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Banco Popular Encouraging Clients to Take Advantage of Digital Services to Avoid Using Physical Branches During Covid-19 Pandemic

Community Center / **Published On May 20, 2020 11:14 AM /**

Staff Consortium **May 20, 2020**

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Banco Popular said this week that to ensure everyone's safety during the worldwide spread of the coronavirus (COVID-19) pandemic, it's encouraging its customers to use its digital platforms to avoid visiting a branch.

"Maintaining the health of our customers and employees is our top priority. Therefore, we encourage our clients to take advantage of our digital tools and conduct transactions from the safety of their home", said Oran Roebuck, Senior Vice President of Popular's Virgin Islands Region.

Through the financial institution's digital platforms, Popular's individual and commercial clients can conduct transactions such as making payments, transfer money between accounts, and request financial relief related to the COVID-19 emergency, Popular said. Regarding this last matter, Popular reminds its commercial clients that they still have time to apply for the SBA Paycheck Protection Program created under the CARES Act, designed to help businesses affected by this pandemic. To submit their request, business customers may visit: www.popular.vi/help-sba.

Meanwhile, Popular is encouraging its retail customers to deposit their stimulus checks, currently being distributed by the Government of the US Virgin Islands, using Mi Banco Mobile or through Popular's ATMs. To deposit the check through Mi Banco Mobile, Popular customers may select the Easy Deposit option in their Mi Banco Mobile app, take a picture of both sides of the check and identify the account where they want the money to be deposited. Clients must not forget that, before sending the photos, they need to endorse the check on the back and write "For Deposit Only at BPPR". To make the transaction through an ATM, clients can visit Popular's ATMs located throughout the Territory.

“All Popular employees of the Virgin Islands Region are working hard during these difficult times to fulfill our customers’ needs and ensure the continuity of our services. Together we will help our community overcome this challenge”, concluded Ms. Roebuck.

Popular added that all Virgin Islands Region branches are open and operating on a special schedule from 8:00 a.m. to 3:00 p.m. daily. The institution is taking additional preventive measures to ensure everyone’s well-being:

- Masks/face coverings are required to be worn by all clients to gain entry to the branch
- Clients will be asked to use hand sanitizer upon entry
- The branch will limit the number of clients in the lobby to a maximum of 10 at any one time; small branches may limit up to 5 clients at a time.

For ATM locations and details of the branch hours of operations, clients can visit: www.popular.vi/coronavirus

TeleBanco services will remain available seven days a week from 6:00 a.m. to 10:00 p.m. For assistance, clients may call 1-888-724-3659. Any additional changes in operations will be notified through social networks and news media. Additionally, Popular clients can count on the digital banking tools available to conduct their transactions without having to visit a branch. To learn about the digital services available, visit: www.popular.vi/online-banking/ .