

FALL 2024

Member Connection

Dear Member,

At People's Credit Union, we understand that we have a responsibility to not only provide financial products and services to our members but also to leverage our resources, expertise, and to influence positive change in the community. With that in mind, in September, Team PCU conducted our first, and what I hope will become an annual, Day of Purpose. By all accounts, it was a rousing success for the volunteers, our local nonprofit partners, and the communities we all serve.

We continue to improve and expand our products and services, from online banking tools like the PCU mobile app and shared access to a robust suite of cash management services. Safety and security remain top of mind: we offer guidance on how to protect your purchases with a digital wallet and we've dedicated a page on our website to the latest resources in fraud protection and prevention.

As we enter this season of giving, we remain steadfast in our commitment to supporting our members' and communities' best interests.



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



Day of Purpose



Team Up for a Purpose

On September 12th, PCU team members partnered with six local nonprofits for a “Day of Purpose” to raise awareness of food insecurity in Rhode Island. Our volunteers spread out across 10 different locations to support Farm Fresh RI, Jamestown Community Farm, Aquidneck Community Table, Jonnycake Center for Hope, North Kingstown Food Pantry, and the Martin Luther King, Jr. Community Center, shining a spotlight on food insecurity and the importance of making nutritious fresh produce accessible for all in need.

From picking, processing, and distributing thousands of pounds of produce to assembling over 500 nutrition activity packets for local school children and assisting families with

their food pantry shopping, employees committed their time and talent to serving their neighbors and our communities.



“ Their dedicated volunteers have played vital roles by rescuing food from farms and delivering it to food pantries, transforming 'B grade' produce into shelf-stable items, and expanding awareness about our 100% SNAP match program at farmers' markets statewide. We are deeply grateful for their partnership and their commitment to making Rhode Island a better place for everyone.”

– Nikki Ayres, Director of Community Giving for Farm Fresh RI



Technology

Branch and Website Updates

People's Credit Union Prioritizes Safety with New Speed Bumps at Middletown Branch

In an effort to enhance the safety of both members and employees, People's Credit Union has recently installed speed bumps in the drive-up lane at our Middletown branch.

This addition is part of our ongoing commitment to providing a secure and comfortable environment for everyone using our facilities. The new speed bumps are designed to

encourage safe driving speeds through the drive-up area, minimizing risks for pedestrians and other vehicles.

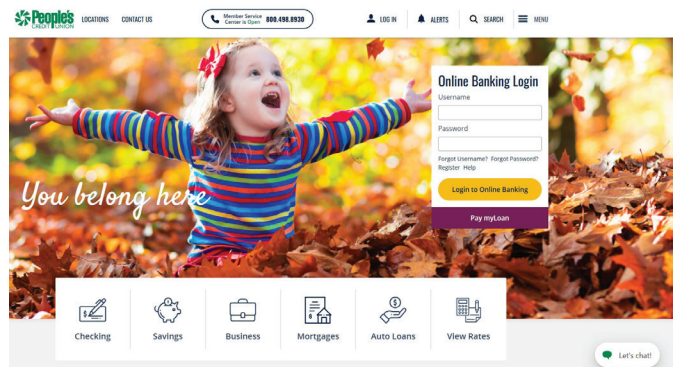
Members visiting the Middletown branch are encouraged to please drive slowly and remain aware of the newly installed speed bumps as they approach the drive-up services.

Thank you for helping us keep our team & our members safe!

Website Update – Tethered Login

We are continuously striving to enhance your online experience. After analyzing usage data and gathering feedback from our members, we've decided to remove the tethered login feature from our website. The tethered login is the login box located on the image within our homepage. This change is part of our commitment to streamlining navigation and improving overall usability.

We recognize that convenience is key when it comes to accessing your accounts, and we want to assure you that the login link is still easily accessible. The login link is conveniently located in the header of every page on our website, ensuring that you can quickly connect to Online Banking no matter where you are on our site.



This decision aligns with our goal to create a more user-friendly environment that adapts to your use of our services. We appreciate your insights and remain dedicated to refining our digital offerings to better meet your needs.

