



Frequently Asked Questions

1. What is “ATM Seeker”?

ATM Seeker is a convenient way to locate Co-Op ATMs at the touch of a finger. ATM Seeker allows you to download Co-Op ATM locations into your Garmin GPS unit. ATM Seeker will give you verbal point-by-point navigational directions to the closest Co-Op ATM in your area, anywhere you travel in the United States.

2. What are Co-Op ATMs?

Co-Op ATMs are part of the largest ATM network in the country. Co-Op ATMs provide surcharge-free access to over 25,000 ATMs in the United States and Canada. These ATMs are also located in Puerto Rico, Greece, Italy, Spain and Japan.

3. Do I need a GPS unit to find a Co-Op ATM?

You do not need a GPS unit to locate Co-Op ATMs. You can locate Co-Op ATMs on @ccountLink by clicking on the “Location Finder” tab and then the “Co-Op Network” logo. However, to take advantage of the ATM Seeker feature, you will need a Garmin GPS unit.

4. How do I download Co-Op ATM locations to my Garmin GPS unit?

To download Co-Op ATMs into your Garmin GPS unit, you will first access @ccountLink. After accessing @ccountLink, click on the “Location Finder” tab at the top of the screen. When the “Location Finder” page populates, you will follow Step 1 by clicking on “Click Here” to download the POI Loader. After successfully downloading the POI Loader, you follow Step 2 by clicking on “Click Here” to download the POI files.

5. What is a POI file?

A POI (Point of Interest) file is a file that contains all Co-Op ATMs located in the United States. This file will give you locations and driving directions to the nearest Co-Op ATM anywhere you travel in the United States.

6. How do I use the POI file on my GPS unit?

Please refer to your Garmin GPS unit’s owner’s manual to find the specific way to access your POI files.

7. What if I do not have the capability to download these files from my computer?

You can visit any one of our CommunityAmerica branch locations and a representative will be happy to assist you with downloading the files to your Garmin GPS unit.

8. What units are compatible with the POI files?

Only select Garmin units are compatible with the POI files we provide. At this time the compatible units are GPSMAP 60CSx, GPSMAP 60Cx, GPSMAP 76Cx, GPSMAP 76CSx, GPSMAP 496, eTrex Venture Cx, eTrex Legend Cx, eTrex Vista Cx, iQue M3, iQue M4, Quest 2, nuvi, nuvi310, nuvi350, nuvi360, nuvi370, nuvi610, nuvi660, nuvi670, nuvi680, StreetPilot c310, StreetPilot c320, StreetPilot c330, StreetPilot c340, StreetPilot c510, StreetPilot c550, StreetPilot c580, StreetPilot i2, StreetPilot i3, StreetPilot i5, StreetPilot 2720, StreetPilot 2730, StreetPilot 7200, StreetPilot 7500, StreetPilot 7200, zumo450, zumo500, and zumo550. For the most recent list of compatible Garmin GPS units, please visit www8.garmin.com/products/poiloader.

9. Does CommunityAmerica provide a file for non-Garmin GPS units?

Not at this time.

10. Can I use my Garmin GPS unit to locate shared branches?

At this time you can only access Co-Op ATM locations through the ATM Seeker feature. Shared branch locations may be implemented during future enhancements.

11. Are there other POI files I can download?

Yes, there are a number of independent web sites that have other POI files. Some of these sites may have a fee assessed for downloading files. One website that has many POI files is www.poi-factory.com/poifiles.

12. What if I am having difficulties with the POI Loader?

If you are experiencing issues with the POI Loader or POI Files, please contact @ccountLink Support at 866-272-2228.

13. What if I am having technical difficulties with my Garmin GPS unit?

If you are experiencing issues with your Garmin GPS unit, please contact Garmin Technical Support at 800-800-1020 or 888-442-7646.