



FAQs- New North Branch Office

Q: Where will the new branch be located?

A: The new location will be at 38807 9th Ave. in North Branch, in an existing facility that will be updated to meet our needs.

Q: Why is Members buying a new building rather than remodeling the current one?

A: Our branches are a critical part of our infrastructure. Along with location, we considered the costs and logistics of renovation of the current facility vs. the purchase and renovation of another building. We determined that the new space would be a better investment for our membership and community.

Q: Why did you choose the new building, specifically?

A: After years of seeking an ideal location for a new branch, we had the opportunity to repurpose a building close to our current location, knowing it would need some changes but at considerably less cost than constructing a new facility. The opportunity to improve an existing building and contribute to community revitalization also resonates with our values.

Q: What changes will you be making to the new building

A; We'll be working with an architect to appropriately redesign the space, including the interior, exterior, drive-thru, and parking areas.

Q: What's happening to the tenants in the building?

A: We're working with our building tenants to make the ownership transition as smooth as possible for them.

Q: Will the new location offer shared branching?

A: This new location will just be a Members location, not shared branching.

Q: Will you still have mortgage and business services available?

A: Yes! We'll offer the same services we do today.

Q: What will happen to the old building?

A: We're in the process of selling the current building.

Q: When will you move to the new location?

A: Construction is planned to begin in the coming months. We're aiming to move to the new location in mid to late fall of 2024.

Q: Will the hours stay the same? Drive-up/lobby/Saturdays?

A: We're continually evaluating our business hours, but at this point, there has been no discussion of changing our current days/times of business.

Q: Will there still be an ATM machine and a coin machine?

A: Yes- we'll have both at the new location.