

DEAR MEMBER:

Thanks to people like you, Direct Federal has experienced unprecedented growth over the past five years—not just in our membership, but also in our geographic reach and product offerings.

As we continue to expand, we recognize that our technology needs to evolve right along with us. Today's banking is all about simplicity, security, and flexibility. Whether you're an individual, family, or business, you need updated systems that make it easy to access and manage your accounts anywhere, anytime, all with the same level of exceptional service you've come to expect from Direct.

That's why I'm thrilled to announce our upcoming Technology Upgrade Weekend. The new, enhanced systems we'll be putting in place will allow us to offer an exceptional member experience that not only stands out from other financial institutions, but also positions us well for the decades ahead.

At the end of January 2021, we'll be updating and upgrading many of our technologies—including our internal core operating system, loan and account application system, and our Online Banking Platform and Mobile App—to continue to deliver on our promises of great rates, easy access, and remarkable service.

We've been working diligently on these exciting technology upgrades since late 2019. We can't wait to have them go live and introduce them to you on Monday, February 1, 2021.

Our goal is—and always has been—to minimize any impact on you during the transition, but please be aware that there will be certain unavoidable service disruptions over the Technology Upgrade Weekend (January 29-February 1, 2021).

Please consult our Member Guidebook for important information and key dates you should keep in mind, especially the **Service Availability Guide** on pages 10-11.

Also, as always, please remember that Direct Federal will never ask for personal information—such as your Social Security or account number—via phone call, email, text message, or direct mail.

Thank you for your patience and understanding during this period of transition. If you have any questions, please don't hesitate to call Member Services at **888.2DIRECT**. Our team is available Monday-Friday from 8:00 AM-5:00 PM and on Saturday from 8:00 AM-1:00 PM.

I hope you share my excitement about these technology upgrades. I'm certain they will enhance your banking experience in the years ahead.

Sincerely,



Joe Walsh
President & CEO