

FALL 2023

Member Connection

As we approach the end of the year, we want to take a moment to share some valuable information that will contribute to your financial wellness, safeguard your accounts, and enhance your overall banking experience.

Financial Wellness Spotlight: Planning for a Prosperous Future

The holiday season is upon us, and it's an excellent time to reflect on your financial goals. Here are a few tips to enhance your financial well-being:

- 1. Year-End Financial Checkup:** Review your budget, savings, and investments. Assess your progress toward your financial goals and make any necessary adjustments.
- 2. Emergency Fund:** Ensure your emergency fund is sufficient to cover three to six months of living expenses. This safety net provides peace of mind and financial security.
- 3. Financial Wellness Resources:** Explore our new Financial Wellness Section on our People's website. We offer online tools to better help you make informed financial decisions during various stages in your life.
- 4. Monitor Your Credit Score:** By monitoring your credit, you can ensure that your credit report accurately reflects your financial behavior and allows you to address any issues that might affect your ability to qualify for favorable terms on a future financial decision.

Protecting Your Finances: Guard Against Fraud

Financial fraud remains a persistent threat, especially during the holiday season. Stay vigilant and follow these tips to protect yourself:

- 1. Phishing Awareness:** Be cautious of unsolicited emails, calls, or messages. Avoid clicking on suspicious links or providing personal information to unknown sources.
- 2. Secure Passwords:** Regularly update and strengthen your passwords. Use a combination of letters, numbers, and symbols, and avoid easily guessable information like birthdays or names.

3. Monitor Your Accounts: Regularly review your account statements and transactions. Report any unauthorized activity to People's immediately.

4. Monitor Your Credit: Besides being aware of your credit health, monitoring your credit can help prevent the opening of unauthorized accounts in your name. If you notice any suspicious activity, you can take immediate action to address it and prevent further damage.

More Convenience, More Options

We understand the importance of convenience in managing your finances. That's why we're excited to share some recent enhancements to our services:

1. Mobile Banking Upgrades: Enjoy a more seamless and user-friendly mobile banking experience with our latest updates, including our digital assistant, IDA, and our new business banking services.

2. Extended Branch Hours: We have extended hours at our Middletown Branch and Member Service Center to better accommodate your schedule. **Both are now open Monday through Friday from 7 am. -7 pm.**

3. Branch Coin Machines: You can now deposit your coins directly into your account with our newly installed and coin machines at our Bristol, Middletown, Newport, North Kingstown branches. Thank you for being a valued member of People's. As always, our commitment is to serve you with excellence and provide the resources you need for a financially secure future.

Wishing you a joyful and prosperous holiday season!

Sincerely,



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

Financial Wellness at peoplescu.com

Are you looking for ways to improve your financial wellness?

Look no further than the new Financial Wellness section on our credit union's website! We understand that managing your finances can sometimes be overwhelming, but in our new Financial Wellness section, you'll have access to a wealth of resources and tools to help you achieve your financial goals. We've got you covered, from budgeting and saving tips to debt management strategies!

We've included information on credit scores, which can be a powerful tool in helping you improve your financial health. You'll find information on how credit scores work, how to improve your score, and how to check your credit report for errors.

We encourage you to explore the available resources and use the tools to help you achieve your financial goals. We will be adding more articles and short videos regularly. Head over to our website today and start your journey to financial wellness!

► Visit peoplescu.com/financial-wellness to learn more.

Cash In with Our Updated Coin Machines

Did you know that our Bristol, Newport, North Kingstown, and Middletown branches have FREE coin machines for our members? You can also use your debit card or account number to deposit the coins directly into your account. Want cashback? Head to our teller line with your receipt, and the Member Service Representative will be able to give you cash back and waive the fee associated with the transaction.

Here are some details on best practices and information on our coin machines.

