

Important Information

PFCU is OPEN for business and we want to reassure you that our PFCU team is here working to help you with your banking needs as we always have been. As we follow the CDC guidance, **we have made the decision to temporarily close/restrict our lobby access and move to enhanced Drive-Thru and Night Drop Service until further notice.**

PFCU expands Night Drop processing to every hour beginning 9 am till 5 pm on weekdays and from 10 am to 2 pm on Saturdays. All deposits will only be accepted via Drive-Thru or Night Drop. Please drop all large deposits via Night Drop and smaller transactions through Drive-Thru.

To protect the health & safety of members and staff, beginning Monday, March 23rd we will have restricted access and reduced hours to lobbies in AL, GA & FL from 10 am to 4 pm Mon – Fri and in GA from 10 am to 2 pm on Sat.

We request members to consider using online banking, ATM or shared branch via drive-thru as most Credit Unions have closed lobby access.

For Member Service, please call 404-297-9797 option 2 or email memberservice@platinumfcu.org

For Loan Service, please call 404-297-9797 option 3 or email loanservice@platinumfcu.org

If you have a special need, it will be helpful if you will please call us first as we may be able to help without you coming to the branch. We will accommodate, access to safe deposit boxes, and any other special needs to make sure members receive full banking services.

If you would like to be setup up for online access, please give us a call. We are taking these steps to protect the health and safety of our members and employees. In addition, we are taking all steps necessary to ensure that all of our facilities and equipment are clean and safe for all of us. If you have questions or concerns, please call us and we will be glad to help.

As always, thank you for banking with PFCU!!

Sincerely,

PFCU Management
www.PlatinumFCU.org