



August 1, 2023

Dear ValleyStar member,

In keeping our commitment to becoming the best in service and convenience, we are excited to announce that we will be upgrading to a new member-focused computer processing system. This new system will bring many enhanced benefits, such as streamlining daily operations, allowing us to process transactions more efficiently, providing opportunities to offer more innovative products and services, and creating greater efficiencies that will improve convenience for you and ValleyStar employees!

While most of the changes will happen behind the scenes, there will be some brief disruptions. Our intent is to always minimize member impact, and we will work quickly and efficiently to make this transition as seamless as possible for our members.

The system upgrade will take place the first weekend in October, and our branches will be closed on **Saturday, September 30**, and **Monday, October 2**. We apologize in advance for any inconvenience this may cause. Rest assured that your money is still as safe and secure as ever, and this downtime will ultimately result in a better banking experience with ValleyStar.

In other exciting news, while we've been working diligently to make system upgrades, we've also been working on creating a fresh new look that reflects our commitment to growth and innovation. Beginning **October 2**, we will have a brand-new look and logo in conjunction with our system upgrade. Please be aware that it may take some time for all ValleyStar's signage to be changed. In the meantime, watch our website and social media pages for our new logo reveal.

As always, our goal is to give you information early and often. As we get closer to our system upgrade, please continue to check your email and valleystar.org/system-upgrade for detailed FAQs and instructions on navigating the process.

On behalf of the entire ValleyStar team, we are excited for the improvements to come and thank you in advance for your patience and understanding as we work through the system upgrade. If you have any questions that are not answered on our website, please contact us at 800.475.6328 or by email at info@valleystar.org.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mike Warrell", written in a cursive style.

Mike Warrell
President/CEO

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