

COMTECH FIRE CREDIT UNION

June 8, 2017

The last few months for many of our members has been a real challenge, as a result of our banking system conversion. To say we understand their frustration and appreciate their patience, loyalty and tolerance is stating the obvious. We are indeed fortunate to have such an understanding member family.

Moving to new and more efficient technology with our banking system is an important process that ultimately provides increased benefits to our members, enhancing security and improving service.

On March 1st, 2017, we flipped the switch from an older banking system to our new more contemporary banking system. Frankly, we expected a smoother transition than we actually experienced. And we have been playing catch up ever since. We assure you, our operations team have been working extremely hard to resolve any and all outstanding issues which obviously includes our inability to run your regular monthly statements on a timely basis, which we are optimistic that we now have resolved.

You will receive three separate mailings with your March, April and May statements. Cheque images will be mailed beginning June 16th.

As of June 9th, 2017, statements will be available upon request, please contact your branch for details; these online statements will be uploaded with statements including cheque images June 16th, 2017.

In the meantime, we would ask that you carefully review your statements when you receive them for accuracy. If you notice a problem or an issue, or if you have any questions at all, please contact us immediately.

It goes without saying that we would never purposely subject our members to a situation that reduces their service levels. We take pride in our commitment to constantly look to ways that improve your member experience, and make your banking process easier. The last few months have compromised this, and we apologize to you for any inconvenience we have caused.

We are confident that as we expeditiously get any residual issues that we may still have behind us, that Comtech Fire Credit Union members will benefit from a true state of the art in branch, on line and mobile banking experience. That was, is and always will be our goal.

Again, we regret any challenges that you may have experienced and we look forward to better serving you in the months and years ahead!