

What Does It Do?

What is CO-OP Shared Branch Express?

CO-OP Shared Branch Express is a form of share branching delivered through self-service terminals in retail and in-branch environments, usually without traditional teller support.

What is the advantage of CO-OP Shared Branch Express?

CO-OP Shared Branch Express offers your members the convenience of quick and easy access to shared branching without the long lines often found in full-service locations. The self-service devices allow members to perform transactions during off-hours. Many self-service terminals are available 24/7.

What should members look for?



Look for the CO-OP Shared Branch Express logo at participating locations or on locator apps.

How will CO-OP Shared Branch Express benefit credit unions?

CO-OP Shared Branch Express is an affordable, innovative solution that leverages the traditional shared branching interface known as CO-OP Connect. It enables credit unions to:

- Offer expanded, self-service shared branch transactions to on-us and guest members, giving them more options, convenience and time savings.
- Integrate both ATM and shared branch self-service transactions into the existing channel management process with CO-OP, utilizing all of the current ATM reports, monitoring, management, etc.
- Expand branch reach without the expense of brick and mortar. This product differentiates credit unions from big banks by expanding shared branch options for credit union members.
- Add branch access in locations that wouldn't normally support a full-service branch.

How will credit union members benefit from CO-OP Shared Branch Express?

CO-OP Shared Branch Express offers more convenience and options to members, giving them the ability to quickly perform expanded transaction sets at an ATM, kiosk, or branch automation device instead of having to visit a branch or wait in long teller lines.



How Does It Work?

How does CO-OP Shared Branch Express allow member access through CO-OP Shared Branch?

All transactions originating from Shared Branch Express terminals will flow through an IFX terminal handler (TH). The base ATM transactions are processed as they are today (when installed on an ATM), whereas the shared branch transactions flow through the TH to the CO-OP EFT switch and out to CO-OP Connect over a new processor interface (PI) to facilitate both on-us and guest member transactions.

What types of transactions can your members perform at CO-OP Shared Branch Express?

- Cash deposits (not available at all locations)
- Check deposits
- Transfers within your accounts (same membership)
- Cash withdrawals
- Cash advances
- Loan payment by cash (not available at all locations)
- Loan payment by check
- Loan payment transfer
- Check account balances
- Recent history showing the last 10 items that cleared

What is the member experience for enrollment?

Enrollment and authentication will initially be required before a member is able to perform shared branch transactions. The enrollment process is as follows:

- Member identifies their credit union
- Member enters their account number at the terminal
- Member swipes any card with a magnetic stripe that has the member name (debit/credit card or driver's license)
- Member answers challenge questions
- Member establishes PIN Components

How can your members find CO-OP Shared Branch and CO-OP Shared Branch Express locations?

There are many convenient ways to find shared branch locations.

- Visit co-opsharedbranch.org to search
- Download CO-OP Shared Branch mobile app
- Call 1-888-SITE-CO-OP
- Look for the CO-OP Shared Branch and CO-OP Shared Branch Express logos

How Do We Get Started?

How can we sign up?

Call 800.782.9042 option 2 or send an email to sales@CO-OPfs.org.

