



F&A Federal Credit Union

Dear Valued Member:

November 1, 2024

We're in the process of upgrading our systems to better serve you! Over the next several weeks we will be updating our website with important information you need to know. Please visit FAFCU.org and click on the System Upgrade banner to learn more. Here are some highlights:

- We will be closed on Monday, December 9, 2024, to finalize our upgrade. Our contact center will be open from 8:00 AM - 6:00 PM Tuesday, December 10 - Friday, December 13, 2024, to provide our members with additional support if needed.
- Digital banking will be unavailable for scheduled maintenance from late Friday, December 6, 2024, to late Monday, December 9, 2024. A notification will be posted on our website and in digital banking in advance with the exact timing. You may still visit an ATM to get cash, and all your transactions will still post as scheduled.
- Real-Time transaction messages via SMS will not be sent during the upgrade period from late Friday, December 6 - late Monday, December 9, 2024.
- Deposits made by 2:00 PM on Friday, December 6, 2024, will be posted as usual. Deposits made after 2:00 PM will not post until close of business on Monday, December 9, 2024.
- We will no longer generate coupons for loan payments. Loan amounts due and due dates will appear on your statement.
- Statements will now be available on the first business day of the month.

If you are not registered for digital banking, now is a great time to register! Digital banking offers great features 24/7 including viewing statements, real time transaction information, balances, scheduled payments, mobile check deposit and more! Visit our website at FAFCU.org/digital-banking for details.

Finally, please be assured that your data security is always a top priority at F&A Credit Union. We urge you to be vigilant in safeguarding your account information. We will never call, email or text you requesting your login credentials. If you receive a suspicious communication, please do not respond and contact us immediately.

If you have questions or need assistance, please send us a message in the digital banking center or call us at (800) 222-1226.

We thank you in advance for your patience as we improve our systems to more efficiently serve our membership.

Sincerely,

Tim Green
President/CEO