



Dear Eric,

The NIH Federal Credit Union (NIHFCU) will soon perform a system upgrade that will result in a vastly improved member experience, enhanced security features, and new opportunities for us to introduce more of the products and services you deserve in the future.

This upgrade will occur:

from Friday, September 9 (2pm eastern) - Monday, September 12 (9am eastern)

While we are still weeks away, we're announcing this now to keep you well-informed ahead of time as to what this might mean to you.

We've been preparing for this upgrade for nearly two years to minimize disruption in your day-to-day banking needs. However, given its scope, there will be temporary service outages during the above upgrade period.

Among the NIHFCU services that will experience disruption are:

- Online Banking and Mobile App
- Branches
- ATMs/ITMs
- Telephone Banking
- Most Call Center support

As we get closer to the upgrade period, we will continue to provide additional details. A [dedicated webpage](#) has been developed which will provide the most convenient, up-to-date and detailed information before, during, and after the upgrade.

We highly recommend you visit this webpage often for future details on:

- The schedule of service interruptions and modifications
- How to prepare for the upgrade
- What is / is not changing as a result of the upgrade
- Frequently Asked Questions (FAQs)

In the meantime, we invite you to [visit this webpage now](#) for initial Q&A to help with some immediate questions you may have concerning this system upgrade.

[Learn More](#)

It is an exciting time to be an NIHFCU member. We thank you for your continued business and your cooperation as we upgrade to serve you better. Should you have any questions or concerns, please give us a call at 1-800-877-6440.

Sincerely,



Rick Wieczorek
NIHFCU President & CEO

Email Preferences

This is a service email from the NIH Federal Credit Union. Please note that you may receive service email in accordance with your NIHFCU service agreements, whether or not you elect to receive promotional email

[Contact Us](#) | [Privacy Policy](#)

Federally insured by NCUA.