

Frequently Asked Questions (FAQs) – Amalgamated Bank Union Square Branch Relocation

1. Why is the branch relocating?

As part of our commitment to providing enhanced services and a more convenient experience, we are moving to 470 Park Avenue South, corner of East 32nd Street, New York. This location is a short ride on the 6 train to the 33rd St stop, or the M1, M2 or M3 bus from the current 14th Street location.

2. When will the current branch close and the new branch open?

The branch at 10 E 14th Street will close permanently at 5pm on Friday, March 27th, 2026. Our new location at 470 Park Avenue South will open and begin serving customers the following week, on Wednesday, April 1st, 2026.

All customers will continue to have full access to accounts through our online and mobile banking platforms during the four days between the closure of the 14th Street location and opening of the new location.

3. Will my account information or services change?

No. All your existing banking services, including account numbers, passwords, direct deposits, and automatic transfers, will remain unchanged. No action is required on your part.

4. Will I need to order new checks, debit cards, or update my direct deposit information?

No. Your checks, debit cards, and direct deposit instructions will continue to work as usual.

5. Can I still access my accounts online and through the mobile app?

Yes. You will continue to have full access to your accounts through our online and mobile banking platforms.

6. What ATM services are available to me?

You can use more than 40,000 surcharge-free Allpoint® and Allpoint+® ATMs nationwide with your Debit Mastercard® or ATM Card. Allpoint+® ATMs also accept cash deposits. You can always use the Amalgamated app or website to locate the nearest ATMs.

[Allpoint ATM Locator](#)

The nearest locations to the current 14th Street location are:

- CVS 65 5th Ave, at the corner of 14th and 5th Avenue



- For cash deposit, Duane Reade at 1 Union Square, 14th Street between Broadway and 4th Avenue.

7. How do I deposit cash if I can't visit the new branch?

You can deposit cash at any Allpoint+® ATM, which accepts cash deposits for your convenience. The nearest cash deposit accepting ATM is just down the block from the current location, at the Duane Reade on 14th between Broadway and 4th Avenue. You can search by zip code for Allpoint+® at the Amalgamated Bank app or website. [Allpoint ATM Locator](#)

8. How can I find other nearby branches or ATMs?

You can locate other branches and ATMs by visiting our website www.amalgamatedbank.com or call our customer service line at 800.662.0860.

9. How can I deposit checks?

You can deposit checks anytime, anywhere, using our mobile phone app, subject to customer deposit limits. You may also deposit checks at the new branch on Park Ave South and 32nd Street, or any of our other branch locations.

10. Will the hours of operation change at the new location?

No. The hours of operation will remain the same. Monday to Friday 9:00am – 5:00pm and Saturday 9:00am to 1:00pm

11. What if I need assistance during the transition?

Our customer service team is available to help you with any questions or concerns.

- Phone 800.662.0860, Monday to Friday from 8AM to 8PM ET, and Saturday from 9AM to 2PM ET.
- Online chat via our website at www.amalgamatedbank.com, Monday to Friday 9AM – 5PM ET.
- Email AB-ONLINE@AmalgamatedBank.com
- Visit our other branch locations:
 - Co-op City Branch: 2067 Bartow Avenue, Bronx, NY
 - Bed Stuy Branch: 1212 Fulton Street, Brooklyn, NY

12. Will there be any interruption to my banking services during the move?

No interruptions are expected. All services, including online and mobile banking, will remain available throughout the transition.



13. What should I do if I have a safe deposit box at the 10 E 14th Street branch?

If you have not already closed your safe deposit box as instructed in the notice sent on November 20, 2025, it will be broken open by February 20th, 2026. The contents will be securely transferred and stored at our Co-op City branch at 2067 Bartow Avenue, Bronx. To arrange for the collection of your items, please contact us at 800.662.0860 (Monday to Friday, 8AM to 8PM ET; Saturday, 9AM to 2PM ET) or email safedepositinquiries@AmalgamatedBank.com. We will provide you with detailed instructions and personalized support to help you retrieve your belongings at a convenient time.

Your items will remain secure during this process, and our staff will be available to answer any questions and assist you throughout the transition. In accordance with applicable law, the contents will be retained at the Co-op City branch for two years from the first notice (November 20th, 2025). If the property remains unclaimed at the conclusion of this retention period, the Bank is required to remit the contents to the custody of the State of New York pursuant to its escheatment statutes.

To initiate a claim for your safe deposit box contents after March 27th, 2026, please email safedepositinquiries@amalgamatedbank.com. Upon receiving your inquiry, we will provide the necessary procedures and documentation to process your claim.

14. Who can I contact if I have additional questions?

Please call our customer service team at 800.662.0860, email [AB-
ONLINE@AmalgamatedBank.com](mailto:AB-ONLINE@AmalgamatedBank.com), chat via our website, or visit any branch location for further assistance.

