

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: December 1, 2023

As of today, MVFCU's data processing system remains non-operational. Our data processor is working diligently around the clock to get them back online. Due to the number of credit unions across the country that have been affected by this, we are seeing a longer resolution time for when the system will be back up. We are hopeful that it will be soon.

Again, we apologize for all the inconveniences you have experienced during this time. We also want you to know that we have been assured from correspondence with our data processor that no member information was affected by this.

For those of you that are wondering how to access your funds, the only service that is not operational is online/mobile banking and bill pay. You can still use your debit cards, get cash from ATM's or go into any branch to get cash. If you should incur any fees related to this downtime, please let us know and you will be reimbursed.

As we work through this process, we will keep you informed with a time when we will be back online.

We do appreciate your patience, support and understanding as we get through this.