

Dear Member,

This is to inform you that we will be discontinuing the K-9 Line Audio teller service effective 12/31/20.

For your convenience, consider enrolling in free and secure online banking. You can access online banking with your smart phone either by browser or through the convenient free mobile app. Online/app banking is quick and easy and offers greater flexibility than K-9 Line. To learn more about digital banking and to apply for access, visit [www.bdfcu.com/e-services](http://www.bdfcu.com/e-services).

We now offer 24-hour call center support. Your call will be answered by a live credit union representative who can assist you in performing your transactions. For your convenience, consider using our password identification system. Simply contact us and request to add your unique password to our system. You can use the same password that you used for K-9 Line, but you must call to register it with us. We'll use the password to quickly identify you when you call our call center.

Thank you for being a valued K-9 Line user. We appreciate your loyalty to this legacy product, and we hope you'll continue to conduct business with us in the way that best suits your needs...online, by phone, or in person. If there is anything that we can do to make this transition smoother for you, please let us know by calling (301)797-6318.