



How to Bank Safely During the Pandemic

Recognizing the challenges that the pandemic presents, this guide will highlight all the ways you can continue banking safely at One Credit Union.

Here are all the ways you can continue to bank safely:

[Online/Mobile Banking & Bill Pay](#) – Access and manage your accounts from anywhere at any time.

[Mobile Deposit](#) – Deposit a check from your phone using our mobile app.

[Contact Us](#) – Send us a secure message on our website, in Online Banking, or give us a call.

[Chatbot & Live Chat](#) – Have a question? Ask our chatbot, Maple! Or speak to a live representative.

[Apply Online](#) – Apply for a loan or open an account online.

[Drive Ups, ATMs & Night Drop](#) – Safely get cash or make a deposit at certain locations.

[In-Person Appointments](#) – All branches will be allowing members in by appointment only.



Online/Mobile Banking & Bill Pay

Access and manage your accounts from anywhere at any time.

Using Online/Mobile Banking, you can:

- Securely check your balances
- Transfer funds between accounts
- Make loan payments
- Review e-statements
- And more!

How to Register

If you haven't already, register for Online Banking [here](#).

To register, you'll need:

- A valid email
- Your One CU member number – don't know it? Find it on your statement!
- Your social security number.

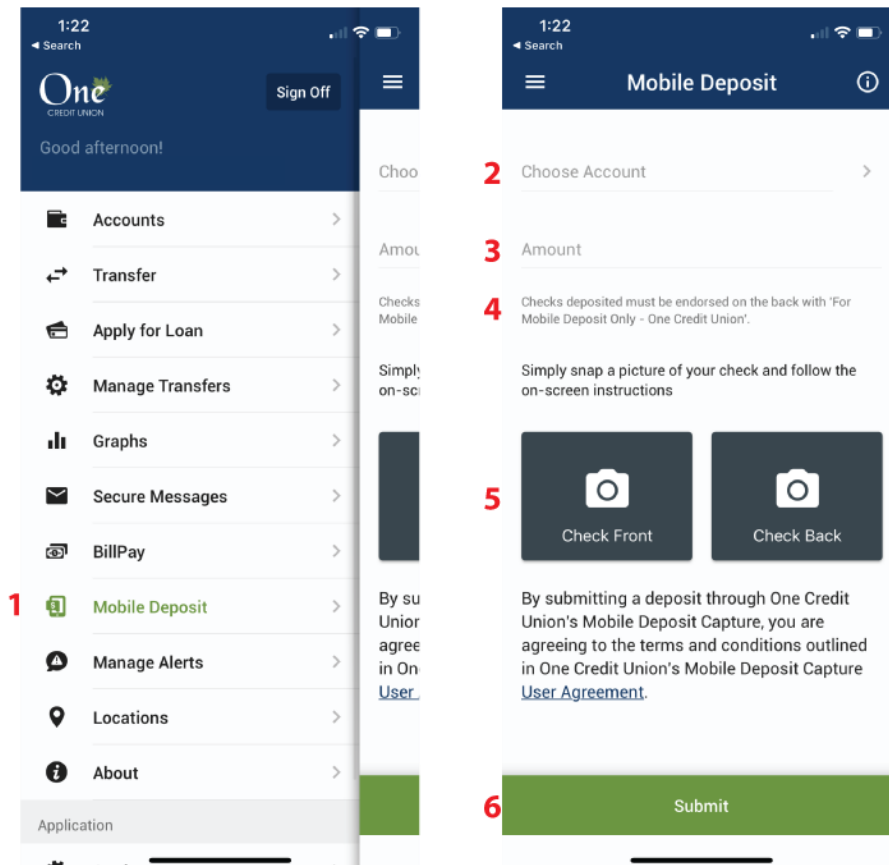
Video Resources

Already using Online Banking? Check out video resources for tips and tricks [here](#).



Mobile Deposit

Deposit a check from your phone by following the steps below.



First, you must download our mobile app on the App Store or Google Play Store.



1. Once in the one Credit Union app, click Mobile Deposit from the menu.
2. Choose the account where the money should be deposited.
3. Enter the amount for the check you are depositing.
4. Endorse the check by writing “For Mobile Deposit Only – One Credit Union” on the back of the check.
5. Snap a clear photo of the front and back of the check.
6. Click submit.



Contact Us

Have a request or want to take an action with your account? Here's how you can contact us:

- Send us a secure message [here](#).
- Call us at [\(800\) 578-5024](tel:8005785024).
- Send a secure message in Online Banking.

View all contact information [here](#).

Chatbot & Live Chat

Have a question? Ask our chatbot, Maple! Or speak to a live representative.

Maple

Looking for information? Chances are our chatbot can help you. Visit [our website](#) and find Maple in the lower left corner of your screen.



Live Chat

If Maple can't answer your question, you can chat live with a One CU employee during business hours.

Apply Online

Open an account or apply for a loan from the safety of your home.

Apply for a loan or open an account [here](#).



Drive Ups, ATMs & Night Depository

How to get cash or make a deposit.

Drive Ups

Drive Ups are open and available at the following locations:

- Chester Branch
- Claremont Branch
- Newport Branch
- South Barre Branch
- Springfield Branch
- Springfield Drive-Up (Clinton Street)

Find directions and hours [here](#). **(Essex and Vergennes, locations without drive ups, will let members in one at a time - please knock on the door).**

ATM Locations

Find an ATM at one of the following One Credit Union locations:

- Chester Branch – Cash Dispensing Only
- Claremont Branch – Cash Dispensing Only
- Essex Branch – Full Service (Cash Dispensing & Accepts Deposits)
- Newport Branch – Full Service (Cash Dispensing & Accepts Deposits)
- South Barre Branch – Full Service (Cash Dispensing & Accepts Deposits)
- Springfield Branch – Full Service (Cash Dispensing & Accepts Deposits)

Find directions and more information [here](#).

As a One CU member, you also have access to nearly 30,000 surcharge-free ATMs nationwide. Find a surcharge-free ATM [here](#).

Night Depository

All branches have a night depository where you can leave checks/cash to be deposited. *(If the night depository in Essex is temporarily unavailable due to construction, please knock on the lobby door).* View all branch locations [here](#).



In-Person Appointments

If you would prefer to conduct your banking in person, please call to make an appointment.

Schedule an Appointment

Please call us at [\(800\) 578-5024](tel:8005785024) to schedule an in-person appointment.