

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 Update
Date: December 7, 2023

MVFCU's computer systems are up and fully operational. However, home banking is still down. We are being told again that it should be up some time today.

Our staff has been working diligently to get all transactions processed from the past several days. If for some reason, you do not see a transaction that you made, please contact the branch at which you made it.

If you need information on your account, you may call your local branch and we can give balances and the most recent direct deposit transactions. If you would like more detailed information, we can email you a statement, please let staff know and we can email you one.

Please bear with us just a little longer. Again, we are truly sorry for this inconvenience. We do appreciate your patience, support and understanding as we get through this.