

Effective December 1, 2020 the Little Canada branch of MN Catholic Credit Union will join our other locations in closing its lobby at 5:00 PM. We'd like to take a moment to explain why this decision has been made.

First, member traffic in Little Canada's lobby after 5:00 PM has been steadily declining over the past few years. An analysis over the last 2 months showed very little usage after 5:00 PM. On average, fewer than 2 people per day used the lobby after 5:00 PM. All but one of those members could have transacted business by ATM, remote deposit and/or our night drop box.

Second, keeping the lobby open after 5:00 PM does not match staff resources with the member's needs. The branch requires 2 employees to function properly, and in order to be open after 5:00 PM 2 employees work a 10:00 AM to 6:00 PM shift. That leaves 2 fewer staff for the first hour of the day when the lobby is busy and phone calls too frequently go unanswered. When a staff member is out sick or on vacation the strain on members and staff is even more pronounced.

While the Little Canada office has been open to 6:00 PM as long as anyone can recall, it no longer makes sense.

We do realize that this change will inconvenience some members and we will work to address those issues individually. We have and will continue to invest in new and improving technologies giving members convenient 24/7 access to your credit union and the services we offer through online and mobile apps. To see a complete list of services we currently offer in our digital branch, check out our Facebook page.

Thank you for your understanding and support of your credit union as we strive to make the best decisions for the benefit of our entire community.