1. All coins should be unrolled and free of any debris.
2. All transactions completed after 6:00 p.m. in our Middletown branch will be deposited in the member's account on the next business day.
3. If you are not using the "Direct Deposit" feature or would like cash back, please choose "Non-Member" and then take your receipt to the teller line to deposit your transaction. PCU will return the fee to your account.
4. If you are not a member of People's, there is a fee to use the coin machine. Become a member today, and there is no fee, and you can deposit your funds directly to your new People's account.



Same wheels,
Less stress.
Apply to refinance your auto loan in minutes.
And get a great rate from your local credit union.
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More Services for Your Business

As a credit union, bringing more business services is key to helping our business members. We understand the importance of supporting our members' businesses and are committed to providing the tools and resources needed to help you succeed. From Remote Desktop Deposits to our online banking wires, we always look for new ways to help our members grow their businesses and achieve their goals.

Remote Desktop Deposit: We recently started offering a Remote Deposit Capture service for businesses! RDC is a convenient self-service solution that allows our business members to scan and deposit checks from the comfort of

their office, saving time and money by avoiding trips to the bank.

Business Wires: We recently optimized our online Business Wires service. Business Wires is a convenient self-service solution that allows business members to send domestic wire transfers using our online banking platform, saving time and money by avoiding trips to the bank.

Informational materials are available to determine if these services are the right fit for your business. Ask your branch representative for details.

Have you interacted with **IDA?** *(our Interactive Digital Assistant)*



- IDA is available 24/7, even during holidays and overnight.
- IDA is available on our website and authenticated desktop online banking to help answer your questions.
- IDA performs best with short sentences and phrases.
- If you need help with the functions listed, IDA can show you how to do them on the site:
 - Locating your account and routing number
 - Sign up for eDocs, view your statements & check images
 - Ordering a New Debit Card
 - Placing a stop payment
 - Starting the dispute process
 - Login troubleshooting
 - Paying a bill
 - Making a transfer
 - Opening a new account
 - Applying for a loan
 - Changing your contact information
 - Learning/Comparing our various products & services
 - Can help you find our Interest Rates for loans
 - Card management tools (freeze/unfreeze or order)



Building
Confidence.

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7-month
Certificate of Deposit (CD)
pays

4.50%
APY*

Rate also available for Individual Retirement Accounts (IRAs)

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Fraud Center

How To Protect Yourself From Identity Theft

- ✓ Do not post personal information online, especially on social media. Anything that might be a possible security question is a no-go.
- ✓ Grab your mail as soon as it's delivered to prevent thieves from accessing your data. Bank and pay bills online.
- ✓ Start using complex passwords and change them frequently, especially for banks, credit cards, email, and social media.
- ✓ Freeze your credit at all three credit bureaus. Freezes are now free, making it impossible for anyone to open a new line of credit in your name.
- ✓ Sign up for a credit monitoring service, like SavvyMoney, to get alerts if something changes on your credit file.



- ✓ Only open a link in emails or texts when you're sure it's authentic. Watch out for "phishing," when scammers send messages that appear to be from reputable companies.



- ✓ Never send money or share personal information—such as a username or password—with an unknown person, even if they claim to be from the government or a company.



- ✓ Don't allow access to your computer or mobile device, unless you initiated the contact and completely trust that source or individual.



Reaching
Higher.

Take your savings to the next level.

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**Max Yield
Money Market™**

Earn

3.00% APY*

On balances of \$2,500

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Add these alerts for added protection!

With our improved Online and Mobile Banking services, we have made it easier than ever to manage your finances, but it is still important to monitor your accounts regularly. Setting up alerts for your accounts can help you monitor your balances, cleared checks, debit card purchases, and more.

In Online Banking, under "My Profile," choose "Alerts." You will find an account dropdown so that you can set individual alerts for each account. You will find this on our PCU mobile app under "Settings."

Alerts can be sent via text message to your mobile phone or email. Each alert can have different preferences on how you would like to be contacted.

