

What is Shared Branching?

Cyprus is a participant in the Shared Branching Network. This means that a member can access their funds in their Cyprus account without having to go to a Cyprus location and can instead go to a shared branching location. There are certain credit unions across the country that are also a part of the same network and if you would like to see if a credit union is a part of shared branching you can visit: <https://co-opcreditunions.org>.

- Please keep in mind that shared branching can only be done **face to face**; the contact center will not be able to perform shared branching over the phone.
- Any checks deposited through shared branching will go on an automatic hold. If our member would like to see if the funds can be released early, the member will have to **fax a front and back copy of the check to deposit operations at [REDACTED]**.

Shared Branching Not Working?

If a member says that shared branching isn't working, please check all of the things below:

1. Make sure that access to shared branching is allowed. This one is often forgotten about but is very important. Please see the section labeled "Enabling Shared Branching" on how to enable shared branching if needed.
2. Ensure that they are not over their shared branching daily limit. Those limits are listed on the next page.
3. Ensure that they don't have a fresh start checking account. These accounts do **not** have access to shared branching.
4. Check to see if the member is more than 30 days late on a loan. If they are, shared branching will not work. We need to receive a payment on the loan before it will work again.

5. Check for notes on the account. There are several account notes that will block shared branching. If one of these is on the account, shared branching will not work:

- a. All Activity Freeze
- b. Potential Fraud/Compromise Fraud
- c. Teller Withdrawal with Approval Req

If one of these notes is on the account, please message the chat to see what we can do for the member.

6. **Please also make sure that the member is providing the member number, NOT the check ID number.**

Shared Branching Limits

Cash Limit: [REDACTED]

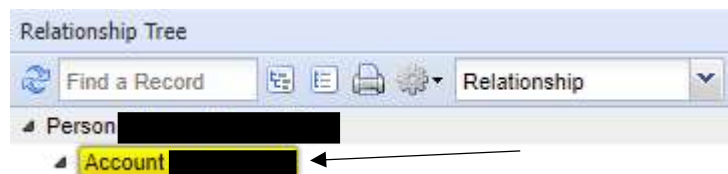
There is no way around this. This is a standard across all Shared Branching locations.

Check Base Limit: [REDACTED]


This can be raised by a team lead or manager after 2nd tier verification. Please be aware, a member can only withdraw up to 2 checks a day at a Shared Branch.

Enabling Shared Branching

1) To check whether Shared Branching is enabled, first get into the account, and pull up the relationship tree. Click on the account number in the relationship tree that the member is trying to complete the transaction on.



- 2) In the “Update (Account Number)” tab, scroll down to the General section and find the option, Shared Branch Option. This should be either “Standard”, which means it is enabled, or “Access Denied”, which means it is NOT enabled. As long as their account doesn’t have any notes or reasons that shared branching should be disabled, you can change these settings.



A screenshot of a web form showing a label "Shared Branch Option:" followed by a dropdown menu. The dropdown menu is open, showing the word "Standard" as the selected option. A small downward arrow icon is visible on the right side of the dropdown box.

Please don’t forget to hit “Update” when you are done making the necessary changes.