







Dear Member,

Let me open this Member Connection by sharing a story that shows how important connection truly is in our daily lives. During the holidays, two of our employees encountered a woman who shared that she was experiencing a family tragedy and was struggling to be joyful during the holiday season. After chatting for a time, our teammates explained they were with People's Credit Union and asked if there was anything they could do to help. She immediately brightened and explained that she visits a PCU branch nearly every day because they're so kind to her and cheer her up. Happily, the encounter ended with a hug.

This is just one reminder for members and employees alike of the importance of living our Purpose: with every interaction, we have an opportunity to connect with people to make a positive impact. Throughout this newsletter, you will read about the many other ways that we're making those connections. From offering technology and business services to improve your member experience, to protecting you and your business from fraud attacks, and offering many insurance options to protect the people who matter most. As always, we continue to support our community through nonprofit partnerships, 100% volunteer participation, and employee engagement and advancement.

In a recent Banking Benchmark Study, comprised of interviews with our members and our competitors' members and customers, PCU ranked above the norm on every single member experience score. These results can only be attributed to an engaged team that believes in working to better serve our members and members who honor us with their loyalty and support. Thank you for placing your trust in us and challenging us to get better.

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







Writing Checks to people who are not part of PCU?

The How-To's of Check Cashing for Non-Members to Safeguard Your Accounts

At People's Credit Union, our member's security is our priority. If members are writing checks to individuals who are not PCU members, it's important to know the steps we take to safeguard your accounts and prevent fraud. To ensure a smooth and secure check-cashing process, we have verification measures in place for non-members.

From verifying large transactions to requiring proper identification, these procedures help protect both our members and the Credit Union from potential risks. Read on to learn more about how non-members can cash checks and what steps members can take to make the process easier.

- **1.** For non-members to cash checks of \$1,000 or more, the member (writer of the check) will be called to verify the payee and the amount. If the member cannot be reached, the non-member will have to come back so the account owner can be verified.
- **2.** When non-members cash a check in a branch, PCU will follow the same requirements used for opening accounts, with a minimum of two forms of identification required: one primary ID and one secondary ID.
- ▶ For each non-member cashing a check, a profile will be created, including scanning two forms of identification into the system. These practices protect member accounts and the Credit Union from losses due to fraudulent check cashing.





Technology

New Business Services

We're Here to Help You Reach Your Business Goals. The business and cash management services at People's Credit Union deliver just the right solutions for your unique needs so you can safely and securely meet your financial goals.

Positive Pay

A robust payment fraud prevention solution, Positive Pay, cross-references checks and ACH transactions presented for payment against those your business entered on 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.

Remote Deposit Capture

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.

Business Wires

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

Domestic and International Wire Transfers

Wires are a safe, convenient way to move money electronically between accounts at different financial institutions. Both incoming and outgoing transfers are available for a nominal service charge.



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:

- Positive Pay
- · Business Wires
- Remote Deposit Capture Credit Card Payment and Processing

No fees. Just free.







Technology

Online Financial Calculators at Your Fingertips

Have you been wondering how much house you can afford, how quickly you can pay off a loan, or how much you need to fund a comfortable retirement? PCU's financial calculators can help you find the answers. Just go to peoplescu.com/calculators/for the tools you need to solve your everyday personal financial questions.



Protect the People Who Matter Most with TruStage Insurance

Insurance protection through People's Credit Union is important to a solid financial plan. From getting a good rate on coverage for your car, to making sure your life insurance is adequate, you'll take comfort in knowing



financial well-being, including helping you protect what matters most. That's why we offer TruStage® Insurance options, which are available for purchase at your expense. Whether you're looking for life, auto, accidental death & dismemberment (AD&D), or home insurance, TruStage provides affordable, reliable coverage designed for credit union members like you. Explore your options today and gain the peace of mind that comes with knowing you're prepared for whatever life brings. Learn more about how TruStage can help protect you and your loved ones.

Auto & Home Insurance

The TruStage® Auto & Home Insurance Program provides affordable, top-quality protection to PCU members. It offers discounted rates, online convenience, and 24/7 claims service.

