



Subject: Update on TruStage Services and Support

One Detroit Credit Union Member,

We want to share an update regarding TruStage, one of our insurance and financial services partners, and its ongoing recovery from a recent cybersecurity attack that significantly impacted critical technology infrastructure.

TruStage has shared that it continues to make progress through its business continuity efforts and is working toward being operational by mid-August. This means priority processes are expected to be available by mid-August.

TruStage has said its top priorities are honoring commitments and addressing the most pressing needs of partners, members, customers and the people it insures. Progress has been made in areas such as claims reporting, expanded phone support, lending-related payment processes and certain annuity and retirement processes. Some areas may take longer to fully restore because they involve more system dependencies to reconnect before normal operations can safely resume.

We understand that service disruptions can be frustrating, especially when you need help with a claim, policy, payment or other financial matter. Please know that we are staying closely connected with TruStage and will continue to share updates as we receive approved information.

At this time, please continue using the support channels provided below for your specific product or need. If any additional action is needed, we will share approved guidance with you.

If you need assistance, please call 844.958.8910 or visit www.trustage.com/outage/individual. If your question requires information from TruStage, we will help route it through the appropriate support process.

Thank you for your patience and understanding. We remain committed to supporting you and helping ensure you have access to the information and assistance you need.

Sincerely,

A handwritten signature in black ink, appearing to read 'Portia Powell', is written over a large, stylized, light-colored circular graphic element.

Portia Powell

CEO