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High-Tech PenFed Branch Enhances Member Experience in Puerto Rico

PenFed opens state-of-the-art branch in Guaynabo

ALEXANDRIA, Va., Jan. 5, 2016—PenFed Credit Union just made branch access a lot easier for its members in Puerto Rico. In addition to its Fort Buchanan location, the credit union recently opened a new branch in Guaynabo’s San Patricio Plaza shopping center. The new location eliminates the requirement for members without base access to get cleared through Fort Buchanan’s visitors center—a process that could sometimes take hours.

“The new branch is a huge plus in terms of enhancing the PenFed member experience in Puerto Rico,” said Kevyn Myers, executive vice president and chief operating officer of PenFed Credit Union. “The location is key—still convenient to Fort Buchanan, yet fully accessible to all members, regardless of military status.”

PenFed joins more than 120 businesses in San Patricio Plaza, a 640,000 square foot three-level enclosed shopping mall located at 100 Avenue San Patricio in Guaynabo, Puerto Rico. The new branch has been open for a few days and is already attracting a high volume of members.

“Our inaugural high-tech branch opened in Florida a few months ago, and we’ve incorporated the same technologically advanced systems in Puerto Rico,” said Michele Hart, vice president of branch operations at PenFed. “Thanks to modern concepts like interactive member-teller cash recycler kiosks and an innovative open floor plan design, high volume doesn’t mean long waits because the staff is able to keep the transactions flowing smoothly,” Hart said.

About PenFed Credit Union

Established in 1935 as the War Department Credit Union, PenFed Credit Union is one of the largest credit unions in the country, serving 1.4 million members worldwide; with \$19 billion in assets. Its long-standing mission has been to provide superior financial services in a cost effective manner, while being responsive to members’ needs. PenFed Credit Union offers market-leading mortgages, automobile loans, credit cards, checking, and a wide range of other financial services with its members’ interests always in mind. PenFed Credit Union serves a diverse population, and no military service is required to join. We offer many paths to membership, including numerous employee groups and association affiliations. It’s easy to apply. We invite you to come see why you belong at PenFed Credit

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