

## Mountain Valley Federal Credit Union

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TO: Mountain Valley Federal Credit Union Members  
FROM: Maggie F. Pope, CEO and MVFCU Board of Director's  
RE: Online Banking  
Date: December 9, 2023

At this time, work is still being done to connect members to online/mobile Banking. There is no ETA when this service will be available. I will send out an update as soon as this happens. Otherwise, continue to check periodically.

You can call, email – [info@mountainvalleyfcu.com](mailto:info@mountainvalleyfcu.com) or go into one of MVFCU Branches (Peru, AuSable Forks, Keeseville, Wilmington) to get information on your account until this service is operational.

I understand your frustrations, as we are frustrated as well. Our data processor and online banking **are** working to get this done. Again, we are sorry for the inconvenience that this situation has caused you – we are trying our best to deal with all aspects of disarray this has caused.

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