



Dear Member

We are very sorry to inform your SimplyCredit line is being discontinued as the technology provider behind the line is shutting down. Your SimplyCredit line will be converted to a different loan product with the credit union. You will receive more details regarding your new loan in the coming weeks.

Effective immediately, balance transfers to credit cards from your SimplyCredit line are disabled. Any balance transfers that are currently **Processing** will proceed as normal. However, no new balance transfers can be made.

If you have a payment due for this month on your SimplyCredit line, please make that payment normally through the SimplyCredit account site. You will be able to make payments from your linked bank account until October 31st, 2019.

We will provide additional instructions over the next few weeks regarding your October 1-31 billing statement, the monthly payment amount and how to make those payments starting November 1st, 2019.

We understand this news comes as a surprise. We are working with the vendor to convert the loan to our system as quickly as possible. We apologize for the inconvenience, and thank you in advance for your understanding and patience.

FAQ

- **Can I still use the SimplyCredit account site to access my account information?**

Yes, the website will be operational until November 15th, 2019.

- **Can I continue to do balance transfers using the SimplyCredit site?**

No, balance transfers are disabled effective immediately so we can transition the loan to our system.

- **Can I continue to make payments to line of credit from the SimplyCredit site?**

Yes, you can make payments to the line until October 31, 2019 using your linked bank accounts. You will not be able to make payments starting November 1, 2019.

- **How will I make payments starting November 1, 2019?**

We will send you more details in the coming weeks regarding your monthly payment and how to send payments to us.

Sincerely,

OCFCU