



Dear Member,

As you may already be aware, our Online Banking, Mobile App, Mobile Deposit, Loan Application and Debit Card services are all unavailable at this time. Let me take the time to explain to you why this has happened and what we are doing to minimize the disruption to you.

Many of our digital banking services are housed remotely in a data processing center located in Texas. This data processing center houses our Online Banking, Mobile Banking, Mobile Deposit, Loan Applications and Debit Card services. Over the weekend, a severe winter storm hit the area where the center was located, which resulted in a power and communications outage.

As a result, all of these services are currently unavailable to our membership. We sincerely apologize that this is happening.

Our service partner is working round the clock to resolve this issue. However, with the widespread power outages combined with COVID-19 travel restrictions, it is taking longer than anyone has expected.

We understand the impact of the disruption for you. Please call us with any issues that you may be having. We are here to help you in any way we can. Here are just a few of the ways we can help you:

- We can reimburse any fees that you may have incurred as a result of the outage. *(We do ask that you provide evidence of what you were charged.)*
- We can provide you with a letter, explaining the issue to any vendor or creditor.
- We can offer ACH transfers to another bank account, owned by you, at no charge.
- We can make checks out for bills at no charge and send them to you for any bills you may need to pay.
- Please keep in mind that although you cannot access Online Banking to make new payments, any payments that were already scheduled will still process.

We appreciate your patience. We're determined to help all our members with their financial needs. Please reach out to us at 800-257-5354, 856-486-3250 or by email at memberservices@campbellcu.org. Member Services Representatives are working to answer every phone call and every email. ***Please continue to visit our website for updates.***

Sincerely,

David Ardire,
President/CEO