



right down the line.

July 21, 2025

Re: Online and Mobile Banking Conversion Update

Dear Valued Member,

On Tuesday, July 15, On the Grid Financial Credit Union underwent a conversion to an updated online and mobile banking platform as the previous platform has reached its "end of life." This means, there were no further developments, security updates, or support offered for the platform and thus the credit union had to make the decision to convert to a new one.

As of now, online banking is operational and available for you at www.cuonthegrid.com. Upon log in (or set up for new users), you can check your account balances, review your account history, schedule or make your bill payments, make transfers, sign up for e-statements, send us a secure message, and more.

Although online banking is functional, the mobile banking is not. Unfortunately, our On the Grid Financial Credit Union apps have still not been published in the app stores. There is now an AI-generated approval process for each app that requires very precise verbiage in order to pass muster and our first attempt at submitting instructions was rejected. We are working diligently with the platform provider to understand the very specific needs of each app store and to accommodate those instructions as quickly as possible. As of today, we have resubmitted the forms. We are cautiously optimistic that our updated submissions will be accepted and we can bring the convenience of mobile banking back to you expeditiously.

I wish I could deliver you a more informative arrival date and time, but we remain at the mercy of AI. Please know the convenience is forthcoming and our team is working around the clock to make it happen.

In the meantime, we hope you can utilize the online banking platform to perform your immediate financial management needs. We are here to help you if you should have any questions or need assistance.

I would like to offer my sincere apologies for the inconvenience this has caused. Please check the banner on our website and our social media for progress and updates. Thank you for your patience, support and for being a valued member of this Credit Union.

Sincerely,

Tracy Burke

President/CEO

On the Grid Financial Credit Union