

Ken's Corner

September 15, 2022

Previously I have been adding "Did You Know" messages to our website (Yes, I'm Ken). The purpose of these web additions was to assist our members with the best methods of accessing our customer assistance. As we move from the Pandemic most of our members will continue using digital financial services as their First Choice for banking transactions and most will never go back. I want you to know that while digital services may be the first line of doing financial business with us, that it will not be the ONLY method. In doing this I thought the best was of keeping our banking relationship one-on one is to be on a first name basis. In the future in place of "Did You Know" messages you will have "Sherri's Comments" and "Messages from Sergout". All of these will be updates that I feel will make our banking relation more one-on-one while still digital.

I understand that sometimes when you start a digital inquiry or go to set up an online or mobile function that it may become confusing. That's where our staff or call centers come in to play to assist you. (Tip: Make sure your email and mobile phone information is current). I have listed our contact information below and assure you that we have people standing by (Tip: They may be assisting other clients so please leave a message and we WILL get back to you). The newest update to this is that we have linked our Edison Place Office numbers to our Mobile Devices. Let's say you call Sherri and she is working remotely that day, the call will roll to her. Or if you call Sergout and she is at the Benning Office the call will follow her. In many cases if staff are assisting other members you call will roll to me. All of this is to give you access to the best financial service and see that when you need to speak to someone you hear "HELLO" instead of a list of options to press.

Edison Place Office	202-949-4711
Edison Place Mobile	202-923-7019 (Sergout)
Digital Assistance/Transaction Mobile	202-669-9184 (Sherri)
Benning Road Office	202-388-2447
Benning Road Mobile	202-494-5568 (Sam)
After Hours/Weekend Emergency	703-517-2195 (Ken)

Card Shared Branch/ATM Assistance Call Centers.

For Visa Debit and Credit Card Call Centers as well as our Nationwide Shared Branch/Surcharge Free ATM Service see the right of this page under Important Numbers

Just need a Branch? Our Benning Road Branch will remain open 5-Days per week

Thanks

Ken