Here are ten account alerts you should set up:

► 1. Low Balance Alert

This alert notifies you when your account balance falls below a certain threshold that you set. One of the important things about a low balance alert is that you'll know when to move money into your checking account from savings to avoid overdraft fees or even tighten spending until the next payday.

► 2. High Balance Alert

You always want your money to work for you as hard as possible, and a high balance alert can help. A high balance alert can tell you when to move money from your checking account into your savings, retirement, or other investment account. This alert can be helpful for budgeting and saving goals, allowing you to celebrate your financial progress.

► 3. Debit Card Alert

If you have a good sense of your typical daily spending and want to keep a closer eye on your account activity, consider setting up a single transaction alert. For example, if most of your transactions are \$50 or less, you can set an alert to notify you of any transactions that exceed this amount. Although this alert may flag everyday purchases, it can also help you catch fraudulent activity. Fraudsters often use multiple low-dollar transactions to drain accounts, so a single transaction alert can be an effective tool for detecting potential fraud before it becomes a bigger problem.

► 4. Large Purchase Alert

Set this alert to a specific amount higher than the one used

for normal, single transaction alerts. This alert is meant to inform you when a big purchase has been made. It can help you spot unauthorized transactions or prevent overspending, giving you greater control over your finances

► 5. Debit Card Use Alert

Keep track of your spending by setting up a debit card use alert.

This feature notifies you of all debit card purchases made on your account, including the merchant name and transaction amount. This alert can help you monitor your spending and catch any unauthorized use.

► 6. Automatic Deposit Alert

This feature notifies you when a direct deposit arrives in your account, such as your paycheck or tax refund. With this alert, you can plan your bill payments, budget for large purchases, and make the most of your funds.

► 7. Profile Change Alert

Your online credentials are essential for protecting your account from fraud. Consider setting up a profile change alert to monitor changes to your login information. This feature notifies you when changes are made to your account profile details, such as your email address, username, or password.

► 8. Loan Payment Due

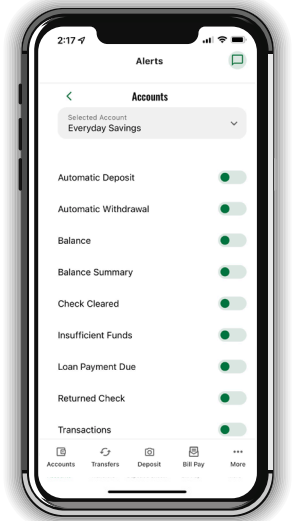
Receive an alert when an upcoming payment is due or be alerted when a payment is past due for a loan.

► 9. General Alerts

Turn these alerts on for default security alerts and other notifications triggered by important events, such as changes to your personal information. Your online credentials are essential for protecting your account from fraud. Consider turning these alerts on to monitor any changes to your login information. This feature notifies you when changes are made to your account profile details, such as your email address, username, or password.

► 10. Debit Card - Turn it "On or Off"

Under "Services and Tools," you can turn your debit card on or off. If you think you may have misplaced your debit card but do not want to cancel it yet, you can turn it off and on with the click of a button.



Community

People's Credit Union receives the Exemplary Worksite Health Award from Blue Cross Blue Shield of Rhode Island & the Greater Providence Chamber of Commerce

The Exemplary Award is the highest of the three tiers and recognizes the Credit Union's commitment to catalyzing employees' comprehensive health and well-being. Both inside and outside the workplace, People's supports employees and their families in proactively leading a healthier lifestyle. Innovative programming and resources are structured around three pillars: physical, mental, and financial wellness.



"People's Credit Union is very proud to have received this recognition for our efforts in building a positive culture that promotes healthy behaviors and holistic well-being. We've carefully developed educational sessions, communications, and hands-on activities like challenges and screenings that we enjoy engaging in as a team. Our focused attention to

individual and community health needs have created a much more health-conscious, resilient organization that benefits everyone," stated our Head of People's, Sean Daly. We want to thank our Human Resources and Talent department for their hard work and dedication to this endeavor for our employees and Credit Union.

