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Dear Valued DFCU Member:

I just want to take a moment to thank you for your patience during our core system conversion. Despite our best efforts, complications did arise. A core conversion is one of the most comprehensive and complex actions that a credit union can work through as it impacts every aspect of our business. Our staff spent over a year and a half preparing for the conversion, and overall it was a success. The new system is a much better fit for our current and future needs while positioning the Credit Union to better serve you in the years to come.

I do want to acknowledge and apologize for some inconveniences that you experienced during the conversion process. This included issues with on-line banking/bill pay; extra-long wait times in the call center and delays in the branches on Saturday March 2nd. We did our best to mitigate and limit the impact to our members.

As the conversion activities wind down, there are sure to be a few small fixes that are needed. If you see something that does not appear to be correct, please contact us and we will do our best to research and rectify the situation as quickly as possible.

Thanks for your faith in and support of our Credit Union.

Sincerely,

A handwritten signature in black ink that reads "Christopher Hay". The signature is written in a cursive, flowing style.

Chris Hay  
President/CEO  
Dannemora Federal Credit Union  
NMLS # 1560610