



As Stride communicated on Friday, October 1st, we experienced a server issue on Thursday, September 30th.

Following the initial identification of the issue on Thursday, we took immediate steps to ensure business continuity as well as manage and protect data. At the same time, we began conducting a thorough investigation into the incident which temporarily disrupted in-person banking at some of our branches.

Our investigation revealed that the server issue was the result of a cyber security incident, which is now contained. Because the investigation and remediation are ongoing, out of an abundance of caution, some of our branches have remained closed until now as we completed the work required for these branches to be fully operational. We are now pleased to confirm that in branch services will be restored at all of our branches by 9:00am on Tuesday, October 12th. All branches will return to normal business hours. Our staff are thrilled to welcome our members at these branches once again.

We continue to support our customers with all their banking needs by providing secure transactions through ATMs, as well as our Mobile App and online banking.

Thank you for your trust and support.