Business After Hours with Local Chambers Brings Great Attendance

We had two business after-hours events with the local chambers, the East Greenwich Chamber at our North Kingstown branch and the Greater Newport Chamber at our Middletown branch. We had excellent attendance at both events and are thankful to all the local members, businesses, and employees who joined us!



The Salvation Army Angel Tree Program

People's Credit Union is once again participating in the Angel Tree Program. We welcome you to participate if you wish. The Angel Tree helps families who have applied for emergency holiday help through the Salvation Army.

How to Give

- Take a tag with a child's name, age and size and their wish list
- Fulfill the child's wish with one gift or several
- Bring the unwrapped gift(s) with the tag back to the branch
- The Salvation Army will pick up the gifts on Tuesday, December 12th

Thank You for Your Generosity!



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Employee Trivia Makes its way to Middletown

People's Credit Union hosted our Fall employee trivia night on Tuesday, October 17th, at Rejects Brewery in Middletown. People's employees came together to play exciting rounds of trivia. People's would like to give a special thanks to Rejects and Diego's for hosting us and to all the PCU employees who came and participated. Special Congratulations to our new champions!

We look forward to more trivia nights and employee events in the future!



**Extended hours
at our Middletown
branch!**

Monday – Friday 7:00 am – 7:00 pm
Saturday 7:30 am – 1:00 pm



Studio 10

In September, Erine Lewis, our Head of Risk, visited Studio 10 to help people learn about Romance scams. How to identify and protect yourself before getting embroiled in these scams, and how to extract yourself from a possible scam situation. For more information, visit our website or the Attorney General's office in your area.



► [Watch her interview here.](#)

Spotlight on URI Women's Athletics

In October, as the proud Official Credit Union Sponsor of URI Women Athletics, Studio10's Krystin Rae, chatted with members of the URI Women's Rowing team and Courtney Hunter, the Head of Community Development at People's Credit Union.

Shelagh Donohoe is the Women's Rowing Coach at URI. She is entering her 18th season coaching at the University. Donohoe is an Olympic rower and was a silver medalist in 1992!

She says that after winning her medal, she came to URI, and it has been a fabulous experience since. Coach Donohoe says the women on the team are bright and highly motivated.



Coach Donohoe, Samantha Gumprecht, and Courtney Hunter

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Studio10

Samantha Gumprecht is a Senior rower at URI. She says she enjoys working around ambitious women who are there to get the job done. The URI Women's Rowing team has won 9 Atlantic 10 championships and represented the university at 6 NCAA championships.



► [Watch the Studio 10 video here.](#)

Being a female student-athlete at the University of Rhode Island is one of the most rewarding opportunities I have gotten to be a part of. The experience of getting to play my sport at such a high level is one I will never forget. When you are surrounded by such a powerful group of women that all have one like-minded goal, you have no choice but to work hard for them. It takes a lot of effort and dedication to be both a student and an athlete, but it gives you opportunities most college students don't get to experience. I have learned so much not only in the classroom but through my sport. I have grown as a leader and been given the opportunity to lead a fantastic bunch of women as one of their captains.

The support of the community, including People's Credit Union (our Official Credit Union Of Women's Athletics), is something so unique and means the world to us athletes. To know that we have people rooting for us on the sidelines and that believe in our goals and dreams is powerful. Whenever we get a chance to return that support, it is so great, whether that be through volunteering with local kids or participating in community service events. To know that so many young kids look up to you and wish to someday be in your shoes makes these four years of playing your sport even more special.

I will never forget my time as an athlete, and I hope that the support for women in sports continues to grow and inspire future athletes.

– Samantha Gumprecht, University of Rhode Island



Official Credit Union of URI Women's Athletics