

SIMPLICITY. SPEED. SECURITY.

You get it all with our remote services.

We are committed to providing you with personalized service while also ensuring your health and safety. We encourage you to continue using self-service as your first option. Here are a number of ways we can assist you:

ADDRESS CHANGE

Mobile App, Online Banking, Live Chat, Secure Email, Contact Center, Drive-thru

ACCOUNT CHANGES

(e.g. beneficiaries, adding owners)
Mail, Drive-thru, Contact Center, Secure Email, Live Chat, by Appointment

CASH

ADVANCE ON KCU CREDIT CARDS

Mobile App, Online Banking, Drive-thru, Contact Center, ATM (with PIN)

ADVANCE ON NON-KCU CREDIT CARDS

Drive-thru

WITHDRAWAL

ATM, Drive-thru, Cash Back with Card at Stores

CASH A CHECK

Drive-thru, ATM

DEPOSITS

Mobile App - Mobile Deposit, ATM, Drive-thru, Quick Drop

IRA

By Appointment, Deposits/Withdrawals via Drive-thru

LOANS

PAYMENTS FROM A KCU ACCOUNT

Mobile App, Online Banking, Mail, Drive-thru, Contact Center

PAYMENTS FROM A NON-KCU ACCOUNT

Bill Pay from Other Financial Institution, Payment Center at [KitsapCU.org/services-loanpaymentlaunch](https://www.kitsapcu.org/services-loanpaymentlaunch)

APPLY FOR A LOAN

Mobile App, Online/Website, Contact Center, Drive-thru, By Appointment

SIGNING DOCUMENTS

Electronically (DocuSign), Drive-thru, By Appointment, Mail

NEW ACCOUNTS

Mobile App, Online/Website, Drive-thru, By Appointment, Secure Email, Live Chat

NEW CREDIT/DEBIT CARD

Drive-thru, Contact Center/Mail Delivery

NOTARY

Drive-thru, By Appointment

SAFE DEPOSIT BOX ACCESS

By Appointment

STATEMENT COPY

Mobile App, Online Banking, Drive-thru, Contact Center

REPORT A LOST/STOLEN CREDIT/DEBIT CARD

Call 800-336-8472, Mobile App Card Management, Online Banking Card Management, Online/Mobile Live Chat

MAKING A BRANCH APPOINTMENT

Please visit us at [KitsapCU.org](https://www.kitsapcu.org)

NEW! VIRTUAL VISITS

You can now schedule a one-on-one video or phone chat. Visit our website at [KitsapCU.org](https://www.kitsapcu.org), and type "Virtual" in the search box.