



North Georgia
CREDIT UNION

3 March, 2025

UPDATE ON FIS POWER OUTAGE IMPACT

We want to share the latest update regarding the FIS power outage and its effects on member accounts. We truly hope this is the final step in resolving these issues, and we appreciate your patience as we bring this to a resolution.

CORRECTIONS TO FEBRUARY 20TH TRANSACTIONS

FIS has informed us that transactions processed in error on February 20th are now being corrected. These include both debits and credits that were originally processed in error from affected transactions between January 15th to January 24th. While this may appear as new activity on accounts, some are actually a correction of prior errors and some were legitimate transactions that have never processed. Our team will manually review all affected accounts once FIS completes processing. Since this is a large number of transactions, it will take time, but we will be carefully checking everything.

Additionally:

- If you received a credit that FIS initially allowed you to keep but later withdrew, FIS has stated they will be restoring that credit.
- However, any extra credits issued after the first approved credits will be reversed.
- Moving forward, the only credits that will remain are those FIS originally stated members could keep from before February 20th.

FIS has indicated that this should be the last round of transaction adjustments related to the outage. While this has been a challenging situation, we believe we're finally seeing the light at the end of the tunnel.

WHAT TO EXPECT WHEN CALLING FOR ASSISTANCE

If you need assistance reviewing your transactions, please be prepared to provide the following information when you call:

- The last six digits of your debit card number.
- The amount of the transaction in question.
- Whether the transaction should have been a credit (positive) or debit (negative) to your account.



NEED ASSISTANCE?

We understand that this process has been frustrating, and we appreciate your patience as we work to finalize these corrections. If you notice anything on your account or have concerns, please call us. Our phone lines are currently very busy, so if you are unable to reach someone immediately, please leave a message, and a team member will return your call as soon as possible.

Our team is here to assist you, and we are committed to working with every member to address any issues. Thank you for your patience and trust in us.

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