



ALERT

Issue with Debit Card Transactions

It has been brought to our attention that our Debit Card transaction processor, FIS, suffered a power outage earlier this month which affected their ability to process and release debit card holds properly. We have been assured they are working diligently to correct this matter as soon as possible. In the meantime, please pay attention to the following situations in your draft accounts:

- Extended hold periods for purchases dating back to January 15, 2025
- Proper release of some of your holds also dating back to Jan.15 thru Jan.17, 2025
- Incorrect posting of a deposit amount for an item that was originally a withdrawal and vice versa
- Incorrect DOUBLE posting of the same scenario – deposit for a withdrawal and vice versa

We will gladly refund any overdraft or insufficient funds fees incurred here as a result of this matter. We also encourage you not to spend the funds which may have been deposited back into your draft accounts as the corrections are forthcoming.

We apologize for any inconvenience this may cause. If you have any questions, please contact the Credit Union at 716-877-1630.

Regards,

Kenmore Teachers FCU

kenteachfcu.com

Here for YOU

716-877-1630

M-F 9:30- 4:30