

Dear Members,

Due to a hardware failure on October 1, 2020, we are experiencing intermittent technical and connectivity issues. These issues continue to sporadically affect Visa Debit Card transactions and the functionality of our ATMs. We are ACTIVELY working on a solution and thank everyone for their patience while we fix the issue. Please review the Q & A below for answers to some common questions and concerns:

Q: Can I still use my Visa Debit Card while you are experiencing connection issues?

A: Yes, in most cases your transactions will be approved and process like normal. We still recommend our members carry a second form of payment, such as a credit card or cash, just as a precaution.

Q: Can I use either of Mokelumne's ATMs?

A: Unfortunately, no. At this time both of our ATMs are *Out of Service* to limit any unforeseen complications that may occur. If a cash withdrawal is needed, our members have access to over 30,000 FREE Co-Op ATMs nationwide. However, in the event you do not have access to a Co-Op ATM and you are assessed an ATM service fee, we will reimburse the fee upon your request.

Q: I usually deposit money into your ATM. How can I make a deposit after hours?

A: We are still accepting deposits through our Night Drop Deposit Box, located near the ATM. These deposits are processed every business day prior to 9:00am. Deposits received after 9:00am will be processed the following business day.

Another way to deposit a check is with our *Mobile Check Deposit*. Mobile Check Deposit is a FREE service accessed through Mokelumne FCU's Mobile app. If you do not currently have this feature, call the credit union during regular business hours and speak with a Member Service Representative about enabling this service for future use.

Q: Can I access my Online and Mobile Banking?

A: Yes! All of our internet services are up and fully functional.

We sincerely apologize for any inconvenience this may cause and will continue to troubleshoot these issues until they are resolved.

Sincerely,

Mokelumne FCU Management Team