



9/10/2025

Middletown Branch Permanently Closing September 30th

Dear Member,

It is with a heavy heart that we notify you that **the Middletown branch at 660 N. University Blvd. will permanently close at 1:00pm on Tuesday, September 30, 2025.**

Why is the Branch Closing?

During our negotiations with the National Credit Union Administration (NCUA) to acquire Butler Heritage, we elected not to purchase the building at 660 N. University Blvd. due to the extensive renovations required. At the same time, we were already investing in a new, state-of-the-art branch at 6714 Gilmore Road in Fairfield Township. When completed, the Fairfield Township branch will serve all your account and loan needs.

To minimize disruption, we asked NCUA to allow us to keep the Middletown branch open temporarily, and they granted that request. However, **NCUA has recently informed us that the building will be sold at auction in early October, and we must vacate by September 30th.**

Other Service Options are Being Explored

We are currently exploring other options to serve you in-person near the current branch. We will provide updates on this as soon as we are able to do so. ***In the meantime, you will continue to have convenient access to your accounts through our partner networks, free ATMs, and Member Support Center.***

In-Person Transactions

As part of the nationwide **Shared Branching Network**, you can make deposits, withdrawals, loan payments, and more at participating credit unions. ***Please bring your driver's license and COPFCU account number when visiting a shared branch.***

Nearby Shared Branching Locations:

- **MyUSA Credit Union** – 1201 Crawford St., Middletown, OH 45044 (1.5 miles away)
Hours: Mon–Fri 9:00–5:00 | Sat 9:00–12:00
- **MyUSA Credit Union** – 3600 Towne Blvd., Middletown, OH 45005 (3.2 miles away)
Hours: Mon–Fri 9:00–6:00 | Sat 9:00–12:00
- **MyUSA Credit Union** – 933 W. State St., Trenton, OH 45067 (5.8 miles away)
Hours: Mon–Fri 9:00–5:00 | Sat 9:00–12:00

Hours: Mon–Fri 9:00–5:00 | Sat 9:00–1:00

- **Blue Ash Branch** – 9300 Kenwood Rd., Suite A, Cincinnati, OH 45242

Hours: Mon–Fri 9:00–5:00 | Sat 9:00–1:00

- **Queensgate Main Office** – 959 W. 8th St., Cincinnati, OH 45203

Hours: Mon–Fri 8:30–5:00

Always Free ATM Withdrawals

Use your COPFCU debit card at the following nearby ATMs for **free withdrawals**:

- MyUSA Credit Union – (all three locations noted above)
- Sorg Bay West FCU – 400 N. Board St., Middletown
- PNC ATM inside UDF – 101 N. Verity Pkwy., Middletown
- PNC ATMs – 3359 Towne Blvd., Middletown
- River Valley CU – 815 Elliott Dr., Middletown

You also have access to thousands of surcharge-free ATMs nationwide through the **Shared Branching** and **Alliance One Networks**. Visit copfcu.com/locations to find the ATM nearest you.

Phone Support at 1-800-810-0221

Our Member Support Center is here to assist you with any account or loan needs.

Hours: Mon–Fri 8:30–5:00 | Sat 9:00–1:00

We Remain Committed to You

While we are disappointed by the timing of this closure, our commitment to serving you remains unchanged.

Be on the lookout for additional communications regarding new service options and when they will be available for you.

Thank you for your understanding and for being a valued member of COPFCU.

Sincerely,

A handwritten signature in black ink that reads "Kathy Haas". The signature is written in a cursive, flowing style.

Kathy Haas
President/CEO