Accidental Death & Dismemberment

A serious or fatal accident could change your family's life in a heartbeat. That's why we offer \$1,000 of no-cost TruStage® Accidental Death & Dismemberment Insurance as an exclusive member benefit fully paid for by People's Credit Union.

Life Insurance

TruStage® Life Insurance can be a simple, affordable way to help protect your family. By buying more coverage, you can provide your loved ones with money to help pay for things like mortgage or rent payments, day-to-day bills, or medical and funeral expenses.

To explore these and other insurance options so you can make the right choice for your family, click here!

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. Please 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.



Fraud

Online Banking Verification

Never share your online banking credentials and verification codes

People's Credit Union will never call or text you to ask you to share your online banking credentials or verification codes with another person. Any messages you receive with an online banking verification code will remind you not to share it, as People's Credit Union will not contact you to request this code. Verification within our Member Service Center will continue to

verify your information when you call to speak with one of our representatives.

If you receive an unexpected code or if someone asks you for an online banking verification code, please contact our Member Service Center immediately at 800.498.8930.

Multi-factor Authentication

Multi-factor authentication (MFA) is an added layer of security that requires more than one form of verification of your identity, ranging from answering security questions to requiring a one-time PIN provided via smartphone.

By using MFA for everything from apps to email, you are doubling your login protection. This ensures that you are the only person who has access to everything from social media accounts to your banking account and business email. Even if a cybercriminal figures out your login and password, it will be more difficult to access your data with MFA.

You can enroll in multi-factor authentication via your favorite authentication apps, including Google Authenticator, Authy, and Duo.

To enroll, ensure your authentication app is downloaded on your mobile device and complete the following steps:

Take the Time to Add a Layer of Security

- 1. Log in to your account via the full desktop site.
- **2.** Hover over Settings at the top of the screen, then click "Security Settings".
- **3.** Click the pencil icon in the Two-Factor Authentication section and then "Enroll".
- **4.** Scan the QR (Quick Response) code using your preferred authentication app or manually enter the code into your app.
- 5. Once People's Credit Union has been added to your authentication app, enter the 6-digit code displayed in the app into the box displayed under the QR code in online banking and click "Next".
- **6.** The Toggle will change to On, and you can click "Done" to complete the process.

Using MFA may take a little more time, but the added security makes it worth the effort.





Community

Making an Impact with Every Decision

t People's Credit Union, every decision is driven by a commitment to improving the financial well-being of our members and our community. As we continue to put our purpose into action as a catalyst for positive change in the community, the impact is being felt and recognized by our members, our peers, and our employees.

Over the last few months, we've received national recognition for our efforts. In November, MasterCard recognized our Day of Purpose with their "Doing Well by Doing Good" Award, created to highlight the best and brightest financial institutions and their impact on local communities. In January, People's Credit Union was recognized with a perfect 5-star rating from Newsweek as a top credit union in Rhode Island, largely



thanks to our members' honest and candid participation.

Locally, People's Credit Union donated \$10,000 to Farm Fresh RI to support their work to empower local farmers and food producers and help shine a spotlight on the ever-growing need for hunger assistance programs and the importance of making nutritious fresh produce accessible for all in need.





Official Credit Union of URI Women's Athletics

We also continue to strengthen and grow our partnership with the University of Rhode Island as the lead partner of women's athletics. To empower local young girls, PCU has joined with URI to support the Girl Scouts of Southeastern New England; cookie booths can be found throughout the cookie season at People's Credit Union branches.

URI recently made exciting enhancements to its women's locker rooms, thanks to contributions from People's Credit

Union, which covered most of the costs.
Creating a welcoming locker room space for the athletes is a direct extension of our core purpose.









We're also very proud to announce that 100% of our employees participated in volunteer work in 2024 as our team continues to lead the way for positive change in our community.

A number of those employees have recently earned well-deserved promotions:

- **Tiffany Costa** has been promoted to Head of Digital Delivery & Core Services to manage all payments, deposit services, and digital banking activities.
- **Melissa Barros** has been promoted to Head of Learning & Development, responsible for implementing and succeeding sustainable learning initiatives for all employees and delivering departmental training efforts across the organization.
- **Christie Jencks** has been promoted to Head of Commercial Lending, responsible for the overall growth and management of the Credit Union's commercial loan portfolio, focusing on prospect and member business development.





