

ROCKDALE FEDERAL CREDIT UNION DEBIT CARD UPDATE

In the last 2 weeks beginning on 11-2-13, RFCU has improved our Data Processing hardware and software capabilities with an installation of a new server and other hardware components and an upgrade of RFCU core processing software. During this process, in particular the hardware installation, RFCU members reported some debit card PIN based transactions being denied. During the same time period, our RFCU debit card processor notified RFCU of a glitch or problem with their system which caused some debit card PIN based transactions to be denied. The problem has since been rectified.

As of 11-18-13, debit card transactions should be back to normal. We apologize for any undue inconvenience this may have caused to our membership. We appreciate you and your continued support, please call RFCU in Rockdale or Thorndale if you have a problem or question concerning a debit card transaction and we will work hard to correct or explain after investigation.

Most sincerely and respectfully,

Ron Montgomery, President