



Peace Officers Professional Associations
Federal Credit Union

13304 Alondra Blvd. • Cerritos • CA 90703 • 800.369.7672 • www.popafcu.org

POPA Federal Credit Union would like to thank all our members for their patience and understanding during this difficult flu season and the Coronavirus (COVID-19) pandemic. You may be experiencing slightly longer than normal wait times in our branches or over the phone and we want to apologize for any inconvenience this may be causing you. We are working diligently to resolve illness related staff shortages and coverage to ensure the best possible member experience.

We want to communicate a few ways we are here to serve you if you are experiencing longer than normal wait times:

We encourage you to **access your account from home 24/7** using the [POPA FCU](#) website or the [POPA FCU Mobile App](#) to view transactions, check balances, make deposits, make payments, and more. We've made several enhancements that make it easier than ever to manage your account digitally. You also have access to cash at no fee using your POPA FCU debit card at over 5,000 [CO-OP ATMS](#).

If you've been impacted by COVID-19 and need financial assistance, we're here to help. We have our own dedicated **Phone Dispatch Center** that is ready to assist you during business hours – please contact us at 800.369.7672. If you happen to visit one of our branches, please know, our member service teams are available to serve you as always. We've augmented daily cleaning procedures and have issued both hand sanitizer and antibacterial wipes at all employee workstations.

We will continue to closely monitor the ongoing pandemic and implement additional measures to support our members and staff to ensure everyone's safety.

For additional information about COVID-19, please visit the World Health Organization at who.int, the Centers for Disease Control cdc.gov, or your local health department website.

Ray Bartus
CEO, POPA Federal Credit Union