



Raleigh Studios Branch - Official Statement on COVID-19

Technicolor Federal Credit Union is fully operational and prepared to meet the global threat of Coronavirus / COVID-19. Rest assured, our systems remain intact and we have pre-emptively activated our Pandemic Response Plan to ensure that you will be able to continue to utilize your account services during this difficult and unpredictable time.

There is no anticipated interruption to your service due to a quarantine and/or restriction on travel or in-office work. The internal systems we leverage to run our business are cloud-based and are available to our employees working remotely.

However, out of an abundance of caution for the safety of our members and our employees, we have decided to temporarily suspend the branch services of the Hollywood Branch at Raleigh Studios until further notice. Our Burbank Branch, located at 434 W. Alameda Ave., Burbank, CA 91506, will remain open, Monday through Friday, 8:30 a.m. to 4:00 p.m. We will provide an update on the restoration of branch operations as soon as possible.

Your account access will remain operational, and our member service representatives and back office support teams will ensure that you will receive the exceptional service that you need and should expect from your financial institution. Here are a few ways that you can access your account and funds:

1. CO-OP Shared Branching & ATMs – you can visit one of our affiliated credit unions on the CO-OP Shared Branching network to withdraw cash and process most routine transactions. Also, you can visit one of our 30,000 surcharge-free ATMs to withdraw cash and make deposits* (*subject to availability). Link: <https://www.co-opfs.org/Shared-Branches-ATMs>
2. Mobile Banking – Access your account and deposit checks remotely (iOS and Android).
3. Online Banking – Online Account Access 24/7. <http://www.technicolorfcu.org>

If you require personal assistance, you may still contact us via the following methods:

Phone: (818) 973-4900

Email: Membership@technicolorfcu.org Account Inquiries
loans@technicolorfcu.org Loan Inquiries
info@technicolorfcu.org Technical Assistance

There is nothing more important than the security of your account and the quality of the member service that you receive. If you have any trouble reaching someone within our incredible team of banking professionals, please email me directly at rbaron@technicolorfcu.org and write "HELP" in the subject line so it will be flagged for immediate attention. My team and I will make sure that all your needs and concerns are addressed expeditiously. Please let us know how we can help in any way at all, and thank you for being a member of TFCU.

With regards,

Robert Baron
Senior Vice President | Member Services
Technicolor Federal Credit Union

Federally Insured by NCUA.