



## **Shared Branch Call Center Frequently Asked Questions**

### **What is the Shared Branch Call Center?**

The call center is an additional convenience service offered by the CO-OP Shared Branch Network to provide account access to members of participating credit unions 24 hours a day, 7 days a week.

### **What number do I call to reach the call center?**

The toll-free number is 1-888-837-6500.

### **What are the hours of the call center?**

The call center is available 24 hours a day, 7 days a week. Christmas Day and Thanksgiving Day are the only two days the center is closed.

### **When I contact the call center, with whom will I be speaking?**

You will speak with a trained representative from the CO-OP Shared Branch Network located in Fort Worth, Texas.

### **What information will I need to process my transaction(s)?**

To serve you over the phone, the representative will request your account number, name, and similar verification information that you provide today when calling Reliant's Member Service Center. The Shared Branch Call Center will not be able to look up your account number. You must have that information available in order to conduct any transaction or inquiry.

### **What types of transactions can I do through the Shared Branch Call Center?**

Similar to conducting an in-person transaction at a shared branch location, the Shared Branch Call Center provides account balances, transaction history for the past 30 days, and transfers between your accounts (such as savings and checking). You may also make loan payments by transferring funds within the same account number. All other types of transactions and inquiries (including withdrawals, certificates, payment disputes, reporting lost/stolen credit/debit cards, loan applications) can be handled by contacting Reliant directly by phone, through online banking, or by visiting a local branch.

### **Can I transfer between all my accounts?**

At this time you may transfer funds within the same account only. If you have more than one account with Reliant and you would like the ability to transfer between multiple accounts using a computer, please visit one of our branch locations or call Reliant's Member Service Center at 800-724-9282 to speak to a representative during normal business hours. Our representatives will be able to assist you by linking your accounts to provide 24/7 access that will allow you to transfer between your accounts using online, mobile, or telephone banking.

### **Can I transfer funds between accounts I have at other credit unions that participate in the Shared Branch Network?**

No, you cannot transfer funds between accounts at other credit unions within the Shared Branch Network at this time.

### **Is there a fee for using the Shared Branch Call Center?**

No, there is no fee for you to conduct any type of inquiry or transaction using the Shared Branch Call Center.

### **Will my transaction be posted at the time of the call or will it be delayed?**

Your transactions will post immediately, the same way transactions post when you visit one of our other shared branching locations or when you call Reliant's Member Service Center.