

CHESWICK ATOMIC DIVISION FEDERAL CREDIT UNION

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Dear Members:

July 19, 2021

This letter is to inform the Membership of changes that are taking place at the Cheswick Atomic Division Federal Credit Union (Credit Union). The Credit Union will be upgrading our core processing system in late August to provide our members with safer, faster and more innovative services. **Therefore, it is necessary to close the Credit Union on Monday August 23, 2021. The Credit Union will reopen for our normal business hours, provided below, on Wednesday August 25th.**

The core processing system is the computer software and supporting hardware that the Credit Union utilizes to maintain members' deposits and loan accounts and process transactions. A core system upgrade is one of the most complex projects a financial institution can undertake and requires careful planning to lay the groundwork for a successful transition. Overall, the new system will provide a better experience with greater security and value. The Credit Union assures our members that our team is working hard to minimize any confusion or complications during the transition upgrade. The Credit Union would like to thank you in advance for your patience during this transition.

The Credit Union now has a website as you can see from the heading of this letter. The website will display information about your Credit Union as well as loan information and upcoming events. The Credit Union's e-mail address is also provided above. The Credit Union hopes you will use this new information to keep you better informed about your Credit Union.

We have also attached the Credit Union's "Error Resolution Process". This is a new policy that instructs our members how to proceed if there is a discrepancy on your statement.

Please note: The Credit Union hours of operation are as follows: Monday, Wednesday and Friday 7:00 -9:00 AM and 2:30 - 4:00 PM or by appointment on Monday, Wednesday and Friday.

Sincerely,
Credit Union Board of Directors