



We are writing to let you know that on June 29, we experienced a serious security incident. This required us to shut down some of our day-to-day banking systems so that we can remediate the issue and contain the impact, including online banking, our Mobile App, and our call center. Currently, electronic transactions such as transfers (including Zelle), direct deposit, balance inquiries, and payments are unavailable. Debit and credit card transactions function in a limited capacity.

Patelco branches, our call center and Live Chat will be open and ready to assist as much as they can during our regular business hours starting tomorrow, Monday July 1.

For cash withdrawals and deposits, you can access Patelco ATMs, including over 30,000 shared branch ATMs all over the country. Find your nearest branch and ATM (including hours of operation) at patelco.org/locations.

Our teams are working around the clock with top-tier cybersecurity experts to assess the situation and to restore service to you. Unfortunately, we are unable to provide an ETA on when those systems will be running as expected.

Your trust and partnership are of the utmost importance to us, and we are committed to resolving this issue with the highest level of diligence. We know this news is concerning, and we are committed to keeping you informed as the investigation continues.

Thank you for your patience and understanding as we navigate this challenging situation.

Sincerely,

A handwritten signature in black ink, appearing to read "Erin Mendez", written in a cursive style.

Erin Mendez
President & CEO
Patelco Credit Union