Access Your Accounts Anywhere, Anytime!

With the PCU mobile app, you can check balances, pay bills, make transfers, send alerts, manage your ATM or debit card, and more—24 hours a day, 7 days a week.

Here are just a few of the benefits:

- On your App Dashboard, you can get an up-to-date snapshot of all your PCU accounts.
- No need to rush to a branch! Mobile Check Deposit is secure and easy to use. Just endorse your check by writing "Mobile Deposit to PCU" on the back, signing your name and following the instructions to upload the front and



back images of your check. It's that easy!

- Dining out with friends or ordering concert tickets? The app's Transfer function makes person-to-person payments safe and convenient.
- Easy access to Credit Wise, powered by SavvyMoney. Sign up through your online banking, where you will be able to find your credit score right at the bottom of the mobile app.

If you do not already have our app, please scan the QR code to download the PCU mobile app today!

Technology *cont.*

Safely Share Your Online Access

With Shared Access, non-business users can invite other members or non-members, like spouses and family members, to share access to their online banking account. The owner of the account can assign permissions and restrictions to allow invitees to transfer to and from the designated account as well as view balances and pay bills.

To create a shared access user, the inviting member should navigate to the Shared Access tab under Settings in their online banking profile on the Desktop site and select "Add a User." Shared access is not available to set up in mobile at this time. It's also unavailable for business banking users; they have a separate system for creating and managing secondary user access. The Business Master would create and manage other business users via the "Business Admin & Profile" header, where they can "Create and Manage Users."

A few things to note:

- Shared access is only for sharing personal accounts for online access to other member or non-members of the credit union.
- The Business Admin system is much more comprehensive and detailed. Your business can create sub users and customize their permissions and limits based on that person's role and responsibilities within the organization, ensuring that each user has access only to what is necessary for their legitimate tasks.

Digital Wallet **Make Secure Payments On-The-Go with a Digital Wallet**

To improve the safety and security of your purchases, and speed up the checkout process, you can set up your own digital wallet with Apple Pay, Samsung Pay or Google Pay. This contactless payment method stores a virtual copy of your credit and debit cards, allowing you to use your smartphone to make a purchase. You'll no longer need to type in a PIN or use fingerprint or facial recognition.

Just remember, not all merchants accept digital wallets yet, so you'll still need to carry a credit or debit card as a backup payment method.

- * **Go to Your Digital Wallet for step-by-step instructions on how to set up and pay with a digital wallet.**



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- Special Introductory Offers*
- No Annual Fees
- Mobile Wallet Compatibility
- Automated Fraud Alerts

Technology *cont.*

Attention Business Owners!

At People's Credit Union, we understand that growing your business is your number one priority. With our **business and cash management services**, we can deliver just the right solutions for your unique needs so you can keep your focus on achieving that goal.

Positive Pay

A robust payment fraud prevention solution, **Positive Pay cross-references checks and ACH transactions presented for payment against those your business entered in an "issued" or "approved" list. Exceptions are flagged for you to review through your business online banking and are returned or paid according to your preferences.**

Positive Pay Includes:

- Helps manage the limited transaction deadlines applicable to business accounts, allowing your business to recoup funds for unauthorized items
- Payee Matching to prevent fraudulent handling of check writing and cashing
- Detailed ACH transaction information and cleared check images for one year

Remote Deposit Capture Provides:

With a desktop check scanner and our online banking platform, you can quickly and conveniently scan and deposit checks into your business account without leaving your office.

- Deposit postings updated three times daily
- Access digital images of check deposits for up to six months
- Generate itemized deposit reports easily through online banking
- Review and reconcile check deposits as they are submitted

Business Wires

Securely initiate domestic wire transfers to trusted beneficiaries directly from our business online banking platform.

- Pay your vendors and other payees with a rapid and reliable payment method in your home or office
- Dual authorization security features facilitate thorough, multi-person review before releasing a wire
- Save payment information for frequent payees
- Conveniently schedule same-day or future wire payments
- Maintain a detailed, auditable record of each outgoing wire transaction submitted

To learn more about these additional business services, contact your local branch or the Member Service Center at 800.498.8930.



