

Frequently Asked Questions

Is there a limit to the number of referrals a member can have?

- No...there is no limit to the number of referrals a member can have.

How long will it take for the \$25 to post to the referring member's account?

- It may take up to 4 weeks for the \$25 to be deposited to the referring member's account.

Who should members contact with questions?

- Members may call 408.282.0700 or 800.282.6212 Call Center Representatives are available: Monday-Friday 8:00am - 6:00pm, Saturday 9:30am - 2:30pm.

Where can I find details regarding the Member Referral Program?

- Details regarding the Member Referral Program can be found on our website.

Does the new member have to keep the account open for a specified amount of time?

- No...the new member does not have to keep the account open for a specified amount of time. However, an early termination fee is assessed if the account is closed within 6 months.

Must a new member have the member referral coupon present at the time of opening the account for the referring member to receive the \$25?

- Yes...referring members are encouraged to provide a referral coupon to every person referred to ensure receipt of the \$25 incentive. **Member referral coupons are available on our website and at all branch locations.**