



FINANCIAL SERVICES BUILT FOR HARDWORKING PEOPLE

Dear Members,

We want to inform you that our internet and phone services through Comcast/Xfinity are still down due to the severe weather, which is affecting not only our credit union but also other businesses in our area. This outage has disrupted several of our systems, including:

- Online and Mobile Banking: Members are currently unable to access these services.
- Debit & ATM Card Usage: Transactions are limited. Members can only withdraw up to \$100 per day and are limited to \$300 in purchases.
- Co-Op Shared Branching access.

We have been monitoring the situation closely and hope that service will be restored soon.

Comcast/Xfinity is aware of the issue and is working to restore connectivity as soon as possible.

We understand how frustrating this is and sincerely apologize for the inconvenience. Please know that we are doing everything we can to restore service promptly and will continue to keep you updated as we receive more information.

We also ask for patience and understanding as our team works to respond to email communications sent by members.

Thank you,

Northern Indiana Federal Credit Union



Northern Indiana | 8121 Grand Blvd | Merrillville, IN 46410 US

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