

Mountain Valley Federal Credit Union

TO: Mountain Valley Federal Credit Union Members
FROM: Maggie F. Pope, CEO and MVFCU Board of Director's
RE: System Downtime
Date: November 30, 2023

It has been brought to our attention by our Data Processor – FedComp Inc., that the third-party vendor of our computer operating system “Trellance” was the victim of a ransomware attack. Trellance has indicated that our member information has not been affected by this incident. Because of this, Trellance must move to a new server system. This process does take time as there are multiple steps involved.

This is not just an MVFCU issue, it is nationwide. Trellance and FedComp have been working around the clock to get our systems along with other credit unions around the country that have experienced the same issue back online.

MVFCU is truly sorry for this inconvenience and is doing everything in our power to get your services back online. We do appreciate your patience and will cover any and all fees associated with this incident. Thank you for your continued support and understanding as we get through this situation.