

WINTER 2024

Member Connection

Dear Member,

As we start the new year, your Credit Union continues to focus on important community initiatives, enhancements to our products and services, and our commitment to providing our members with financial wellness tools and fraud prevention. We accomplished many things together in 2023 and look forward to continuing the progress.

As a community, we continued to support those who needed extra help, especially through the holidays. Your generous contributions of gifts and clothing to the Salvation Army's annual Angel Tree program helped us give deserving families a happier holiday. We were also proud to support the invaluable work the East Bay Food Pantry and Benjamin Church Senior Center do every day to assist our senior and food-insecure neighbors. Our employees helped spread cheer to families in need by creating holiday wreaths for Lucy's Hearth's annual fundraiser. In the words of our colleague Courtney Hunter, "We all want to make the Holidays as joyful as possible for everyone in the community."

We also remained true to offering our members big branch services delivered with a personal credit union touch. Fraudsters continue to find new ways to invade our financial lives, and PCU continues to provide you with resources to thwart them. In Online and Mobile Banking, you can now add ten different types of alerts to help monitor and protect your accounts. We also have tips and resources to avoid fraud scams like online shopping, check washing, and imposter fraud.

You can now stay on top of your credit with myCreditHealth and connect both your internal and external accounts in one place on your PCU Dashboard! With new business services like Remote Desktop Deposits and Business Wires, we have expanded our convenient, self-service solutions to save you time and money by avoiding trips to the bank.

I am very proud of the PCU team and their unwavering dedication to serving you, your families, and your businesses. Thank you for placing your trust in us. We look forward to helping you grow and succeed in the coming year.



Sean Daly, Head of People's Credit Union

Locations

Bristol

50 Gooding Avenue
401.253.6500

Middletown

858 West Main Road
401.846.8930

Newport

43 Memorial Boulevard
401.846.1965

North Kingstown

7490 Post Road
401.885.9660

Portsmouth

2537 East Main Road
401.683.3166

Wakefield

150 Old Tower Hill Road
401.789.5551



Technology

Add these 10 Simple Alerts to Help Protect Your Accounts

Managing your finances is easier than ever on PCU's improved Online and Mobile Banking platforms. But it is still important to check your accounts regularly, and we've got 10 alerts you can set up to help monitor your balances, cleared checks, debit card purchases, and more:

- ▶ **1. Low Balance Alert** notifies you when your account balance falls below the threshold you set.
- ▶ **2. High Balance Alert** advises you when to move money from your checking account into your savings, retirement, or other investment account.
- ▶ **3. Debit Card Alert** helps you keep a closer eye on your accounts—and catch fraudulent activity—by setting up a single transaction alert.
- ▶ **4. Large Purchase Alert** informs you when a big purchase has been made so you can spot unauthorized transactions or prevent overspending.
- ▶ **5. Debit Card Use Alert** notifies you of all debit card purchases made on your account to monitor your spending and catch any unauthorized use.
- ▶ **6. Automatic Deposit Alert** lets you know when a direct deposit arrives in your account, allowing you to plan your bill payments and budget for large purchases.
- ▶ **7. Profile Change Alert** monitors changes to your login information and account profile details, such as your email address, username, and password.
- ▶ **8. Loan Payment Due** alerts you when an upcoming payment is due or when a payment is past due.
- ▶ **9. General Alerts** deliver default security alerts and other notifications that are triggered when changes are made to your account profile details, such as your email address, username, or password.
- ▶ **10. Debit Card Protection** — If you think you may have misplaced your debit card but do not want to cancel it yet, turn it on or off under "Services and Tools."

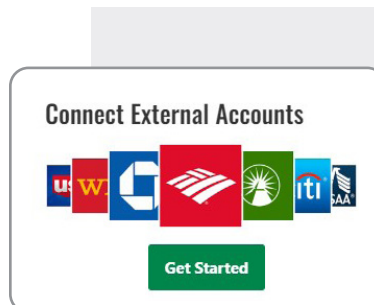
Each alert can be sent via text message to your mobile phone or email, depending on your preference.

