

June 7, 2024



4455 Arden Drive, El Monte CA 91731 • www.certifiedfed.com

Dear Valued Member,

SYSTEM UPGRADE IS NOW 3 WEEKS AWAY

Last month, we informed you about the improvements coming your way with our system upgrade. This change includes a more robust technical servicing system that was built with two goals in mind: To support your growing financial needs, while protecting your funds.



DATE	HIGHLIGHTS
NOW	<ul style="list-style-type: none">Review exciting details in the enclosed booklet
NOW	<ul style="list-style-type: none">To verify your contact information, including email and cell phone number, please call 323.859.2250, Option [2]
Friday JUNE 28 PLAN AHEAD	<ul style="list-style-type: none">Core system upgrade begins at 4:00pOnline and Mobile Banking, and digital payment apps will be unavailableThere will be NO Shared Branch access
Saturday–Sunday JUNE 29–30 PLAN AHEAD	<ul style="list-style-type: none">Online and Mobile Banking, and digital payment apps will be unavailableThere will be NO Shared Branch access
Monday JULY 1 PLAN AHEAD	<ul style="list-style-type: none">All Certified Federal branches closedCheck texts and email beginning at noon for system availability status

TURN THIS LETTER OVER FOR A LIST OF THINGS YOU NEED TO KNOW

THINGS TO KNOW

- You need to **Re-Register** for **Online and Mobile Banking** after the system upgrade. We'll text you when we're back online sometime after noon on Monday, July 1. *Turn to pages 6 and 7 of the enclosed user guide for instructions and a helpful How-To video.*
- Your **Member Account Number** stays the same, but has a string of zeroes added at the beginning to make a 10-digit number.
- Your **MORE Rewards Credit, Debit and ATM** cards **will work** normally throughout the upgrade process.
- Your Deposit, Loan and Investment **Account Descriptions** will look a little different, but nothing changes in the account itself or the funds in it.
- All **Transfers and Bill Pay** transactions scheduled ahead of time will run and be processed, although some may be delayed by 1-2 business days.
- **Moneyline** is now **Voice Banking**: Simply tell the system what you want to do and your transaction will be completed quickly and accurately. **Registration is required.**

Again, thank you for your cooperation and understanding as we work to offer improved experiences and functionality! If you have questions, please call 323.859.2250, Option [2].

Sincerely,

Donna Simpson
Executive Vice President, COO