

Dear Member:

At the Pepco Federal Credit Union, the health and safety to our staff and members is our top priority as we continue to monitor the COVID-19 (Coronavirus). As a precautionary measure, until further notice, we have made the decision to restrict in-person service. The decision was made as a precautionary measure to minimize any potential health risks.

While our offices are closed to members, we do have staff working in office and remotely to service member needs. Please refer to the numbers below. While our staff are happy to serve you, the call volume may prove to be very high. Please see the following list of digital services to be used for fulfilling most of your financial needs:

Visa Debit Card and the use of Card Nav to answer most of your account questions (available in the app store).

Visa Credit Card and the use of Secure Loc to answer most of your credit card account questions (available in the app store). In addition, EZ Card Info which is available on our web site and can be used for transaction info and to make payments.

PFCU Web site Pepcofcu.org will have all information updates, contact numbers, your gateway to on-line and mobile banking. (both of which can be used for account transactions and information).

On-line lending see website above.

PFCU Mobile see web site above.

ATM's at Edison Place, Benning Road (Building 59), Forestville and Rockville Service Centers. The First Floor at the Edison Place Building will take deposits.

Remote Deposit Capture of Check Deposits. See Pepcofcu.org for forms and email to kfilipovich@pepcofcu.org

PFCU's Shared Branch system (see web site for location information)

Staff phone numbers:

Sergout Workue 202-923-7019

Sherri Grandy 202- 669-9184

Ken Filipovich 703-517-2195 (can also be used for after hour emergencies)

We are continuing to monitor the situation with guidance from the Center for Disease Control and Prevention, as well as our local health agencies. We will continue to update our website with any changes.

Please feel free to contact me with any questions or concerns.

Thank You,

Ken Filipovich, CEO

