



January 3, 2018

Dear Members,

APCU's mission is to help members achieve financial success by providing exceptional products and service. Regrettably, due to a significant telecom outage, we were unable to meet the very high standards our members have come to expect and deserve from this credit union. We understand the disappointment this may have caused you.

We became aware of the telecom issue at approximately 4:30 PM on Wednesday, December 27, 2017. After running in-house diagnostics to determine if the problem was with APCU's telephonic systems, we were able to establish the issue was not internal and therefore, the problem was outside of our control. We then placed an emergency call to our telecommunications service provider for assistance.

Our provider's technicians arrived on site and discovered the office park's main cable severed. The technicians determined the cable was located underground approximately 1,000 feet from the credit union. They remained on site during the entire 48-hour event tracing the full length of the cable to find the break.

APCU's electronic services (e-services) were primarily impacted. We promptly posted a message on our website, Internet Branch, and Mobile Branch to alert our members about the service disruption. Our entire staff continued to work keeping branches open with limited service.

In the meantime, members of our IS team re-routed incoming telephone calls to our Crown Road branch. Twenty-four telephone lines worked at full capacity. A special team of APCU employees was put in place to handle call volume; however, because of the impact on our e-services, the phone lines were pushed to the limit with incoming calls. As a result, many members received busy signals. Unanswered calls redirected to our voice mailbox. The team remained in place well into the evening returning messages left by members.

Technicians continued to search for the broken line until approximately 3:30 PM on Friday, December 29, 2017, when they located and repaired the cable. Shortly after that, all APCU services resumed.

Again, please accept our heartfelt apology for any inconvenience caused you as a result of this outage. We thank you for your membership, and we appreciate your patience and support during this challenging event.

Sincerely,  
Charles M. Head  
President & CEO