Add these alerts TODAY! *In online banking, go to "My Profile," choose "Alerts," and select individual alerts from the account dropdown; on our PCU mobile app go to "Settings."*

Connect to Your External Accounts in Online and Mobile Banking!

You can now have a consolidated, convenient view of all your internal and external assets and liabilities just by adding your accounts from other participating financial institutions to your PCU Online Banking profile. On the PCU Mobile Banking app, the accounts will be displayed on the Accounts landing tab.

With a single seamless flow, set up your account aggregation (members must first "verify" their accounts when adding an aggregation account and can then establish those selected as transfer accounts):



1. Log in to online banking
2. On the right-hand side, under Connect External Accounts, click "Get Started"
3. Search for your financial institution
4. Agree to the disclosure
5. Log in to your other existing financial institutions' online banking
6. Submit and watch your accounts populate

myCreditHealth

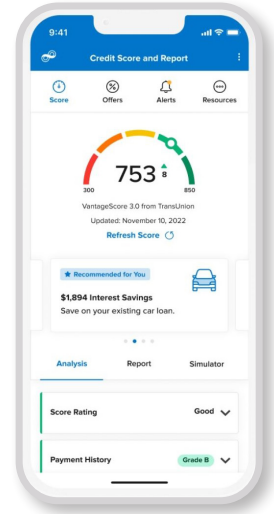
With myCreditHealth powered by SavvyMoney, you can access your credit score daily, get real-time credit monitoring alerts, a full credit report, and much more for free — anytime, anywhere.

An essential part of your financial life, your credit score is based on several factors, including your payment history, credit utilization, mix of credit, and recent credit activity. With a good credit score, you're more likely to get approved for a loan, which can save you interest over time.

Go to Online or Mobile Banking to enroll in SavvyMoney's myCreditHealth to learn more about your credit score and the benefits of regular monitoring.

You can improve your credit score with just a few steps:

- ✓ Pay bills promptly
- ✓ Pay down credit card debt
- ✓ Use different kinds of credit
- ✓ Maintain a long history of using the same credit cards
- ✓ Apply for new credit carefully



Have You Tried Our Financial Calculators?

Do you have questions about Home or Personal Financing, Investments, or Retirement? We have answers to those and so many more! A simple question and answer format makes our financial calculators simple to use. *Calculators are available in four categories.* →

MORTGAGE RELATED

How much home can I afford?

RETIREMENT RELATED

How long will my retirement last?

INVESTMENT RELATED

What will my investments be worth in the future?

PERSONAL RELATED

How much car can I afford?

We have the Services to Support Your Business

At PCU, we remain true to our commitment to helping our members grow their businesses and achieve their goals. With new tools like Remote Desktop Deposits and online banking wires, we have expanded our convenient, self-service solutions to save you time and money by avoiding trips to the bank.

Ask your branch representative for more information to determine if these services are the right fit for your business.

Remote Desktop Deposit is a convenient self-service solution that allows our business members to scan and deposit checks from the comfort of their offices.

Business Wires allows business members to send domestic wire transfers using our Online Banking platform.



myFree Checking™

Provides the best benefits without the fees.

- No minimum balance
- No monthly service charge
- Free Online & Mobile Banking

Open Today

Fraud Center

Don't Give Up Online Shopping – – Just Avoid the Scammers

Online shopping is the most commonly reported scam originating on social media, according to the Federal Trade Commission (FTC). The typical online shopping scam starts with a fake website, mobile app, or social media ad that mimics your favorite retailer, using familiar logos, slogans, and a URL that's just a character or two off from the real thing. They embed these phony sites, apps, pop-up ads, and email coupons with malware that infects your device and steals your personal information for use in identity theft.

