

## Frequently Asked Questions

### **When will BCU's Brokaw branch be closing?**

Our last day of business at the Brokaw location will be Friday, November 22. We will be open our regular Friday lobby hours from 9:00 a.m. to 5:30 p.m., with the drive up opening at 8:30 a.m.

### **Why did you decide to close the Brokaw branch?**

After the Wausau Paper Mill closed, we were determined to stay for as long as possible to help with all of the financial needs that came with the changes our members were facing. Today, members enjoy the convenience of online and mobile services which has changed how members use a branch. As stewards of the credit union's resources, the board and management team is compelled to consider the best way to employ those resources in meeting the membership's needs. Additionally, we have a new opportunity to "enlarge our borders" with Shared Branching which you'll read about later.

### **Does closing the branch mean BCU is in financial trouble?**

BCU is doing well! This closure is not due to financial trouble. Our team however, must always be sensitive toward the future and its financial well-being, so finding the best way to provide the most benefit to the membership is always at the heart of our decision making.

### **I always make deposits and loan payments at the Brokaw branch. How will I do this now?**

You can continue to make deposits and/or loan payments at our Weston office location at 2006 Schofield Ave, Weston, WI, or through a Shared-branch via our new Shared Branching network, with the closest branch located in Wausau.

A host of other options also exists if you prefer to not visit in person. We can assist you in setting up automatic deposits, transfers or payments. You can transfer funds free through our online banking or mobile app, or our 24-hour automated Teller, CORA. We just added Remote Deposit Capture to our mobile banking app which allows you to deposit checks via your phone. And certainly you may mail deposits or payments by sending them to Brokaw Credit Union, PO Box 199, Weston, WI 54476.

### **I have a safe deposit box at the Brokaw branch. What will happen to the contents?**

You have the option of either closing your box or utilizing another at our Weston office. Either way we will prorate the cost of your current box, refunding any remainder. If you choose to retain a box in Weston, we will provide you six month's free rent. Should it be necessary that you take a smaller box due to limited box sized, we will charge the lesser amount after the six months.

### **What will happen to the ATM?**

The ATM will remain onsite until February 2020. We will assess its activity then, and determine its future. As a reminder, all Kwik-Trip ATMs do not charge a service fee.

### **What will happen to the employees who work at the Brokaw branch?**

Earlier in the year, two employees had expressed potential retirement dates near the end of this year. We worked with their timelines when determining the closure date of the branch. We are delighted that Linda, our Branch Manager has now decided to delay retirement and work part-time in Weston. All of our wonderful Brokaw staff have been invited to remain with us at the Weston location should they so choose.

## **What is the Shared Branching that you mentioned in the letter?**

Think of shared branching as an extension of BCU, allowing you to do 'in-person' transactions at another participating credit union. Just visit the particular branch providing your home credit union name, account number and valid government issued photo ID like your driver's license. You can make:

- Deposits
- Withdrawals
- Transfers
- Loan payments
- Balance Inquiries
- Money Order and Teller's Check purchases

The closest participating branch to BCU's Brokaw office is Connexus CU-Wausau, located at the corner of W. Bridge St. and N 2nd Ave. Throughout the U.S. there are over 5,600 branches! An app, website and phone number are dedicated to showing you where you can find Shared Branches, and will be detailed in our upcoming newsletter.

## **Where is the Weston branch located, and how do I get there?**

Our Weston branch is located at 2006 Schofield Ave, Weston, WI - directly across the street from Wiggly Field. The building looks very similar to the branch in Brokaw, just larger.

- If coming from Wausau via Grand Avenue: Continue east, going straight ahead through the corner of Schofield Ave. and Bus 51, heading down Schofield Ave. In just 2/10th's of a mile, you will see us on the left hand side of the road. (If you've arrived at Target, you've gone too far.)
- If coming from Highway 51: Turn off onto exit #187 - WI Hwy 29 East. Then take exit #171 – Business 51 Schofield Rothschild, and turn right onto Business 51. Continue on for one mile until the corner of Bus 51 and Schofield Ave (Walgreens is on the corner), and take a right, heading east on Schofield Ave. In 2/10th's of a mile, you'll see us on the left.

## **Who should I call if I have questions?**

Questions are welcomed regarding any part of this transition. You are valued at your credit union, and we want to make this transition as smooth as possible for you. For questions arising from this FAQ sheet, feel free to contact Linda in Brokaw at 715-675-2319, or Kari in Weston at 715-359-7012.



**Brokaw Credit Union**