

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 5, 2023

As of today, our in-branch system remains non-operational however, it may be up and running later today or tomorrow. We are hopeful that our online banking services will be operational sometime this afternoon.

Some debit card members may experience an outage with their debit cards as we start moving over information. For that, we sincerely apologize. We are suggesting that you carry an alternate form of payment, a check or stop in to one of our four branches and get cash in the event that your card does not work.

Again, we ask that you please bear with us as our data processor continues to work on our operation system.

As always, we wholeheartedly appreciate your patience, support and understanding as we get through this.