But you don't need to give up the ease, convenience, and wide selection of online shopping. Just follow these best practices:

- 1.** Research a product and learn more about the company before purchasing an item.
- 2.** Use trusted sites rather than shopping with a search engine.
- 3.** Check that phone numbers and addresses on store sites are genuine.

4. If you get a message from a friend about a grant or financial relief, call them. Did they really send that message? If not, their account may have been



hacked. Check it out before you act.

5. Look twice at URLs and app names. Misplaced or transposed letters are a scam giveaway but easy to miss.

6. Pay by credit card. Debit cards do not offer the same level of safeguards.

7. If you have made a purchase, check your statements for recurring charges.

8. Review your social media privacy settings and limit what you share publicly.

Check washing is a dirty business.

More than ever before, criminals are stealing mail, then washing and rewriting checks so they can get the money. **How?** They steal checks left in mailboxes by using keys stolen from mail carriers or by fishing checks out with string and something sticky. Using cheap chemicals like nail polish remover, they erase the payee's name and amount, leaving the signature intact. After drying, checks are rewritten for more money and deposited or cashed at banks, check-cashing businesses, or stores that offer check-cashing services.

Here's how to stop them:

- ▶ 1.** Pay your bills online using a protected Wi-Fi connection.
- ▶ 2.** Take your mail to your nearest post office during business hours and either hand it to a clerk or slide it through an outgoing mail slot inside the building.

▶ 3. Use a pen with blue or black non-erasable gel ink, which may be more difficult to remove than ballpoint pen ink.

▶ 4. Don't let delivered mail sit in your mailbox. Grab your mail every day, or if you're away, ask a trusted friend to collect it or have the post office hold it.

▶ 5. Monitor your bank account. Go online every few days to review account balances and look at checks drawn against them.

▶ 6. Report incidents quickly. Contact your bank as soon as possible after suspicious activity. Also, contact the U.S. Postal Inspection Service and credit reporting agencies.



Community

Team Angel Tree: People's Credit Union & The Salvation Army Help Deserving Local Families over the Holidays

In December, People's Credit Union was proud to once again partner with The Salvation Army's Angel Tree program to provide gifts for children in need during the Holiday season. All six of our branches were drop off locations for generous donations of unwrapped, new children's gifts and clothing that The Salvation Army distributed to deserving families around the local community.



"By partnering with The Salvation Army's Angel Tree program each holiday season, everyone at People's Credit Union, our members, and the community become a part of making dreams come true," said Jane McDurman, Head of Retail Administration.



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Confidence.

Grow your savings safely and securely.

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FEDERALLY INSURED BY NCUA

7-month
Certificate of Deposit (CD)
pays

4.50%
APY*

Rate also available for Individual Retirement Accounts (IRAs)

People's
CREDIT UNION
You belong here

PCU Employees Got Crafty for Lucy's Hearth's Annual Designer Wreath Sale



People's Credit Union employees put their creative skills to work in November at a Holiday wreath-making event to support Lucy's Hearth, Newport County's shelter for families with children. Employees created over 50 beautiful Holiday wreaths during workshops held at the Middletown branch for the annual fundraiser.

Courtney Hunter, Head of Community

Development for People's Credit Union, said, "We all want to make the Holidays as joyful as possible for everyone in the community, and helping Lucy's Hearth is just one of the ways we do."



PCU's Bristol Branch Supports Two Local Nonprofit Community Programs

Seniors and food insecure individuals benefited from donations provided by People's Credit Union's Bristol branch in December.

A \$250 donation was made to the Benjamin Church Senior Center, a part of the Benjamin Church Manor, that offers seniors many social, wellness, and educational opportunities, including daily meals in a comfortable setting, engaging entertainment, and transportation.

The East Bay Food Pantry received \$250 toward their efforts to reduce hunger and increase nutrition across Bristol, Providence, and Newport counties.

Food pantry programs are Wednesday 10 am – 6:30 pm and Friday 10 am – 3 pm, and their thrift shop hours are Monday, Tuesday, and Saturday 10 am – 4 pm.