

Letter from the President

Dear Member,

We appreciate your assistance during our recent computer conversion. We realize it hasn't been easy, and there have been some bumps in the road, specifically phone wait times. (Representatives are spending as much time as needed with members, and with a limited number of phone lines, wait times have increased. We anticipate this to naturally ebb soon.) We're also resolving online banking login issues and the integration of BillPayer items into mobile banking.

Rest assured, we're addressing all items of concern internally and with our core conversion partner.

Please persevere with us for just a while longer as we work through the final components. We're striving to answer every phone call, every email, and any concerns you may have. We're also determined to get all members up and running with their technology needs.

Thank you for your patience.

If you need assistance, please reach out to us at 856-486-3250 or by email at memberservices@campbellcu.org. We want to ensure you have complete account access and can enjoy the technology to the fullest – and new ways to bank on your terms.

We look forward to an even brighter future with you.

We're grateful for you, our members, and glad to complete this journey with you.

Sincerely,



David Ardire
President/CEO

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