Align CREDIT UNION

SYSTEM CONVERSION
Effective June 1, 2026

MESSAGE FROM THE PRESIDENT & CEO

As we prepare for this upcoming transition, I want to first share how incredibly proud I am of the Align team.

Our employees have been working tirelessly behind the scenes to make this change as smooth as possible for you. Many have put in long hours, taken on additional responsibilities, and remained fully committed to serving our members every step of the way. Their dedication and care are what make Align special.

This transition is part of our continued effort to improve your overall banking experience. We are investing in better technology, stronger security, and more efficient systems so that we can serve you more effectively, both today and into the future.

We understand that change can sometimes feel inconvenient, and we truly appreciate your patience and trust during this time. Please know that our team is here to support you. If you have questions or need assistance, we are ready to help.

Thank you for being a valued member of Align Credit Union.

With Gratitude,
Lydia Mercedes Vazquez
President & CEO

Insured by NCUA and MSIC
Membership Required
NMLS ID 423280
EQUAL HOUSING LENDER

+ AMESBURY + DANVERS + FRAMINGHAM + HAVERHILL + LOWELL + SEABROOK +

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IMPORTANT THINGS TO KNOW

Your Accounts, Your Loans and Your Money Are Safe.

What Will Stay The Same

- Routing Number
- Debit/Credit Card Pin
- Bill Pay
- Online Banking Credentials
- Combined Statements

What May Change

- Member Number
- Account Number

What Will Change

- Direct Deposit/Other ACH Deposits
- Telephone Banking Password

To better understand and learn more about our system upgrade, please visit our FAQ page.

Contact Center: 800-942-9575

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Service Availability During Conversion

Services	Wed May 27	Thurs May 28	Fri* May 29	Sat May 30	Sun May 31	Mon June 1	Tues June 2
Branches	Open	Open	Open	Closed	Closed	Open	Open
ATMs	Open	Open	Open	Open	Open	Open	Open
Contact Center	Open	Open	Open	Closed	Closed	Open	Open
Online & Mobile Banking	Open	Open	Open	Closed	Closed	Open	Open
Debit** & Credit Cards	Open	Open	Open	Open	Open	Open	Open
Mobile/Remote Deposits***	Open	Closed	Closed	Closed	Closed	Open	Open

Closed Open

*Systems will be down starting at 4:30PM on Friday May 29, 2026 and will be back up by 12PM on Monday June 1, 2026. ***Mobile deposits will be not be available starting at 4:30PM on Wednesday May 27, 2026 until June 1, 2026.

**Debit card functionality will be limited during the conversion weekend, cash withdrawal and point of sale limits will be in place. $300 for ATM cash withdrawals and $500 for point of sale purchases per day.

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IMPORTANT THINGS TO KNOW

Combined Statement View

After Conversion

Jill

Personal Accounts

Savings

Auto Loan

Checking

Jill will receive one individual statement that only she can see for these accounts.

Joint Accounts

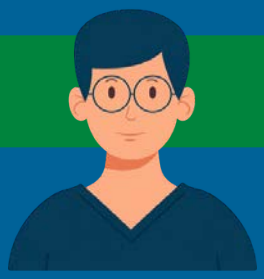
Vacation Savings

Emergency Savings

Mortgage

The primary owner of each account will receive a combined statement of their joint accounts.

Jack



Personal Accounts

Savings

Checking

HELOC

Jack will receive one individual statement that only he can see for these accounts.

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IMPORTANT THINGS TO KNOW

What You Should Do To Prepare

Plan ahead for cash withdrawals, during conversion weekend ATM withdrawals will be limited to $300 per day.

Zelle®

Zelle will not be available for sending or receiving payments starting at 4:30 PM on Friday, May 29, 2026, and will be restored by 12:00 PM on Monday, June 1, 2026. Any payments scheduled during this time should be rescheduled for after June 1, 2026.

We recommend planning large purchases in advance if you intend to use your Debit Card during the conversion weekend, as point-of-sale transactions will be limited to $500 per day. The Align Credit Card will not have any restrictions during this period.

Schedule bill payments ahead of time.

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