOOP

Visit our [website](#) often for updates; our website is the communication hub for important updates and notifications during this event.

Sincerely,



Lily Newfarmer  
President/CEO



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Tarrant County's Credit Union  
200 Taylor Street, Suite 215,  
Fort Worth, Texas 76196  
817.884.1470  
[tccu-tx.com](http://tccu-tx.com)

