

Frequently Asked Questions Regarding COVID-19 Measures

Last Updated: March 20, 2020

1. Why is PCCU closed?

In the interest of the health and safety of both our staff and members, PCCU has closed its doors to the public during the COVID-19 pandemic. [Please click here to see CEO Al Meyer's message](#), which contains more details.

However, we are not closed for business! Our commitment is still to serve our members, just differently than what some members may be used to. Read below to learn about options, and do not hesitate to call your branch at any time to discuss your specific needs. Regular hours of operation still apply in most locations, and can be found by [clicking here](#). **Individual branch phone numbers can be found at the bottom of this document.**

2. I'm worried about my cash flow. What if I think I might not be able to make a mortgage or loan payment?

Your PCCU Relationship Manager is here to support you during any financial hardship you may face. We encourage you to proactively contact your branch and they will direct you to your Relationship Manager to discuss what options are available to support you, including deferred and skip payment options.

3. I usually pay my bills in the branch. What should I do now?

There several options for paying bills:

- **Phone** – We can process some of your bill payments by phone. Just phone your branch and provide them with the payee, bill account number, and which account you would like the billed paid from. Have a copy of the bill handy as well in case you need to reference it.
- **Night Deposit Slot** – Each branch has a night deposit slot (like the mail slot at the post office) where you can drop your bill payment and we will process it within a few hours (during regular business hours) or the following morning (if outside of business hours). We ask that you place a copy of the bill payment stub and payment in the form of cash or cheque in an envelope, and write on the envelope the account number

you'd like the bill paid out of, as well as your name, and a phone number you can be reached at for any questions.

- **PCCU Mobile2Go App** –Through the PCCU Mobile2Go app, you can use the “Pay Bills” button to pay bills (securely) without coming into the branch.

4. I usually deposit my cheques in branch. What should I do now?

There are several options for depositing cheques:

- **Night Deposit Slot** – Each branch has a night deposit slot (like the mail slot at the post office) where you can drop your cheque any time and we will process it within a few hours (during regular business hours) or the following morning (if outside of business hours). We ask that you place the cheque in an envelope and write on the envelope the account number you'd like the cheque deposited to, as well as your name, and a phone number you can be reached at for any questions.
- **ATM** – Some PCCU branches have ATMs. At those locations, you can deposit your cheque at the ATM by inserting your debit card and then following the prompts.
- **PCCU Mobile2Go App** –Through the PCCU Mobile2Go app, you can use the “Deposit” button to take a picture of your cheque and deposit it (securely) without coming into the branch.

5. If I deposit my cheque at the ATM or on my MemberDirect app, there would normally be a hold for a few days, but I need the funds right away to make some necessary purchases. What should I do?

If you make a deposit and require the funds right away, just reach out to your branch. They may ask you a few questions first and then will determine if the hold can be immediately released.

6. My branch does not have an ATM. How do I get cash?

Most communities have an ATM at a local business or gas station where cash can be accessed. If your community does not have an ATM available, please phone your branch and arrangements can be made to supply you with any needed cash.

7. I don't have a debit card. How do I get cash out?

If you do not have a debit card, we encourage you to contact your branch via phone. They will make arrangements to supply you with any needed cash and order you a debit card which will arrive in the mail.

**8. I'm a small business owner who requires specific cash and coin to run my operation.
How do I get cash now?**

If you require coin or a specific cash order, just give your local branch a call, and arrangement will be made to fill your order.

Individual Branch Phone Numbers:

Admin Branch:	882-4000
Beechy Branch:	859-2262
Dinsmore Branch:	846-2052
Eatonia Branch:	967-1212
Elbow Branch:	854-2118
Elrose Branch:	378-2535
Eston Branch:	962-3634
Harris Branch:	656-4466
Herbert Branch:	784-2588
Kyle Branch:	375-2213
Loreburn Branch:	644-2118
Morse Branch:	629-3388
Outlook Branch:	867-9914
Rosetown Branch:	882-2899
Spiritwood Branch:	883-2250