

# WHERE DO I GO GUIDE

## Suggestions for accessing services without a lobby visit

WHAT I NEED	WHERE TO GO
Money Withdrawal	<ul style="list-style-type: none"> <li>• ATMs (Bowater, Teachers, and Allpoint ATMs are free)</li> <li>• Drive Thrus</li> <li>• Get “Cash Back” at the checkout of a store.</li> </ul>
Check Deposit	<ul style="list-style-type: none"> <li>• Mobile App</li> <li>• Night Drop</li> <li>• Drive Thrus</li> <li>• Bowater ATMs</li> </ul>
Loan	<ul style="list-style-type: none"> <li>• Online Application at <a href="http://BowaterECU.org">BowaterECU.org</a></li> <li>• (423) 336-7268 option 3</li> <li>• In branch, appointments encouraged</li> </ul>
Delay-a-Pay for Loans	<ul style="list-style-type: none"> <li>• Online in Full Site myBRANCH, under the self-service tab</li> <li>• (423) 336-7268 option 3</li> </ul>
Loan Payment	<ul style="list-style-type: none"> <li>• Transfer from a Bowater CU account in myBRANCH</li> <li>• Transfer from an account somewhere else using “ACH Transfer In” under Self Service inside Full Site myBRANCH.</li> <li>• Drive Thrus (All Branches except Keith St)</li> <li>• Night Drop</li> <li>• (423) 336-7268 option 5</li> </ul>
Debit Card Pickup	<ul style="list-style-type: none"> <li>• Drive Thrus (All Branches except Keith St)</li> <li>• Call us to mail it to you: (423) 336-7268 option 5</li> </ul>
Card Services	<ul style="list-style-type: none"> <li>• (423) 336-7268 option 4</li> </ul>
Wires	<ul style="list-style-type: none"> <li>• Online in Full Site myBRANCH, under the self-service tab</li> <li>• (423) 336-7268 option 5</li> </ul>
Membership Application	<ul style="list-style-type: none"> <li>• Online</li> <li>• In branch, appointments encouraged</li> </ul>
Balance History or General Inquiries	<ul style="list-style-type: none"> <li>• myBRANCH online or Mobile App</li> <li>• PAL (423) 336-7913</li> <li>• Email us at <a href="mailto:info@bowaterecu.org">info@bowaterecu.org</a> (don’t email account numbers or SSN)</li> <li>• (423) 336-7268 option 5</li> </ul>
Statements and Check Copies	<ul style="list-style-type: none"> <li>• myBRANCH</li> <li>• Drive Thrus (All Branches except Keith St)</li> <li>• Call us to mail to mail to you: (423) 336-7268 option 5</li> </ul>
Notary Services	<ul style="list-style-type: none"> <li>• In branch, appointments encouraged</li> </ul>
IRAs	<ul style="list-style-type: none"> <li>• In branch, appointments encouraged</li> </ul>