

League & Affiliates Relocating Friday, May 23

On Friday, May 23, the League and its affiliates will begin relocating to a nearby facility also occupied by Members United Corporate Federal Credit Union. Please be aware that, while the move is taking place, there will be temporary limitations on how we provide service to you.

Given the complexities associated with relocating our data center, we will begin the back-up and shutting down of all of our systems on Thursday evening, with all systems fully shut down as of Friday morning. A designated group of key staff will continue to be accessible throughout the day on Friday should anyone be looking to reach us on a matter that might be critical or time-sensitive.

ON FRIDAY, MAY 23:

Phone Access

Our current phone numbers will remain in effect. To allow callers to still reach us while the move is taking place on Friday, we are going to activate our business continuity solution for telecom recovery for the first time. Should you call our offices on Friday, you will be greeted by a temporary menu system. Based upon your responses to the menu prompts, your call will be rerouted to a staff member who may be working remotely. These staff members will respond to your call promptly and provide service to the fullest extent possible during our relocation effort. Please be patient and allow sufficient time for the system to transfer your call. The system also has full voicemail capabilities. Should you encounter any unexpected issues with phone access, please use the following back-up phone number: **(518) 782-8501**. Our receptionist, Anne, will be working out of the CUNA Mutual offices and will be available to assist you.

E-mail Access

Our staff will not be able to receive or send emails through our office e-mail system at any time on Friday. Any e-mails sent to us on Thursday evening or Friday will be held by our Internet service provider and delivered to us by Tuesday, May 27. If it is essential that you send an e-mail to us on Friday, we have created the following temporary general company e-mail accounts, which will be checked periodically throughout the day:

League: nyscul@nycap.rr.com
Covera Card Solutions: covera@nycap.rr.com
CUC Mortgage Corporation: cucmort@nycap.rr.com
Universal Sharing Network: usnet@nycap.rr.com

Fax Capabilities

Fax capabilities will be limited during the move. Should you need to send a fax, please contact the intended recipient to obtain a temporary fax number and make arrangements for its retrieval.

Website Access

Our websites will not be available as of 9:30 a.m. on Friday through the remainder of the day of the move; however, our websites are scheduled to become available again over the weekend.

COVERA CARD SOLUTIONS:

For specifics related to Covera Card Solutions, client credit unions should be familiar with the notice previously e-mailed and is now posted on the [Member Resource](#) section of their website.

CUC MORTGAGE:

For specifics related to CUC Mortgage, client credit unions should be familiar with the notice previously e-mailed and is now posted on the [MortgageLink](#) section of their website.

AFTER THE MOVE:

The League and its affiliates will resume normal operations, including regular phone service, email access and website access, on Tuesday, May 27. Our new physical address will be: 1021 Watervliet-Shaker Road, Albany, NY 12205. Though our physical address is changing, our mailing address, phone numbers and fax numbers will remain the same as prior to the move.

Please feel free to contact us with any questions. We are making every effort to complete this transition smoothly, and we look forward to serving you from our new facility!