

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 4, 2023

As of today, MVFCU's data processing system remains non-operational. Our data processor is making progress. Due to the number of credit unions affected and the volume of work completed in the past couple of days, it will take a little more time to launch our online banking platform.

Just a reminder that you may still use your debit cards, get cash at ATM's or at any of our four branches (Peru, AuSable Forks, Keeseville, Wilmington). Please call one of our branches should you need additional help.

Please bear with us just a little longer as we work diligently to get you all connected to your financial information. Again, we are truly sorry for this inconvenience and are hopeful that this situation will be resolved very soon. We do appreciate your patience, support and understanding as we get through this.