



April 21, 2022

Dear Valued Member:

As you probably know, First Harvest Credit Union is planning a system enhancement which will allow us to better serve you. The enhancement is scheduled to take place **from end of business Friday, May 20 through 8 am on Tuesday, May 24.**

The enclosed Frequently Asked Questions explain what you can expect from the process, both when the enhancement is taking place, and after it is complete. There is some information that I would like to highlight for you:

- (1) You will not have access to your account(s) from Friday, May 20, at 5 pm EST through Tuesday, May 24, at 8 am EST. This includes access by First Harvest branches, mobile and online banking, and automated telephone banking. Please refer to the FAQs for more detailed information.
- (2) Shortly after the enhancement, you will receive a special statement with activity from the ending date of your last statement to May 20. At the end of May, you will receive a statement including activity from May 20 to May 31. **This statement will include your new account number in full.** You will receive monthly statements at the end of June and July, and each of these statements will also include your new account number in full.

As you read these FAQs, if you have any additional questions or concerns, please feel free to visit a branch or call our Contact Center at (800) 582-7640 prior to the close of business on Friday, May 20.

Thank you for your patience and support as we complete this enhancement.

Sincerely,

A handwritten signature in black ink, appearing to read "Ernest D. Huggard".

Ernest D. Huggard  
President and Chief Executive Officer

A dark blue rectangular box containing white text. At the top, there is a thin orange horizontal line with an arrowhead pointing to the right. The text below reads: "We're excited to offer these enhanced services, giving you yet another reason why First Harvest is **A Better Place to Grow.**"

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these enhanced services,  
giving you yet another  
reason why First Harvest is  
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