

SPRING 2021

# Member Connection



Dear Member,

With the health protections from the full vaccine rollout, your Credit Union is excited to welcome our community back into the branches. We now need to ensure that we all support the important businesses that have struggled since March 2020. We continue to support our community businesses by assisting them with the Paycheck Protections Program (PPP). In 2021, we have closed 177 PPP loans totaling \$6,841,293 million. Additionally, we have assisted business members with \$4,118,235 in PPP loan forgiveness.

In this quarter's newsletter, you will see enhancements we continue to make to the member experience. We have created a student checking program that helps members just starting in their financial journey to build good habits without the expensive financial consequences. We will be improving the debit card experience by allowing you to pay with your card without having to swipe and by storing your card on your mobile device. We have started the new mobile banking project as well which will bring a significantly better experience for our personal and business members.

I also want to make sure you read about some of our product promotions. As a member-owned credit union we are continuously looking for better ways to help you reach your financial goals. Whether it's buying a new car, remodeling your current home or buying a new one, we have a product to meet your needs.

We look forward to sharing future product, service and technology enhancements with you as we deliver on our goal to be your primary financial institution.

Sean Daly  
President & CEO

## Locations

### Bristol

50 Gooding Avenue  
401.253.6500

### North Kingstown

7490 Post Road  
401.885.9660

### Middletown

858 West Main Road  
401.846.8930

### Portsmouth

2537 East Main Road  
401.683.3166

### Newport

43 Memorial Boulevard  
401.846.1965

### Wakefield

150 Old Tower Hill Road  
401.789.5551

 *You belong here*



# Community Giving

## Casual for a Cause

Branch staff may look more casual than usual on Fridays because People's Credit Union employees have been donating their dollars to local organizations through their *Casual for a Cause* dress down day program. In the months of February, March, and April, Credit Union employees donated to the Narrow River Preservation Association, Hasbro Children's Hospital – Children's Miracle Network (CMN), and the Aquidneck Land Trust.

The Narrow River Preservation Association's (NRPA) mission is to protect and restore the natural environment and the quality of life for all communities within the Narrow River Watershed since 1970. NRPA hosts river clean-ups throughout the summer and the Annual Pettaquamscutt Paddle, which will be held this year on July 23rd.

March's Casual for a Cause benefited the Hasbro Children's Hospital – Children's Miracle Network (CMN), which was sponsored by the Credit Union of Rhode Island's Social Responsibility Committee. This cooperative fundraising effort supports *Credit Unions for Kids*, the 5th largest corporate



partner for CMN. All money raised went to Hasbro Children's Hospital directly and used for care of children.

The Aquidneck Land Trust's (ALT) mission is the preservation and stewardship of Aquidneck Island's open spaces for the lasting benefit of the community. ALT also works to connect people with the land. ALT's trails are throughout Aquidneck Island, covering miles and miles of nature. The Sakonnet Greenway Trail (SGT) is the longest contiguous nature trail on Aquidneck Island at 10 miles long. The SGT is a true snapshot of inland Aquidneck Island. April's Casual for a Cause donation went to helping preserve these trails and land.



## Let us help you get the most out of your People's Credit Union Account

### Access your Statements, Bills, and other Documents online

*You can access up to seven years of official account statements, cancelled check images, loan bills, and tax documents in the desktop version of myBanking™ under "eDocuments".*

Enroll in eDocuments by agreeing to the presented disclosures and following the prompts to print or save statements.

1. Log into your account in online banking.
2. On the Account Summary Page, select either the eDocuments tab or the eDocuments Quick Link.
3. Click on the account link to view your eDocuments.
4. Read and Accept our eSign Disclosure and Consent.
5. Once you accept, you are brought directly to the page where you can view your eStatements.
  - On the right-hand side of the eStatement, you will see any checks that were written that month documented here. Click individual checks or click the bottom button that says "view/print all checks for this statement".
6. You will receive an email monthly letting you know that your eStatements are ready and can be viewed online.

# Debit Card Fraud Protection *Best Practices*

- If you suspect your debit card information has been compromised, you can turn off your debit card through “Card Controls” on the “PCU myMobile” app or “Manage my ATM/ Debit Card” in online banking.
- You may occasionally receive email, text, and phone notifications from our fraud monitoring service if a suspicious transaction is attempted. These notifications will not ask for your card number but will ask you to verify the legitimacy of the suspicious transaction.
- Contact us before traveling. Whether you’re heading out for business or taking a family trip to Disney World – give us a call. When you use your debit card outside of your “normal spending area” your card could be flagged for “Fraud”.
- Do not click on links from unexpected texts or emails, particularly those claiming that the recipient is eligible to claim a prize. If a link is clicked, do not input any debit card information or login credentials for any online accounts.
- If you receive an email from a merchant indicating there will be a charge to your account, look for misspellings and grammatical errors in the email. If the email does not include information on how the merchant will be initiating the transaction (e.g. last four of account number or debit card number), it is likely a phishing scam. Call the merchant at the number listed on their official website to confirm, rather than any phone number or email address from the email.
- Only provide your debit card number to trusted merchants and do not provide your debit card information to merchants offering “free” products or trial offers. Research a merchant

and thoroughly read the terms of service before providing them with your debit card information.

