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Jax Federal Credit Union Announces Closure of Southpoint Branch, Effective Feb. 6, 2021

Jan. 15, 2021 — Jacksonville, Fla. — Jax Federal Credit Union today announced plans to close its Southpoint branch, located at 4100 Belfort Rd. in Jacksonville, effective February 6, 2021 at 1 p.m.

All Southpoint branch associates will transition to new roles at the credit union. Members who frequent the Southpoint branch for in-person banking services have been notified of the closure.

The decision to close the branch reflects an evolution in how members have utilized the credit union's physical and digital assets. Since the credit union opened its Baymeadows branch in October 2019 (located at 9802 Old Baymeadows Road, fewer than three miles away from the Southpoint branch), several members have utilized its drive-up service, safe deposit boxes and a walk-up ATM. Growth in the credit union's mobile banking services, combined with a decrease in traffic from office buildings near the Southpoint branch, also contributed to the decision.

The credit union will implement expanded service options to support members through this transition:

- Beginning on February 1, 2021, the credit union's Contact Center hours will be 8 a.m. to 6 p.m, Monday through Friday. This change will provide members with two additional hours of service every weekday. Saturday hours will remain at 9 a.m. to 1 p.m. The Contact Center phone number is 904-475-8000.
- Self-service banking options, such as online and mobile banking, mobile check deposit, online loan applications and new account opening, are available 24 hours a day at jaxfcu.org.
- Beginning February 6, 2021, the credit union's Mandarin branch (located at 11406-2 San Jose Blvd.) will be open on Saturdays from 9 a.m. to 1 p.m.

The credit union will vacate the Southpoint branch by March 31, 2021. For more information about the property, contact Beth Breeding with Silverfield Cranford Commercial Realty, Inc. at 904-993-6367.

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About Jax Federal Credit Union:

Established in 1935, Jax Federal Credit Union serves over 38,500 members across Duval, Clay, St. Johns, Baker and Nassau Counties. Jax Federal Credit Union helps its members meet their financial needs through nine branch locations; a robust mobile and internet banking platform; and access to over 6,800 Shared Branching locations and nearly 30,000 surcharge-free ATMs nationwide. For more information, visit jaxfcu.org.