

9/24/2021

Dear Valued Member,

This letter is to inform you that the Operating Engineers Branch located inside the IUOE Local 18 Headquarters at 3515 Prospect Avenue, Room 200 Cleveland, OH 44115 will be closing before the end of the year at a date TBD.

We are in the process of installing a cash dispensing ATM that will be located in the Lobby of Room 210 of the IUOE Local 18 District 1 Offices. There is no surcharge for members to use this ATM. You may deposit your check using Mobile Deposit via the [Best Reward Mobile App](#). You may also use our other branch offices located in Brook Park, Highland Heights, and Walton Hills.

The impact of COVID-19 has prompted many members to transition to our remote services, while others have been using the other branch offices available. As a result, activity at this branch has decreased dramatically. We are proud to have served the Local 18 employees from this location and we look forward to continued service from our [other branch offices](#) or any of our FREE remote services:

- Brook Park Branch (*Full Service Drive-Up ATM*)
- Walton Hills Branch (*Full Service Drive-Up ATM*)
- Highland Heights Branch
- ATM Card/Debit Card
- Phone 24
- Best Reward Online
- Mobile Banking App
- Mobile Deposit Service
- CardValet® Mobile App
- Online Bill Pay
- Online Forms/Applications
- Online Draft/Check Ordering
- Sign Loan Documents from Anywhere Using Email Access
- And More!

Please be sure that we have a good email address, home address, and phone number on file for you. Being able to communicate with our members is important. Our staff is here and ready to assist. On behalf of the Best Reward Team, we appreciate your continued membership and trust!

Sincerely,
John J. Shirilla
President/CEO

This credit union is federally insured by the National Credit Union Administration.

Brook Park Branch • 5681 Smith Road • Brook Park, Ohio 44142 • Phone 216-367-8000 • Fax 216-367-8001
Highland Heights Branch • 390 Alpha Park • Highland Heights, Ohio 44143 • Phone 440-449-8383 • Fax 440-449-9212
Operating Engineers Branch • 3515 Prospect Avenue (Room 200) • Cleveland, Ohio 44115 • Phone 216-432-0300 • Fax 216-881-1113
Walton Hills Branch • 21375 Alexander Road • Walton Hills, Ohio 44146 • Phone 440-232-9540 • Fax 440-232-1346