- When online shopping with trusted merchants, do so only on a secure connection and do not use public Wi-Fi.
- Do not use person-to-person payment apps to send money to those you do not know and trust. There are many scams involving person-to-person payments, and the funds are very likely irretrievable once sent.
- If you use a person-to-person payment app, do not provide others with your credentials or access to the login device. Person-to-person companies as well as other legitimate institutions will not ask you for your login credentials (such as online passwords) and will not ask you to complete a “test” transaction.
- Do not make large purchases using your debit card. Consumers are typically unable to stop payment on a fraudulent item purchased with a debit card.
- Monitor your accounts as often as possible. Be sure to check your account transactions on a regular basis. With tools like online and mobile banking, you do not have to wait to receive your statement to view your transactions. Remember, consumers only have 60 calendar days from the transaction’s posting date statement cycle, to initiate a dispute for a fraudulent debit card transaction on their account, so report suspected fraud as soon as possible.



## Brand Video

People’s Credit Union developed **this** 60 second brand video to communicate our values and commitment to the local communities.

*We hope you enjoy it!*



## Our lobbies are open

Monday–Thursday

8:30–4:30

Friday 8:30–6:00

Saturday 8:30–1:00

# Promotions made with you in mind

*We've got some fantastic rates for you, so go ahead and Spring for it!*



# Powered.

## AUTO LOANS

Rates as low as

# 2.59%<sup>\*APR</sup>

for 60 months



FEDERALLY INSURED BY NCUA

*You belong here*



# Your solution Discovered.

## PERSONAL LOANS

as low as **9.99%<sup>\*APR</sup>**

Our personal loans are the perfect answer for those unexpected financial needs.

Our rates are low and in most cases you can get approved almost immediately.

For more information contact your local branch, or call our Member Service Center at 800.498.8930.



*Apply today at [peoplescu.com/personal-loans](https://www.peoplescu.com/personal-loans)*



# Now is the Time



## Fixed Rate Mortgages

Low rates. Local decision-making.

*Apply today at [peoplescu.com/mortgages](https://www.peoplescu.com/mortgages)*



FEDERALLY INSURED BY NCUA

\* Other rates and terms available based on creditworthiness. Escrow is required for Loan to Value (LTV) over 80%. Rates do not take into consideration possible adjustments based on member's credit score, loan-to-value, combined loan-to-value, subordinate financing, occupancy, appraised value, down payment, property type, property use, and loan purpose. Property insurance (and flood insurance, if applicable) required. An LTV greater than 80% requires Private Mortgage Insurance (PMI) which could increase your monthly payment and APR.



## Build your savings without a second thought.

Put money into a savings account when you make your everyday purchases with your debit card.

*It's easy with the*  
**Save myChange™ Savings Account**

- Make purchases with the debit card from your checking account, and we'll round your purchase up to the nearest dollar—the change goes right to your Save myChange Savings Account
- Earn a premium interest rate on the first \$5,000 in your Save myChange Savings Account
- Open the account with just a \$5 deposit



## STUDENT CHECKING

*Do you have a student heading off to college? Are you a student starting off away from home? We have the account for you!*

Our Student Checking account offers unique benefits to students or any adult under 24.

- ATM surcharge rebates up to \$15 each statement cycle
- Lower overdraft fees & overdraft forgiveness
- No monthly service charge
- No minimum balance

[\*Learn more here.\*](#)



## People's Credit Union is proud to support the Greater Newport Chamber of Commerce's Shop Greater Newport Gift Card Program.

Shop Greater Newport (SGN) is a unique gift card program that encourages consumers to find and choose local businesses to support on Aquidneck Island, and throughout Newport and Bristol counties. The SGN program features a searchable website directory where anyone can browse local businesses and restaurants, see hours, menus, deals and specials.



The new Shop Greater Newport Gift Cards are redeemable at over 300 small businesses and restaurants. Gift cards can be purchased online, then picked up at the self-service kiosk in the lobby of Innovate Newport, located at 513 Broadway in Newport. To learn more about the program, or to purchase a gift card, visit [ShopGreaterNewport.com](http://ShopGreaterNewport.com).

*Coming Soon!* 

*Your People's Debit Card is coming to your digital wallet as well as becoming contactless!*