Rate Reduction Mortgage

Reduce your rate with just a call when rates go down.

Please visit peoplescu.com/rate-reduction

Learn More

30-Year Fixed Rate
6.625% RATE

6.71% APR*

FEDERALLY INSURED BY NCUA

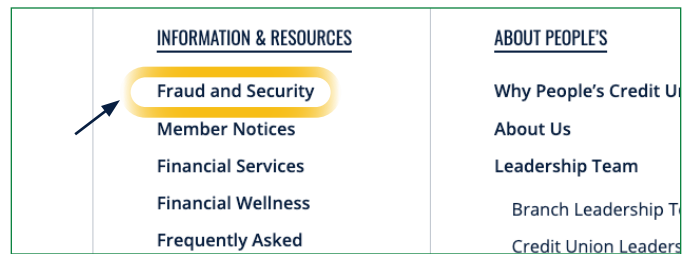


Fraud Center

Find Fraud Resources at Your Fingertips

Introducing Our New Fraud and Security Page at PeoplesCU.com

Visit our website's new Fraud and Security Resource Library to explore the latest information on fraud detection and prevention. From what to do if you've been scammed and how to protect yourself, to our quarterly fraud newsletter and official links to the experts who can help you mitigate fraud. Here you will find everything you need to protect yourself and your business from the latest scams and frauds.



Beware of Cryptocurrency Scams

Cryptocurrency is a type of digital currency that generally exists only electronically. You usually use your phone, computer, or a cryptocurrency ATM to buy cryptocurrency. Bitcoin and Ether are well-known cryptocurrencies, but there are many different cryptocurrencies, and new ones keep being created. This gives scammers more opportunities to steal your money using cryptocurrency.

To avoid a crypto scam, here are some things to know:

- ▶▶ Only scammers demand payment in cryptocurrency. No legitimate business is going to demand you send cryptocurrency in advance — not to buy something, and not to protect your money.
- ▶▶ Only scammers will guarantee profits or big returns. Don't trust people who promise you can quickly and easily make money in the crypto markets.
- ▶▶ Never mix online dating and investment advice. If you meet someone on a dating site or app, and they want to show you how to invest in crypto or ask you to send them crypto, that's a scam.

How to Spot Crypto-Related Scams

Scammers are using some tried and true scam tactics — only now they're demanding payment in cryptocurrency. Investment scams often promise you can "make lots of money" with "zero risk" and often start on social media or

online dating apps or sites. These scams can, of course, start with an unexpected text, email, or call, too. And, with investment scams, crypto is central in two ways: it can be both the investment and the payment. Before you invest in crypto, search online for the name of the company or person and the cryptocurrency name, plus words like "review," "scam," or "complaint." See what others are saying.

In a business, government, or job impersonator scam, the scammer pretends to be someone you trust, such as a well-known company, government agency, law enforcement agency, or utility company, to convince you to send them money by buying and sending cryptocurrency.

To avoid this scam, know that no legitimate business or government will ever email, text, or message you on social media to ask for money. They will never demand that you buy or pay with cryptocurrency.

REMEMBER:

- ▶▶ Never click on a link from an unexpected text, email, or social media message, even if it seems to come from a company you know.
- ▶▶ Don't pay anyone who contacts you unexpectedly, demanding payment with cryptocurrency.
- ▶▶ Never pay a fee to get a job. If someone asks you to pay upfront for a job or says to buy cryptocurrency as part of your job, it's a scam.

