



## Frequently Asked Questions (FAQ)

### Service Disruption.

**Q1: What happened to Ariza Credit Union's computerized systems?** A: Ariza Credit Union experienced a cyber-attack on Sunday, March 24th, 2024, which has resulted in our computerized systems being offline, as a proactive measure.

**Q2: How long will the systems be offline?** A: Our systems will remain offline on Monday, March 25th, and Tuesday, March 26th, 2024, as we work to address the issue and restore normal operations.

**Q3: What services are affected by the system disruption?** A: The disruption affects our in-branch systems, ATMs, online services (AMIE), and Point of Sale. These services will be unavailable both at our physical locations and online.

**Q4: Are members' deposits safe during this time?** A: Yes, members' deposits with Ariza Credit Union remain secure. Ensuring the security of our members' deposits is our top priority.

**Q5: What is Ariza Credit Union doing to resolve the issue?** A: Our dedicated team is working diligently to resolve the issue as quickly as possible. We have implemented measures to address the cyber-attack and restore normal operations.

**Q6: How can members access their accounts or conduct transactions during this time?** A: Unfortunately, members will not be able to access their accounts or conduct transactions through our in-branch systems, ATMs, or online services during the disruption. We apologize for any inconvenience this may cause.

**Q7: Will Ariza Credit Union provide updates on the situation?** A: Yes, we will continue to keep our members updated through our communication channels as we progress towards resolving the issue and restoring normal operations.

**Q8: Is there any compensation or assistance available for members affected by the disruption?** A: We understand the inconvenience this may cause our members and apologize for any disruption to their financial activities. At this time, we are focusing on resolving the issue and restoring services. We appreciate our members' patience and understanding during this time.

**Q9: Is there any estimated timeframe for when services will be restored?** A: While we are working diligently to resolve the issue, we cannot provide an exact timeframe for when services will be restored. We appreciate our members' patience and understanding as we work towards a resolution.

**Q10: How will Ariza Credit Union communicate updates to its members?** A: Ariza Credit Union will communicate updates to its members through various channels, including our website, social media platforms, and notices at our branch locations.

**Q11: Will scheduled payments or transfers be affected by the service disruption?** A: Yes, scheduled payments or transfers will be affected by the service disruption, however, these will resume once our operations are back to normal. We apologize for any inconvenience this may cause and recommend that members monitor their accounts once services are restored to ensure all transactions are processed correctly.

**Q12: Can members still contact member service during the service disruption?** A: Our phone systems are currently online; members can reach us via email at [contactcentre@arizacu.com](mailto:contactcentre@arizacu.com). Further updates will be communicated through our social media platforms as well as other media.

**Q13: Will Ariza Credit Union provide reimbursement for any fees incurred due to the service disruption?** A: Ariza Credit Union will review requests for fee reimbursement on a case-by-case basis. Members who believe they have incurred fees directly related to the service disruption are encouraged to reach out to our customer service team for assistance.

**Q14: Will loan applications or account openings be processed during the service disruption?** A: Unfortunately, loan applications and new account openings may be delayed during the service disruption. We apologize for any inconvenience this may cause and assure members that we will process their requests as soon as normal operations resume.

**Q15: Is Ariza Credit Union implementing any additional security measures to prevent future cyber-attacks?** A: Yes, Ariza Credit Union is continuously evaluating and enhancing its security measures to protect against cyber threats. We are committed to safeguarding our members' financial information and maintaining the highest standards of security.

**Q16: Can members still access their account statements or transaction history during the service disruption?** A: Unfortunately, members will not be able to access their account statements or transaction history through our online services during the service disruption. We apologize for any inconvenience this may cause and recommend that members keep track of their transactions once services are restored.

**Q17: How will Ariza Credit Union handle outstanding loan payments or account balances during the service disruption?** A: Ariza Credit Union will work with members on a case-by-case basis to address any outstanding loan payments or account balances affected by the service disruption. Members are encouraged to contact our member service team for assistance and guidance in managing their accounts during this time.

-END-