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August 1, 2024

Dear Fond du Lac Credit Union Member,

I would like to inform you of an exciting development. Fond du Lac Credit Union will be upgrading its core technology platform on October 1, 2024. Upgrading operations will make for a more efficient member experience.

We started the core conversion process two years ago when we began looking into companies that would enhance our members' experiences while helping us to achieve our goals and strategies. We decided that Sharetec, a core processor specifically built for Credit Union success, was the best choice for Fond du Lac Credit Union.

While most of the changes happen behind the scenes, there will be some brief disruptions. We will work quickly and efficiently to resolve them, and we apologize in advance for any inconvenience this may cause you. In order for us to convert platforms, **it will be necessary for Fond du Lac Credit Union to be closed on Monday, September 30.** You will have limited access to services during this time. All services will be available to you at the start of business on Tuesday, October 1st.

Our goal is to provide all members with a smooth and seamless transition. We have been working for several months to prepare for the conversion to the new system while continuing to serve you on our current system. Staff training is underway, and our team is excited as we begin to see, firsthand, all the ways in which we will be able to serve you better.

You will be receiving key information by mail, e-mail, and via our website about our conversion, including what accounts and services will be affected and what steps you will need to take.

Thank you for your patience and loyalty as we position Fond du Lac Credit Union to provide the products and services necessary to meet your current and future financial needs, and to continue to create exceptional experiences. We are here to answer any questions you may have. Just call us at (920) 921-1123.

Sincerely,

Scott J. Roesch
President