Fraud *cont.*

Mortgage Closing Fraud Postcards

Alert! Other Companies Are Trolling PCU Mortgage Holders

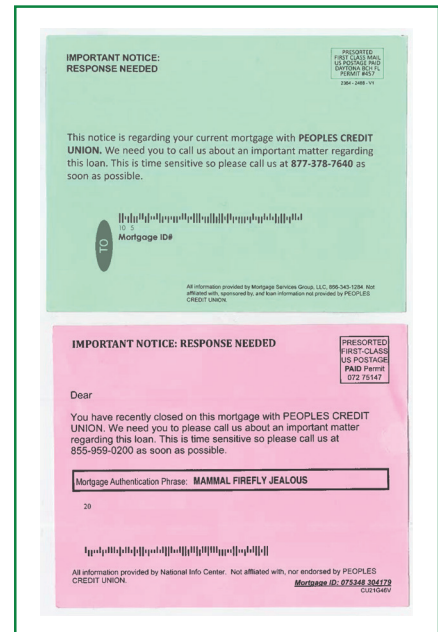
If you receive a postcard in the mail regarding your PCU mortgage, throw it away! It's not from People's Credit Union.

Here is some of the fake messaging you'll see in these fraudulent postcards:

- IMPORTANT NOTICE: RESPONSE NEEDED
- We need you to call us about an important matter regarding this loan.
- This is time sensitive, so please call us at 877-378-7640 as soon as possible.
- Fake Mortgage ID#
- Mortgage Authentication Phrase

Do not respond to the contact on this card.

This company is not related to People's Credit Union and is trying to use confusion to have our members contact the company. People's Credit Union would never reach out to a member via postcard regarding your mortgage account, payment or information.



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Community

Every Season is Giving Season at People's Credit Union

We're entering the giving season on the calendar, but at People's Credit Union, our commitment to giving is year-round.

We partnered with the East Greenwich Chamber and their EG Main Street Strolls throughout the summer. Starting in May with Chalk the Block, June's Dogs on Main Stroll, July had Music on Main, and August brought the Taste of East Greenwich. Thank you to our fantastic team for participating and to the local community for having us.



In October, we became the Presenting Sponsor of the 7th annual Broadway Street Fair in Newport, helping to bring together families and small businesses for a day of fun in support of over 200 deserving local artists, makers, musicians, food vendors, and community organizations that make up the Local Broadway District.



Our Portsmouth Branch hosts the Portsmouth Business Association After Hours

On Thursday, October 24th, our Portsmouth branch had the pleasure of hosting the Portsmouth Business Association's monthly after-hours networking event. With a fantastic turnout, the event brought together local business owners, entrepreneurs, and community leaders for an evening filled with networking and connections.

Guests mingled with one another, sharing ideas, discussing business goals, and building valuable relationships. The atmosphere was lively and engaging, as attendees enjoyed refreshments and meaningful conversations. Events like these provide a great opportunity for business owners to connect in a relaxed, friendly environment and strengthen the community's business landscape.

The PCU team was thrilled to showcase our Portsmouth branch and connect with local business owners. We're proud to be a part of the Portsmouth business community, and it was wonderful to see so many familiar faces and meet new ones. Our staff was on hand to answer questions, provide insight on our services, and discuss how People's Credit Union can support local businesses.



Thank you to everyone who joined us for making the event a success! We look forward to continuing to support Portsmouth's businesses and being an active part of this vibrant community.

To create a safe and comfortable experience for all members and colleagues, we now welcome only service animals inside our branches.

Service animals, as defined by the Americans with Disabilities Act (ADA), are dogs specifically trained to assist people with disabilities. They are an essential part of daily life for many of our members, and we're committed to accommodating them while maintaining a welcoming environment for everyone.

But don't worry; all pets are still welcome in our drive-up areas! So swing by for a quick transaction, and we'll have treats ready and waiting.

Thank you for helping us keep our branches safe, accessible, and enjoyable for everyone. We appreciate your cooperation and understanding in supporting this policy.



If paying fees isn't part of your business plan, *you belong here.*

Free Business Checking

- *1,000 free monthly transactions*
- *No monthly service charge*
- *e-Commerce and Mobile Solutions*

Additional banking services include:

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- *Remote Deposit Capture*
- *Business Wires*
- *Credit Card Payment and Processing*

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Let's talk. Call 800.498.8930 or visit one of our six locations to open an account.

