



**Our planned system upgrade will take place
Saturday, August 29 through Monday, August 31, 2020.**

Dear Valued Member,

As you may already know, Compass Community Credit Union has been planning and preparing for a state-of-the-art upgrade to our computer and data processing systems.

The project is being done in partnership with one of the most advanced and well-respected financial software companies in the country. This impending technology makeover will enable us to streamline workflows so that we may serve you faster and more efficiently. **Best of all, it will also allow us to offer you new and enhanced products and services.**

Another change that will be happening is that our monthly statements will have a new look, which will be easier to read. Our automated telephone banking service will also be back — even better than before. Perhaps the most significant improvement will be the integration of our online and mobile services. There are many more enhancements, all of which will enable Compass to provide a better banking experience to all of our members.

But before we can make any of this happen, we will be transitioning to the new platform.

I urge you to review the enclosed comprehensive guide carefully and make plans to take the steps necessary to ensure the smoothest transition. It's essential that you know how the upgrade may affect you before, during, and after the upgrade weekend (Saturday, August 29 through Monday, August 31, 2020).

We appreciate your patience during this exciting time. You have our continued thanks for allowing Compass Community Credit Union to serve your financial needs.

Sincerely,

A handwritten signature in black ink that reads "Ray F. Litchfield".

Ray F. Litchfield
Chief Executive Officer

P.S. Updates regarding the system upgrade will be posted on our website and Facebook page as they occur. For the latest news, please visit CompassCCU.org.