



Thank you for your continued patience as we navigate this incident. Please rest assured that while we might not have all the answers to your questions right now, we are working hard to resolve this issue and are committed to frequent and transparent communications as we learn more.

I have a few key updates for you today:

- The security incident was confirmed today to be a ransomware attack, and one of the top cybersecurity forensic firms continues to help us investigate and recover as soon as possible
- Checks written on your Patelco account will be paid as usual (but expect a delay on it debiting your account)
- Transactions initiated at other banks or credit unions (such as ACH transfer) will be processed as usual (but expect a delay on it debiting and/or crediting your account)
- ACH debits initiated by a biller (such as your utility bill) will also be processed as usual
- If you pay your mortgage/rent by a personal check from your Patelco checking account, this will be processed as usual (but expect a delay on it debiting your account)

In addition, we will be providing the following for our members:

- If you incur a late fee because of this incident, rest assured we will reimburse you for those fees
- If you have concerns about late payments impacting your credit score, we will write letters on your behalf
- We will waive any Patelco overdraft, late payment or ATM fees until we are back up and running

Additional details on how to request this support will be available soon.

As a reminder:

- Electronic transactions such as recurring transfers (including Zelle), direct deposit, and balance inquiries are unavailable
- Debit and credit card transactions are functioning in a limited capacity
- ACH transfers or bill payments established with your Patelco account will not be processed
- For cash withdrawals and deposits, you can access Patelco ATMs, including over 30,000 shared branch ATMs in the US

We have created a dedicated webpage for the latest, most pertinent information including service availability at patelco.org/SecurityUpdate.

Our contact center and branches are open as usual. However, the lines in the branches and the wait time at our contact center are longer than normal.

We sincerely apologize for the inconvenience that this cyber-attack has caused for our members. We truly appreciate your patience and support during this difficult time. The next few days – and coming weeks – may present challenges for our members, as we continue to navigate around the limited functionality we are experiencing due to this incident.

Please know we have a talented, experienced team of experts working alongside our team to help us recover. Thank you again for your patience and we truly appreciate your understanding.

Sincerely,

A handwritten signature in black ink, appearing to read "Erin Mendez". The signature is fluid and cursive, written in a professional style.

Erin Mendez
President & CEO
Patelco Credit Union