

An updated message to our members about our progress:

I hope you are all well. I am providing an update on the call volume and response time for our members. As of today, our call volume has decreased to a more manageable level. In addition, we will be employing the agents from our afterhours call center to assist with the incoming calls to reduce the wait time in the next few days. We have responded to most of those who sent contact requests through our new online banking system and plan to get to all of you as soon as possible. However, if you have a problem that has not been addressed, please let us know. You can reach us on our toll free number, email or via the conversation center on the online and mobile app sites.

The response to the implementation of the new online banking system and mobile app has been overwhelming but sincerely gratifying. We had almost 13,000 logins to the new online banking system and more than 28,000 logins to the mobile app in the first 10 days. We've had some great feedback on the new systems and have submitted suggestions to our vendor for improvements based on some comments.

As we continue to navigate through this unusual time, it's our ongoing goal to meet your savings and loan needs in the most secure and convenient manner available.

Thank you for your continued support and participation. We look forward to a time when we can see each other again! Stay Well!



Becca Cuddy
CEO