

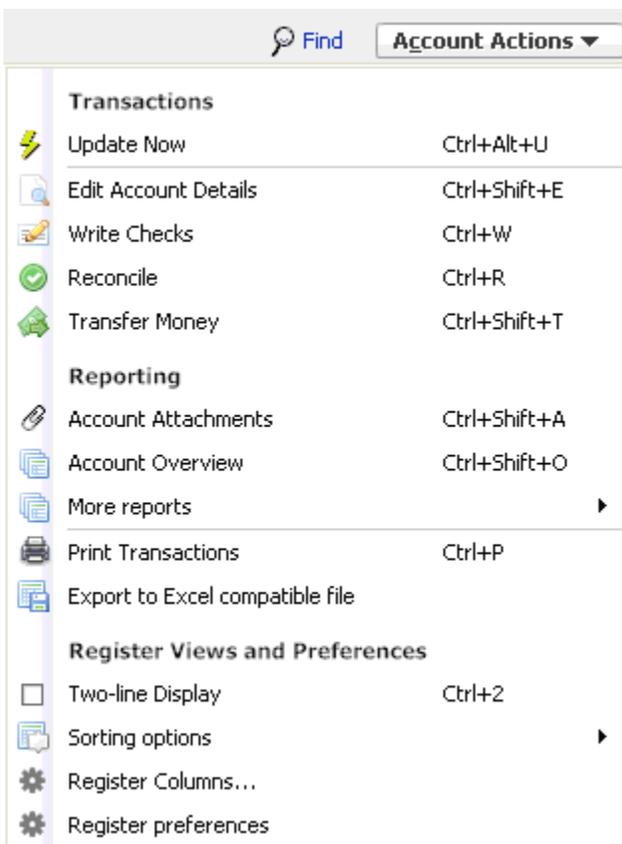
Quicken technical support has made us aware of an issue that is occurring with the Express Web Connect. When a member tries to update using the One Step Update in Quicken, the program acts as though it is updating, but then no transactions pull in.

Quicken is working to resolve the problem, but said that the following steps should force the connection and pull in the transactions:

1. Open Quicken and select one of your accounts in the Account list on the left hand side.



2. Click the button or drop down menu on the right side that is labeled Account Actions.
3. Locate the "Update Now" option and select it



4. A box may appear asking for your Cyprus Federal Credit Union password. Input the password and click Update Now.
5. By performing these steps on one account, it will pull in the data for ALL your Cyprus Accounts.