



25 March, 2025

# LETTER FROM THE CEO

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Dear Sharefax Members,

We are thrilled to announce a major advancement in our ongoing commitment to improving your banking experience. As part of our dedication to providing the highest level of service, we are launching a brand-new data processing platform! This new system will allow us to improve efficiency, and security of your transactions, account management, and overall banking experience. Some of the key benefits you can expect include:

- **Improved Efficiency:** Faster processing times for transactions and loan approvals
- **Increased Accessibility:** More seamless integration with mobile and online banking platforms
- **Scalability:** Better ability to adapt to our growing member base and future needs
- **The new data processor represents a significant technological upgrade that will position us to meet the evolving needs of our members for years to come.**

This transition will take place June 2nd, and our team is here to support you every step of the way. We are excited about this upgrade and the benefits it will bring to you.

Thank you for being a valued member of Sharefax Credit Union. We are committed to continuously improving your experience and look forward to serving you better than ever!

If you have any questions or need assistance, please don't hesitate to reach out to our customer service team at 800-733-1728.

Sincerely,

**Todd Cain**  
**Chief Executive Officer**  
**Sharefax Credit Union**