



## What We Are Doing To Prepare

AlaTrust Credit Union is committed to keeping our employees and members informed and safe. Our philosophy is to focus on one member at a time as our members are at the heart of all we do. With the ongoing concern about the Coronavirus (COVID-19), we wanted to update you on the precautionary steps we have taken.

We are complying with the CDC and doing all we can to ensure our employees and members remain safe including enhanced cleanings in our branch offices, continually wiping down surfaces, providing hand sanitizer, rescheduling non-essential travel and group activities, and adjusting our lobby hours.

We are closely monitoring the situation and will evaluate if any updates to our plans are warranted.

Thank you for trusting AlaTrust Credit Union and allowing us to serve you.

## Modified Schedules

Below are the temporary modifications that we're making to our branch office hours. Some locations will be limited to drive-thru only services. Our full list of operating locations can be viewed on our [Locations](#) page.

### [Hoover Branch \(Main Office\)](#)

1810 Merchants Drive Hoover, AL 35244

Mon-Thursday 8:30am – 4:30pm

Friday 8:30am – 5:00pm

\*Lobby will be closed to members. Drive-Thru ONLY services.

\*CO-OP Shared Branch services are allowed temporarily through the drive-thru pending complete ID verification.

### Anniston Branch

1216 Wilmer Avenue Anniston, AL 36201

Mon-Thursday 8:30am – 4:30pm

Friday 8:30am – 5:00pm

\*Lobby will be closed to members. Drive-Thru ONLY services.

\*CO-OP Shared Branch services are allowed temporarily through the drive-thru pending complete ID verification.

### Birmingham Branch

1694 Montclair Road Birmingham, AL 35210

Mon-Thursday 8:30am – 4:30pm

Friday 8:30am – 5:00pm

\*Lobby will be closed to members. Drive-Thru ONLY services.

\*CO-OP Shared Branch services are allowed temporarily through the drive-thru pending complete ID verification.

### Jacksonville Branch

1001 JD&L Drive SW Jacksonville, AL 36265

Mon-Thursday 8:30am – 4:30pm

Friday 8:30am – 5:00pm

\*Lobby will be closed to members. Drive-Thru ONLY services.

\*CO-OP Shared Branch services are allowed temporarily through the drive-thru pending complete ID verification.

### Jasper Branch

710 W Highway 78 Jasper, AL 35501 (Temporary Location)

M, W, F 8:30am – 4:30pm

\*Lobby will be closed to members. Member transactions will be conducted one at a time at the lobby door.

\*CO-OP Shared Branch services are will not be allowed temporarily at this branch.

### Talladega Branch

303 East Street South Talladega, AL 35160

Mon-Thursday 8:30am – 4:30pm

Friday 8:30am – 5:00pm

\*Lobby will be closed to members. Drive-Thru ONLY services.

\*CO-OP Shared Branch services are allowed temporarily through the drive-thru pending complete ID verification.

## **We Stand Ready to Help You**

Most of our branch locations and the Call Center are open normal hours and ready to serve you. We will continue to update this web page with the latest information as quickly as possible.

We are committed to doing the right thing by our employees, members and the communities we serve. We want to make sure our members have access to the financial resources and guidance they need. If you've been impacted by COVID-19 and need assistance, please call us at **1-800-264-8031**.

## Ways to Access Your Accounts

- **Online Banking** – Access your accounts 24/7. Reminder, to use the mobile app, you must be enrolled in Online Banking. [Learn More](#)
- **Mobile App** – If you don't already have the AlaTrust Mobile app, you can download it here. [Learn More](#)
- **Remote Deposit** – An easy way to use a mobile phone to deposit checks into your AlaTrust Credit Union account. [Learn More](#)
- **ATMs** – Get cash and check balances. [Find a location](#)
- **Online Loan Applications** – Apply for an Auto Loan, Personal Loan, Mortgage Loan and/or Visa Credit Card and sign the documents online from the comfort of your couch (some mortgage documents must be signed in branch). [Learn More](#)
- **External Transfers** – Transfer money between your AlaTrust accounts to your accounts at other financial institutions. [Learn More](#)
- **Chat With Us** – Our secure online/mobile chat application that enables members to communicate with an AlaTrust Member Service Representative. [Click “Chat with us” on our website or mobile app.](#)
- **Call Center** – Our Call Center is available Monday – Friday 8am – 5pm. [Learn More](#)
- **Touch Tone Teller** – Call the credit union's 24-hour automated telephone teller service, TTT, to inquire about account balances, make withdrawals, transfer funds and much more. It's safe, confidential and easy to use ... and it's free! To access TTT call **1-800-264-4228** or **(205) 581-8824**. For a list of menu options. [Learn More](#)

## Ways to Protect Your Accounts

Quick reminder, keeping you and your information safe is our top priority. AlaTrust Credit Union won't ask you to provide any personal information via email, phone or text like social security number, or account numbers. If you suspect you have been a victim of fraud or if you receive a suspicious communication claiming to be from AlaTrust Credit Union, let us know at **1-800-264-8031**.

- AlaTrust Credit Union will never call you and ask for your passwords or for verification codes. Hang-up and call us at **1-800-264-8031**. We're here for you and welcome those calls.
- Check your accounts regularly. Call us immediately if something doesn't look right.
- Set-up alerts. Sign-up for alerts online or through the **AlaTrust Card Control mobile app** to get quick updates to any charges or changes to your account.

## **Additional Resources**

- **Coronavirus Disease 2019 (COVID-19) Situation Summary**  
The CDC continues to determine more about this outbreak.
- **Preventing COVID-19 Spread in Communities**  
Protect yourself and your community.

## **Continued Support**

We're available at **1-800-264-8031**. Our hours of availability are 8am-5pm Monday-Friday.