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More Ways For Your Members To Find The Nearest Service Center

Members can now find service centers on the web or by phone

Finding a convenient shared branching service center just got easier! The national network recently debuted two new ways for members to find participating locations close to where they work, live, and play. By logging onto www.cuservicecenters.com or calling 1-800-919-CUSC (2872), members have access to the address, driving directions, phone number, and hours of operation of thousands of participating locations nationwide.

Although available for members to locate a branch in the past, the website has been recently redesigned for ease of navigation and to provide more comprehensive information to users. In addition to searching locations by clicking on a state, members can also read information about credit unions and shared branching; sign up for the notification service, which sends email updates announcing new locations open to the public; and download the national directory to have a paper copy of the list of national and international branches.

On-the-go members now also have access to the newly unveiled phone locator service when the Internet is not accessible. This speech enabled automated service, available to both English and Spanish speaking members, prompts callers to search for a convenient branch by zip code or street and provides them with the pertinent details needed to contact or visit the shared branch location. It even gives the caller the ability to obtain detailed driving directions, making the trip to the service center that much easier.

"The enhanced website and voice recognition locator services provide convenience to credit unions and their members," says Chuck Barr, Senior Division Officer – Shared Branches. "Now members can find the nearest shared branch locations no matter where they are, whether from home, work, in the car, on vacation, or any variety of places. We think they will find these services incredibly useful and convenient."

About CUCI

CUCI is a credit union-owned Limited Liability Corporation organized to promote the growth of shared branching. In addition to managing CUSO-owned shared branch facilities, CUCI assists its participants with shared branch promotion, marketing, branch operations, fraud (best practices) and other areas where their cooperative efforts benefit everyone. Participating credit unions have access to more than 2,100 locations nationwide. For world travelers, there are even locations outside of the United States.