



We would like to explain the recent challenges some of our members may have experienced with their online accounts, as well as reassure them their funds are safe and secure.

At Credit Union of Atlanta, we're working hard to keep up with technology advances with the introduction of new products that will allow us to serve our members more efficiently and provide better service.

In the last week, we have converted our core data processing system to a more efficient and robust platform. During this time, we have experienced some difficulties, mainly in the online and phone banking systems. Higher than normal traffic on our phone lines and in our lobby has resulted from members reaching out for assistance with enrollment in the new systems.

We deeply apologize for any inconvenience you have experienced and assure you we are working through the problems as quickly as possible. We want to assure you that these challenges in no way compromise the availability or safety of our members' deposits.

We would respectfully ask our members to continue to call us during our normal operating hours and, if you can't get through, please come in to either of our branches. If you experience a lengthy wait time, we sincerely apologize. We have brought all hands on deck to get our members enrolled in our new service. Our goal is to ensure that you receive the high level of service you deserve every time you contact us.

In addition, we are happy to work with you if you have incurred any fees as a result of the transition. We expect traffic to return to normal on the phone and in our lobby within the next week. Again, thank you for your patience as we work to complete this transition to improve our systems to better serve you.

As always, thank you for your business.

Regards,

Allen Upchurch
President/CEO

We have included several information documents and instruction sheets here that go step by step through the enrollment processes for our online and phone banking services. If you need assistance in your enrollments, please call us or come in to either branch and we'll be glad to walk you through the processes. Thank you very much!