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Banco Popular Updates Hours of Operation in Response to Coronavirus Pandemic

Community Center / **Published On March 23, 2020 07:29 AM /**

Staff Consortium **March 23, 2020**

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The following Banco Popular branches and service centers are open and will provide client services daily during these hours, according to the bank:

USVI Branches & Service Centers

Monday through Friday:

- 8:00 a.m. to 1:00 p.m. - Full Services
- 1:00 p.m. to 3:00 p.m. - Drive-thru service only

Saturday:

9:00 a.m. to 1:00 p.m. - Drive-thru service only

St. Croix: Orange Grove & Sunny Isles

St. Thomas: Main Office & Ft. Mylner

Tortola Branches & Service Centers**Monday through Friday:**

- 9:00 a.m. to 1:00 p.m. - Full Services
- 1:00 p.m. to 3:00 p.m. - Drive-thru Service only

Saturday:

- 9:00 a.m. to 1:00 p.m. - Drive-thru service only

Virgin Gorda Branch will remain close until further notice. Any additional changes in operations will be notified through the news media and social networks.

Additionally, in order to facilitate and promote the use of alternative methods to the branch visits, Popular will make the following changes:

- Elimination of charges for the use of ATMs for non-Popular customers.
- Increase in the limit amount from \$5,000 to \$10,000 on deposits at Mobile Easy Deposit and ATMs. Other limits apply to commercial deposits.
- Elimination of charges incurred by Popular clients that use ATMs of other entities.
- Increase in the monetary amount of transactions that can be made through the Drive-thru Teller to a maximum of \$10,000.
- Elimination of the transaction limit at the Drive-thru Teller.

Similarly, the institution reminds its commercial clients that they can count on the digital banking tools available to maintain the operational continuity of their businesses, without having to visit branches, such as:

- Mi Banco Business
- Web Cash ManagerSM
- Remote Deposit (only available in USVI)
- Mobile Easy Deposit (only available in USVI)

Night Deposit

Additionally, Popular has an available credit line of up to \$50,000 with 0% interest and \$0 payments for the first three months to support commercial clients in the recovery of their business, provided they comply with the required credit approval processes.

Popular stressed that those who are financially affected and need guidance on their mortgage loans, personal loans, auto loans, or credit cards should call 1-833-221-2203. Business customers can call the Business Banking Center at 1-855-756-3939 or contact their relationship officer.

Meanwhile, TeleBanco service will remain available 24 hours, 7 days a week at 1-888-724-3659. The institution urged its clients to use the Drive-thru and digital services to facilitate their transactions without needing to visit a branch. For more information, visit:
<https://www.popular.vi/>

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