

Dear Member,

We hope this message finds you well. We want to inform you about a development that impacts our local operations. After careful consideration, Resource One Credit Union has made the difficult decision to close our location at **North Dallas**, 12770 Coit Road, Suite 100, Dallas TX 75251.

The decision was not made lightly, and it is a result of various factors, including changes in market dynamics, evolving member preferences, and our commitment to optimizing our resources to better serve you in the long run. We understand that this may come as a surprise and raise questions. Please allow us to address some of the key points related to this closure:

Closure Date: Our North Dallas location will officially close its doors on **June 30, 2025**. Until that time, it will be business as usual, and our dedicated team will be available to assist you with any of your financial needs.

Safe Deposit Box: If you have a safe deposit box at our North Dallas location, please visit our branch to make transfer arrangements by **June 30, 2025** or call us at 800-375-3674 to schedule an appointment. We are happy to assist you to transfer your box to one of our locations within the Resource One network, and will help make this transition as seamless as possible.

Account Transition: We are committed to making this transition easy for our members. In the coming weeks, our team will work closely with you to provide guidance on how to access our services through nearby branches or online channels.

Alternative Locations: While we understand the inconvenience this closure may cause, we want to remind you that our other branches in the area will continue to serve you. Our North Garland branch, located at 2475 Arapaho Rd, Garland, TX 75044, or our Southside branch, located at 1200 Bellevue St, Dallas, TX 75215 are ready to provide you with the same quality service and support you have come to expect from our team at North Dallas.

Member Support: Should you have any questions, concerns, or specific needs related to this branch closure, please do not hesitate to reach out to our virtual branch at 800-375-3674 or email at info@r1cu.org. We are here to assist you and ensure a smooth transition.

We want to express our gratitude for your loyalty and support throughout the years. Your business has been instrumental in our growth, and we remain committed to serving you with excellence in the future.

Thank you for your understanding and trust in Resource One. We look forward to continuing to be your financial partner, and we are confident that this decision will allow us to better focus on meeting your evolving needs.