

This is a **preview email**.

Temporary Service Interruptions **September 16-18**



We will be fully upgrading our core banking system this September to improve efficiency and make way for future digital enhancements.

Such a major system upgrade will **impact services during the weekend of September 16-18**. Look for information in the mail and visit gfnational.com/upgrade for the latest.



What Can I Expect?

- **Our branch network will close by 5 p.m. on Friday, September 16, and remain closed on Saturday, September 17.**
Extended phone service will be available. Call us at (518) 793-4121.
- **Many digital services will be unavailable during the weekend.**
That includes Internet and Mobile Banking and Business Online Banking.

- **ATM and debit card usage may be briefly interrupted.**
- **Account balances may not reflect pending transactions during the weekend.** Updated balances will be available on Monday, September 19.
- **On-Call Banking will be unavailable during the upgrade timeframe.** Active users will need to re-enroll beginning Monday, September 19.



What Should I Do to Prepare?

- Keep checking our website gfnational.com/upgrade for the latest service updates and look for reminders in the platforms you use.
- In case debit card service is briefly interrupted, **have an alternate form of payment ready during the upgrade weekend.**



Here for You

We are here for you before, during and after the upgrade. Please call **(518) 793-4121** or reach out to your local branch with any questions. Our team will be available throughout the upgrade weekend.

Thank you in advance for your patience and understanding. We are proud to be your banking partner!

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