



FINANCIAL SERVICES BUILT FOR HARDWORKING PEOPLE

Services Restored

Dear Members,

We're back up and running! Online Banking, Mobile Banking, debit card purchases, and ATM access have all been restored. We are also once again able to process transactions in real time, including cash withdrawals, deposits, check requests, and other everyday transactions.

Most importantly, thank you. Between last week's severe storms and the unexpected internal hardware issue that followed, it has been a challenging week. Every member who called, visited us, or worked with our staff showed tremendous patience and understanding. We are truly grateful and incredibly lucky to have the members we do.

A Little More Patience While Transactions Catch Up

Now that our systems are restored, our team is working to ensure that all account activity since approximately 10:00 p.m. Monday is posted accurately.

This includes ACH deposits and withdrawals, debit card and ATM transactions, and other account activity. Some transactions must be entered manually, and certain ACH files need to be posted.

We anticipate that all pending ACH deposits and withdrawals will be posted no later than tomorrow morning.

As a result, your current balance and transaction history may not yet reflect all activity that occurred while our system was offline. Please allow us some time to complete this process and continue to keep track of transactions you made during the interruption.

Don't Worry About Credit Union Fees

We understand that without access to current balance information, some members may have unintentionally overdrawn their accounts.

If this occurred as a result of the system interruption, please don't worry. Credit Union overdraft or other applicable fees related to the outage will be credited back to your account.

If you have any questions or notice something that does not look right after transactions have finished posting, please contact us. We will be happy to review your account with you.

Thank you again for your patience, kindness, and understanding. We truly have the best members, and we are very grateful for each of you.

Christine Biasi
President & CEO



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