



## The Many Different Ways to Contact Nymeo

We all have our preferred ways of communicating, and with our current environment, person-to-person conversations may not always be a top choice. If you need help with your Nymeo account or have questions about membership, products and services or anything else, we can be contacted in different ways.



### Live Chat - NEW!

We are excited to announce that we now have a Live Chat service. If you have questions or need assistance and prefer chatting, you can connect with one of our Financial Concierges in a safe and secure online format. To start, click on the Chat icon found on our website.



### Telephone

Call us at 855-436-4100. Our locally based Call Center can assist you with questions about daily banking. The Call Center is open from Mondays to Thursdays: 8 am to 6 pm, Fridays: 8 am to 7 pm, and Saturdays: 9 am to 3 pm. You can also leave a message in our voicemail box, and we will be in touch with you as soon as possible.



### Online Banking - Message us!

Did you know that you can send and receive secure messages in the Nymeo online banking platform? It's easy and convenient. [Access Online Banking here.](#)



### Email

If you prefer to send us email, you can send general inquiries to: [info@nymeo.org](mailto:info@nymeo.org). For mortgage questions, please direct emails to [mortgage@nymeo.org](mailto:mortgage@nymeo.org).

Please note that emailing should be used for general questions only. If you have questions regarding your account or need to send confidential information, please use the secure message center through online banking or our Live Chat service.



### Mail

Although not as quick as our digital options, there may be times you need to mail Nymeo. You can send general inquiries and loan payments to: Nymeo Federal Credit Union, 5210 Chairmans Court, Frederick, MD 21703

**Branch Visits (appointments are recommended)**



Select Nymeo branch lobbies are open and members and guests are welcome to visit with a Financial Concierge. We highly recommend first making an appointment by using our [scheduling app](#), available on Nymeo.org and online banking. Our branch hours can be found on the [locations page](#).



#### Social Media

If you have general questions and follow us on social media, such as Facebook, members can use the channel's messaging option. However, never reveal personal and confidential information on a social media post, especially about your account.



#### Website Form

If you prefer, we also offer a secure contact form found on the bottom of the Contact page on our website. Complete the form including your question, and someone will contact you. The website form also can be found [here](#).

Regardless of whether you prefer to chat, email, call or visit us at a branch, we strive to make ourselves available to our members in all different ways. We are here for you. Let us know how we can help.

For a preview of upcoming topics or to review previous Tutorial Tuesday topics visit <https://www.nymeo.org/tutorial-tuesdays>.



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