



May 20, 2021

Dear Members,

Recently, I became aware that some of our members have been experiencing difficulties using their debit card. We are committed to providing you with the highest quality member service and network outages, even if intermittent, are unacceptable. I have contacted executives of our card processor to identify the root cause of the network outages and implement corrective actions as quickly as possible.

The majority of our members continue to use their debit cards without any issues. I sincerely apologize to those of you that have been negatively impacted by the network outage. I can assure you we remain committed to providing you with quality dependable products and exceptional member service.

Later this month we will be converting to a new debit card processor which will enhance your ability to better manage your card transactions and provide additional tools to prevent card fraud. In addition, in June we will have the ability to instantly issue debit cards from our office which will reduce the wait time when replenishing a card that may have been lost or compromised.

We appreciate your feedback and will continue to monitor performance issues and work with our processor to resolve any network outages as quickly as possible. If you experience any debit card performance issues, please contact us directly at 1- 800-542-1246. Thank you for your patronage and membership.

Yours Truly,

*Paula Tuten*

Paula Tuten

CEO/President