

## Message regarding Debit Card / Point-of-sale Outage on Sunday, September 8, 2019

- On Sunday, September 8, one of our integrated payments solutions service providers experienced a power distribution system failure which affected all of its payment processing services, including mobile, debit card payments, ATM transactions and Interac Online payments.
- This impacted many members at credit unions and other financial institutions and businesses across Canada. **It is important to confirm that your information was never at risk, and that this service disruption was not due to weather or cyber-attack.**
- Due to the magnitude and complexity of the service disruption, it took several hours to fully restore service, as thorough testing was required.
- We recognize the significant inconvenience this caused to our members across the country, and we thank you for your patience as we worked with our partners to restore services.

If you are still experiencing technical issues related to your debit card, please contact PenFinancial for support.