



At Nashville Post Office Credit Union (NPOCU), the health and safety of our employees and members is at the forefront during these unprecedented times. Following national, state, and county guidelines on how to safely reopen branch lobby operations, we are happy to announce NPOCU has re-opened its lobby.

For the health and safety of members and staff, here are some changes you can expect to see when you visit our lobby:

- **Appointments:** Appointments are still encouraged for the Loan and Member Service Departments to cut down your wait time. Many transactions may be done online or over the phone. Please call (615) 871-4221 to make an appointment.
- **Floor Stickers:** Members will be asked to maintain the CDC's recommendations and remain six feet apart from others using the stickers on the floor that indicate the proper distance.
- **Transactions Protocols:** Due to space limitations, we ask you try to limit the number in your party. The seating area in our lobby has also been reduced in order to be able to have social distancing.
- **Germ Guards:** Protective germ guards have been installed at each teller station and office as needed as an added precautionary measure to ensure your personal safety.
- **Masks:** If you are wearing a mask, you will be asked to temporarily remove any face covering for identification and security purposes.

Things to Remember

- While we love seeing our members, we still encourage you to continue utilizing our remote services for transactions when possible for your convenience and safety. You can apply for loans and sign loan documents online. With our Mobile App, you can make mobile deposits, check balances, make transfers, and more. Call our Member Service Department if you need help getting setup with online services.
- We will still temporarily do Shared Service transactions through our drive-thru (Lane 1).
- If you have been in close contact with someone with a confirmed case of COVID-19 or are feeling sick yourself, you are encouraged to use our drive-thru.