Est. 1931

P.O. Box 8929 | Stockton, CA 95208 | PremierCCU.org | Info@PremierCCU.org | P: 209-235-1100 | P: 800-731-4477 | F: 209-235-1121

April 14, 2020

Dear Members

As we communicated to most of you yesterday, the expectation for delivery of stimulus checks has generated an extremely high volume of usage across all services. The availability of our Online Systems have improved, but continue to be challenged by overwhelming volumes of users. **We recommend trying to log in during evening hours when the data centers should experience lower volumes of activity as east coast users retire for the evening.**

Please know our vendors been working around the clock to get to sustainable service levels during this challenging time as they have been working through the evening to scale our systems as far out as our datacenter infrastructure will allow. Those efforts were quickly overrun with significantly more load than yesterday. We know this has been difficult time for all of us as we continue to deal with the impacts of CoVid19. There is light at the end of the tunnel and our teams are making good progress to scale the system to these much higher traffic volumes.

This morning our website platform also went down as we hit the top of our headroom. Our teams have worked diligently all morning to re-orient capacity, and we have successfully restored service to our website as of 11:40AM CST. Service for our website has remained strong since that time.

**Here’s where we are now:**

Our Data Center is expanding load capacity to a secondary site. This is in process as we speak, and we anticipate the first phase of load shifts to land this afternoon. We will then evaluate where our capacity is at that time. We are monitoring inbound traffic to the platform and we are doing that across all customers and members interfaces.

While we knew that transactional volumes were going to increase, nothing in our models could have predicted what we have experienced.  Thank you for your continued patience as we navigate through this challenging landscape. We know that the availability of our services impacts our members and we are doing everything we can to make this service available to each of you. We will continue to provide updates as they’re available to us.

  Stay Safe,

Premier Community Credit Union