

Dear Valued Member:

At [Tandem Federal Credit Union](#), we recognize that our office serves as a vital resource in the communities we serve. The well-being of our members, employees, and community is our priority. Tandem will remain open, in accordance to published service hours, until further notice. In the event we are required to modify our existing business hours, we recommend that you have the below listed provisions in place:

1. If you prefer to avoid contact with others, feel free to call our team for assistance.
2. If you haven't already, make sure you are able to "Login" to your Online Banking account at www.tandemfcu.com. If you need assistance, contact us. (First time users will need to contact the credit union for a temporary password.). Online Banking allows you 24/7 access to your account.
3. You should have access to your Tandem Debit Card and/or Visa Card. If you can't locate them, please contact the credit union for replacements.
4. Telephone Banking/(Speedy-Line): Allows you to Check your balances, transfer funds, and make your loan payments. Dial 1-866-470-7410.
5. Find an ATM: Tandem FCU members have access to over 30,000 surcharge-free ATM's in our CO-OP ATM Network. Easily search for the location nearest you:

- Online-by address, city and state, or zip code
- Via iPhone app or Android app
- TEXT-91989 and your zip code the response will indicate a Shared Branch or ATM nearest you. Call-1-800-919-2872 for locations

6. Consider enrolling your Tandem Debit card into "Card Valet". This service alerts you to fraudulent activity on your debit or credit card. You can subscribe to this service on our website, www.tandemfcu.com.

As you focus on the well-being of your family and friends, Tandem Federal Credit Union is committed to providing you with exceptional service.

Note: The National Credit Union Share Insurance Fund, administered by the National Credit Union Administration, an agency of the federal government, insures deposits of all credit union members. Deposits are insured up to \$250,000.00.

Tandem Federal Credit Union
Phone Number 1-586-759-5050
Fax: 1-586-759-5053

Hours of operation Monday – Friday 9:30am – 5:00pm