



Dear Susan,

Our end-of-summer system upgrade is coming very soon!

If you have yet to visit our upgrade website, we strongly recommend you check it out now as it will provide the important information you need to know, as we move closer to this event.

[Learn More](#)

In the interim, here are some quick details and reminders!

When is the upgrade [occurring](#)?

- Friday, September 9 – Monday, September 12

Will there be service [interruptions](#)?

- Yes, service disruptions will occur at our branches, ATMs, digital banking, call center and telephone banking. Most of these services will be down from 2pm (eastern) on September 9 – 9am (eastern) on September 12.
- View a [full schedule of service outages](#) to be expected on these dates.

Do I need to do anything to [prepare](#)?

- There is little for you to do. Please make note of the [service interruptions](#) and consider rescheduling any bill payments or transfers you may have planned for these dates.

Is my member number [changing](#)?

- No, your member number is remaining the same as are virtually all of your other membership details.

I have other questions. How do I [learn more](#)?

- We've assembled a list of over [40 FAQs](#) to address many anticipated questions you may have. You can also call us at 1-800-877-6440, chat with us online or visit any branch location.

From all of us at the NIHFCU, we thank you for your understanding and patience as we upgrade to serve you better and enhance the value of your membership.

[Learn More](#)



Rick Wieczorek
NIHFCU President & CEO

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