

December 28, 2009

Credit Union Member  
<Street Address>  
<Address Supplement>  
<City>, <State> <Zip>

Dear Credit Union Member:

The countdown to 2010 is in full swing for all of us at Eli Lilly Federal Credit Union. Like you, we have a lot planned for the coming months and we are eagerly anticipating the new year. I'd like to take this opportunity to share some important information as **ELFCU plans to convert to a new computer system during the weekend of February 12 – 15, 2010.**

#### **WHAT YOU NEED TO KNOW – PLAN AHEAD**

As always, our goal is to provide superior member service, and we are working diligently to ensure that the transition to the new system is executed as smoothly as possible. However, the conversion will require a brief service outage and there will be some changes that will impact our members.

Beginning at 5:00 p.m. on Friday, February 12 through 11:59 p.m. on Monday, February 15, service availability at the credit union will be impacted as follows:

- Members will not be able to access accounts via eBranch at elfcu.org
- Members will not be able to conduct transactions at shared branches
- Members will be able to use ELFCU debit, ATM, and credit cards
- ELFCU's Administrative Office and Branches will be closed on Monday, February 15, 2010

Additionally, as a result of this conversion, all members will receive two financial statements from ELFCU for the month of February 2010. The first will include account activity from February 1 – 12; the second will include account activity for the remainder of the month. This applies to both eStatements and paper statements.

#### **WHAT YOU NEED TO DO**

**Right now this conversion requires no action on the part of our members – just awareness.** We only ask that you please look for more information from your credit union over the coming weeks. We'll be communicating through regular mail, email, at our branches, via our website at elfcu.org and other channels. Keeping you informed is our top priority.

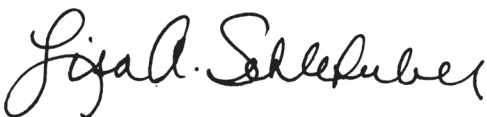
Ultimately, this system upgrade will improve the long-term efficiency of your financial institution and enable us to continue to provide great rates and member service. We hope you will see the short-term outages as a small price to pay for improvements that will lay the groundwork for service enhancements for years to come.

**Please mark your calendar now: ELFCU will convert to its new system February 12 – 15, 2010.**

Thank you for your business and support. You will be hearing more from us soon.

Sincerely,

ELI LILLY FEDERAL CREDIT UNION



Lisa A. Schlehuber  
Chief Executive Officer