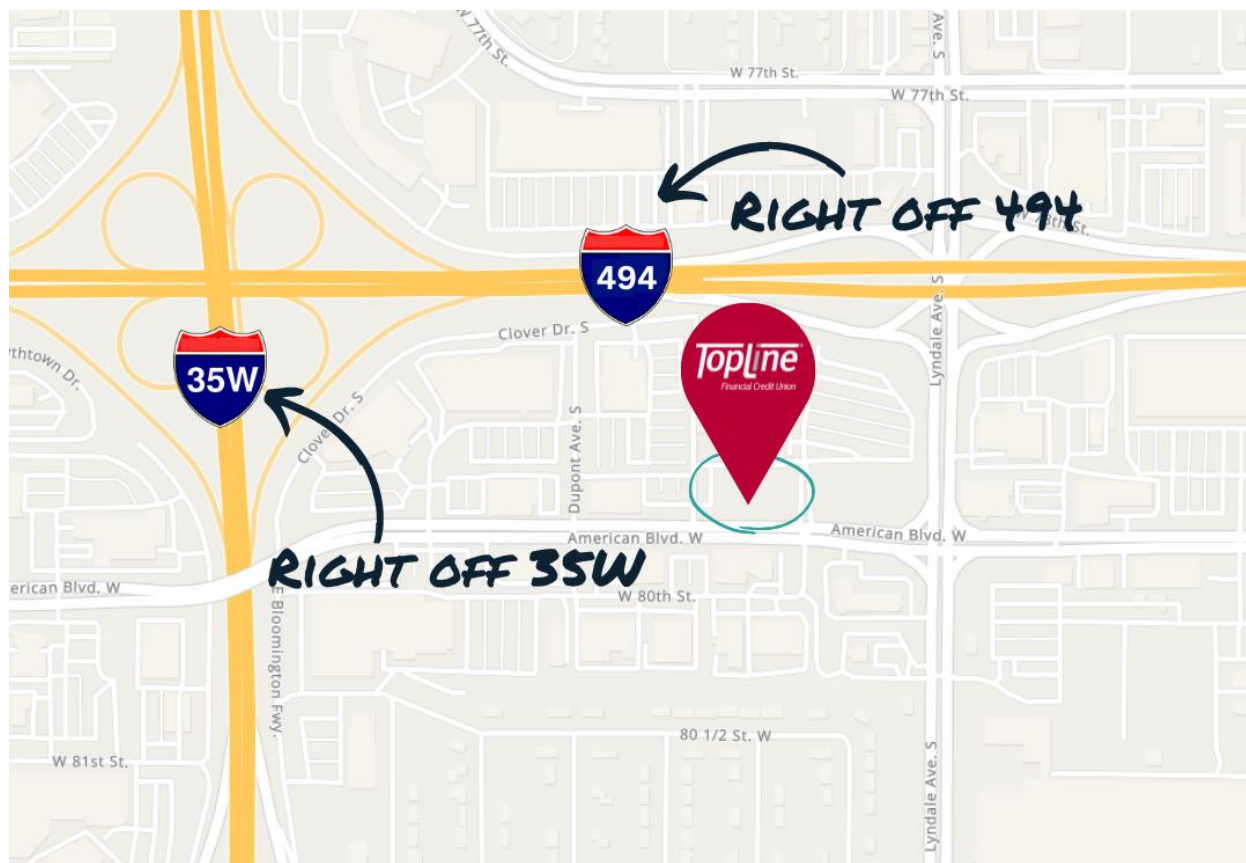




## New Bloomington Branch Frequently Asked Questions (FAQ's)

**Q: What is the address of the new Bloomington branch?**

A: The new Bloomington Branch is located 900 American Blvd West, Bloomington, MN 55420, just off 35W and 494 next to REI and very close to the Mall of America. [Click here](#) for Google Map.



**Q: When will the new Bloomington branch open?**

A: The new Bloomington Branch will open on Monday, October 16<sup>th</sup>. The drive-thru will open at 8:30am and the lobby will open at 9:00am. The new Bloomington Branch is located 900 American Blvd West, Bloomington, MN 55420, just off 35W and 494 next to REI and very close to the Mall of America. [Click here](#) for Google Map.

The current Bloomington branch at 5221 Viking Drive Bloomington, MN 55435 will permanently close on Friday, October 13<sup>th</sup> at 6pm.



## New Bloomington Branch Frequently Asked Questions (FAQ's)

### Q: What are the hours of the new Bloomington branch?

A: The hours of the Bloomington branch will remain the same:

#### Lobby Hours:

Monday thru Thursday 9:00am to 5:00pm

Friday 9:00am to 6:00pm

Saturday 9:00am to 12:00pm

#### Drive-Thru Hours:

Monday thru Thursday 8:30am to 5:00pm

Friday 8:30am to 6:00pm

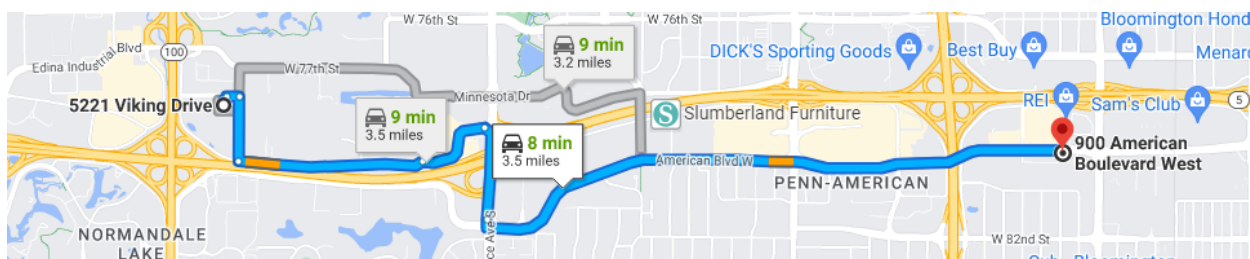
Saturday 9:00am to 12:00pm

### Q: When is the current Bloomington branch closing?

A: The current Bloomington branch at 5221 Viking Drive, Bloomington, MN 55435 will permanently close on Friday, October 13<sup>th</sup> at 6pm.

### Q: What is the distance from the previous Bloomington Branch to the new Bloomington Branch?

A: It's 3.5 miles from the previous Bloomington branch (5221 Viking Drive) to the new Bloomington branch (900 American Blvd West). Depending on time of day, it would take 8 minutes to drive between the two locations. [Click here](#) for Google directions.



### Q: Will the current Bloomington branch employees move to the new branch?

A: Yes, the current Bloomington branch employees will move to the new Bloomington branch to serve members.



## **New Bloomington Branch Frequently Asked Questions (FAQ's)**

### **Q: Why is the Bloomington branch moving locations?**

A: The Bloomington branch is re-locating to better serve the southwest metro community.

TopLine's new flagship branch is the branch of the future by transforming transactions to interactions with greater focus on consultative member service approach to better assist with complex financial matters and to identify member financial needs and recommend solutions, as well as keeping sight on further automation of routine transactions.

Members will enjoy personal service, as well as convenience with our new innovative 24/7 Interactive Teller Machines (ITMs) and other digital capabilities that offer financial education learning opportunities.

### **Q: How was the design of the new Bloomington branch decided?**

A: The new branch pays tribute to the credit union's heritage, the telephone workers who established the credit union in 1935. The roof line and drive-up replicates our "T" in TopLine, which if you didn't know, the "T" in our name reflects a telephone pole and line.

### **Q: What products and services will be available at the new Bloomington branch?**

A: The new Bloomington branch will be a full-service branch, offering all the same products and services; deposits, loans, mortgage services, investment services, insurance agency, business and commercial services. Members will enjoy personal service, as well as convenience with our new innovative 24/7 Interactive Teller Machines (ITMs) and other digital capabilities that offer financial education learning opportunities.

### **Q: How will members be served at the new Bloomington branch?**

A: TopLine's new flagship branch is the branch of the future by transforming transactions to interactions with greater focus on consultative member service approach to better assist with complex financial matters and to identify member financial needs and recommend solutions, as well as keeping sight on further automation of routine transactions.

Members will enjoy personal service, as well as convenience with our new innovative 24/7 Interactive Teller Machines (ITMs) and other digital capabilities that offer financial education learning opportunities.



## **New Bloomington Branch Frequently Asked Questions (FAQ's)**

### **Q: What is an Interactive Teller Machine (ITM)?**

A: The Interactive Teller Machine (ITM) allows members to complete any transaction they would normally do inside the bank – withdrawals, deposits, transfers, loan payments, balance inquiries, and receive remote assistance from a TopLine representative via live video chat.

### **Q: When is the Grand Opening of the new Bloomington branch?**

A: The Grand Opening of the new Bloomington branch will be celebrated from October 23<sup>rd</sup> to 28<sup>th</sup>.

### **Q: What specials will be available to members during the Bloomington branch Grand Opening?**

A: Daily –

- Stop in to complete a card to enter into a daily drawing to have your cell phone bill paid! (Up to \$150, one winner selected per day, funds deposited into Share Savings account)
- Free Car Buying Service
- TopLine Savings Specials
  - 4.00% APY\*
  - Minimum of \$100,000 - \$249,000<sup>†</sup>
  - – OR –
  - 4.25% APY\*
  - Minimum of \$250,000 or more<sup>††</sup>

All TopLine savings accounts, money markets and share-certificates are federally insured to at least \$250,000 by the National Credit Union Administration (NCUA). Membership with a \$5.00 Share Savings Account is required. Offer is good through 11/30/23. \*APY means Annual Percentage Yield. Rates effective as of 09/25/23. Rates are subject to change after account has been opened. APY is accurate as of the last dividend declaration date. <sup>†</sup>Minimum balance of \$100,000 to \$249,999 required to open TopLine Savings account. <sup>††</sup>Minimum balance of \$250,000 or more required to open TopLine Savings account. Balances that fall below the minimum will not earn dividends and may incur a monthly fee which will reduce account earnings. Dividends are calculated daily and paid monthly. Fees could reduce earnings. Visit [TopLinecu.com](http://TopLinecu.com) or call 763-391-9494 for more details about rates and terms. Federally insured by the National Credit Union Administration.

### **Q: Will TopLine continue to support social responsibility efforts in Bloomington and surrounding communities?**

A: Yes, TopLine continue to support social responsibility efforts in Bloomington and surrounding communities.