



Democracy FCU Branch Operations Update - July 2021

As we begin to transition out of COVID-19 shutdowns and open up per state guidelines, we want you to know that our number one priority remains to be the health and well-being of our members, employees, and our community. We understand the concern and uncertainty you may be experiencing surrounding COVID-19, and that is why we continue to take safety precautions and social distance in all of our branches.

We are working towards fully re-opening our branches safely, and will keep you informed as to what those plans look like. We request that all members continue to wear a mask when visiting our branches.

SILVER HILL BRANCH

We request that members make an appointment for service during business hours. This allows us to ensure that we provide you with a safe environment for conducting business in a timely manner. To minimize unnecessary delays in service, walk-up transactions will remain temporarily unavailable.

- **Lobby Hours by Appointment Only:** Monday - Friday: 9:30 AM - 5 PM: Remains **closed** on Saturdays.
- **Drive-Thru Hours:** Monday - Friday: 8 AM - 6 PM. We continue to ask for your patience when visiting our drive-thru as some transactions may take longer than others. We are dedicated to providing the same courtesy attention to every member.

ALEXANDRIA BRANCH

Members may continue to visit the branch during business hours for full member service transactions; accepting 3 members at a time.

- **Branch Hours:** Monday - Friday: 9 AM - 5 PM

All other Democracy FCU branch operations are:

- **C Street Branch, Humphrey (HHS) Branch,** and our **Philadelphia Branch** located in the Social Security Administration building are temporarily **CLOSED**.

Online Banking, Mobile Banking, ATM Transactions

As a reminder, most transactions can be conducted online, on our mobile app, or at the ATM and are available to you 24/7. You can easily **access your accounts online** by using your **Democracy FCU mobile app** from the comfort of your home. Online banking allows you to make payments, view your transaction history, check balances, locate ATMs, and more! It's an easy and fast way to manage your account as you may experience longer than usual wait times when you call in to speak to a Financial Services Specialist. **Enroll Here** for online access!

We look forward to seeing your smiling faces when we fully re-open! Please visit [DemocracyFCU.org](https://www.DemocracyFCU.org) for the latest updates.

[CLICK HERE TO SCHEDULE AN APPOINTMENT](#)

Or call (703) 738-8960 | (703) 738-8961