



Service Alert Notification

July 26, 2023

Dear Valued Customer,

We would like to inform you of upcoming service changes that may affect you.

Discontinuance of Online Transfers between Third Party Accounts

With the introduction of our new [OneUnited Money Moves](#) service, we are discontinuing online and mobile banking transfers between third party accounts **effective August 31, 2023**.

Of course, you will be able to transfer funds in online banking between OneUnited Bank accounts that are in your name. However, transfers, including recurring transfers, to OneUnited Bank accounts that are not in your name will only be available through OneUnited Money Moves, effective August 31st. **(Please Note:** You can make transfers to OneUnited Bank accounts through [Money Moves](#) in real time at no charge.)

Please take the time to set up your recurring transfers through Money Moves today to avoid any interruption of your transfers. To learn how to use Money Moves, simply click [HERE](#).

Online/Mobile Banking Service Interruption

We will be performing system testing of our online and mobile banking services to demonstrate our ability to facilitate services during natural disasters. This system testing will result in online and mobile banking being unavailable intermittently for 12 hours from:

Saturday, August 5 at 10 PM ET/7 PM PT
to
Sunday, August 6 at 10 AM ET/7 AM PT.

All services will be down for the first three hours of this 12-hour testing window. You will see a maintenance message during that time. For the remainder of the testing window, online/mobile banking will be unavailable intermittently while we complete our testing.

Thank you and we appreciate your patience.

