



GPCE Credit Union welcomes you to CU Service Centers! We are very excited about being a participant in this new and innovative shared credit union service for our members. Now, our members can travel and still receive the same great service. Here is a list of frequently asked questions:

Q. What is a "CREDIT UNION SERVICE CENTER"?

A. Credit Union (CU) Service Centers are a cooperative effort of the credit union movement, meaning GPCE Credit Union has joined forces to "share" branches with other credit unions, providing our members with additional locations and extended hours.

Q. How does this joint effort benefit me?

A. It means that you and all our members can now access your credit union account(s) throughout Florida and across the nation!

Q. How many Credit Union Service Centers are there?

A. The totals continue to increase. When GPCE Credit Union joined there were almost 200 Service Centers in Florida and more than 2,000 nationwide to serve you! Imagine, because GPCE Credit Union joined together with other credit unions, we expanded our full service offices for all members by thousands of service centers nationwide. Now, there are currently over 4,000 service centers to better serve you. That's worth getting excited about!

Q. How do I know which local credit unions participate in this new service?

A. Look for the *Member-Friendly Financial Network - CU Service Center* logo. The logo "swirl" is located above. Members can also confirm participating credit unions and locations online at www.creditunion.net.

Q. What type of transactions will I be able to complete at a Credit Union Service Center?

A. With shared facilities, you can receive the personal service you expect from GPCE Credit Union - whether across town or hundreds of miles from home. You may make deposits, withdrawals, loan payments, cash checks, transfer funds, and, at most facilities, you can even purchase money orders, travelers checks and cashier's checks and more.

Q. How much will this extra service cost me?

A. Most credit union services are at no cost to members. However, fees for products and services obtained at CU Service Centers (such as teller checks, money orders, or ATM withdrawals) may vary from credit union to credit union and may also be different from the fees charged at GPCE Credit Union. You should verify the cost of such transactions before completing them at a CU Service Center.

Q. Do I need to be concerned that other credit unions will try to sell me their services while using a CU Service Center?

A. No. CU Shared Service Center participants have joined the nationwide network with the understanding their credit union representatives will not initiate the sale of any products or services while our members conduct GPCE Credit Union business. This understanding between credit union participants helps to generate a more hassle-free environment for members.

Q. Will I be able to open a new GPCE Credit Union Account at a CU Service Center?

A. No. Your GPCE Credit Union accounts are specific to GPCECU. All new GPCE Credit Union accounts must be opened at a local branch of the credit union.

Q. If I travel out of state and need some extra cash or want to make a deposit into my account at GPCECU, how will I know which nationwide credit unions are participants?

A. Always look for the logo "swirl" displayed at the credit union. Members can also access a list of nationwide participants via the internet. Simply log on to www.creditunion.net or call 1-800-919-CUSC (2872) to find a branch nearest your travel destination.

Q. What personal information will I need at a Credit Union Service Center to complete a financial transaction?

A. You should have the following information ready before you can complete any transaction. If you cannot provide proper ID, you will not be provided service.

1. Have your credit union's name: GPCE Credit Union
2. Your member account number. You must have the full number - not just the last 4 numbers.
3. A valid Government-issued photo identification card, ie., State Driver's License, US Passport.