

SPRING 2025

# Member Connection

Dear Member,

I'd like to take this opportunity to discuss commitment and purpose. We're living in uncertain times, but one thing you can be certain of is our commitment to ensuring the success of our members.

You may have heard recently about efforts to challenge the nonprofit status of credit unions. While this is understandably concerning, it is also a reminder of the importance of the work we do. Credit unions exist to serve. We are rooted in the belief that financial services should be accessible, people-focused, and community-driven — and that purpose doesn't waver, no matter what changes happen around us. People's Credit Union is well-capitalized, profitable, and making decisions for the long term, as we remain committed to building a future where our members continue to thrive.

To that end, we held our annual meeting on Thursday, April 24th. The most important part of this meeting is the election of Board and Supervisory Committee members. We are fortunate to have a highly competent and engaged Board of Directors and Supervisory Committee. They are committed to our purpose and focus on community, cooperation, and economic empowerment.

April was Financial Literacy Month, and Courtney Hunter, Head of Community Development, attended the State House for RI General Treasurer James Diossa's Financial Literacy Month Celebration. She was able to listen to students speak about how their financial education journey made a positive impact on their lives and how much they appreciate community partners like People's Credit Union, who help bring this important programming to their schools.

From our new digital offerings and podcast, to the latest fraud alerts and community engagement updates, we continue to stay focused on our members and our purpose. That's how we'll keep building a future where People's Credit Union thrives.



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

## Debit Card Push Provisioning

### Safely Add Your PCU Debit Card to a Digital Wallet, with Just One "Push"

An exciting new push provisioning feature is available for all People's Credit Union debit cards! This feature allows members to add an active PCU debit card from the *Manage Cards* menu in our mobile banking app directly into your Apple Pay or Google Pay digital wallet. Once push provision is activated, you'll have easy and secure access to your debit card for in-store and online transactions with compatible merchants.

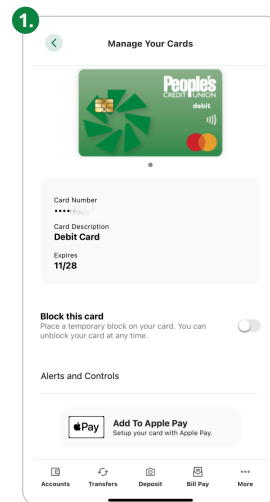
#### Benefits

- Digital wallets are a convenient and secure solution for payments using your mobile phone or smartwatch, without needing the physical card.
- Digital wallet transactions use tokenization, meaning the actual card information is not shared with the merchant. This reduces the risk of compromised card information in the event of a breach.

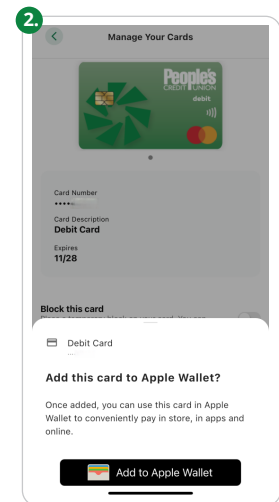
#### Important Information

1. Currently, only activated People's Credit Union debit cards (both personal and business) are supported.
2. The new feature supports Apple Pay and Google Pay but not other digital wallet types, such as Samsung Pay.
3. To use this push provisioning feature, you must be on the latest version of our mobile app. Apple and Google also have their own requirements for device software versions and security settings when adding cards to digital wallets.

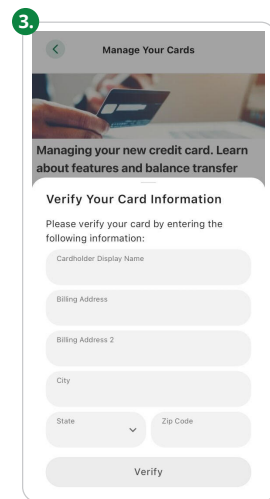
#### How to Set Up Push Provisioning:



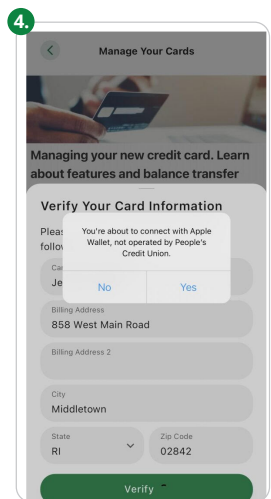
In the "Manage Cards" menu of the People's CU Mobile Banking app, you will see your PCU debit and credit cards. Upon selection you will have the option of "Add to Apple Pay" on an iOS device or "Add to Google Pay" on an Android device.



After tapping the option to add to their digital wallet, you will be prompted with multi-factor authentication and an additional prompt.

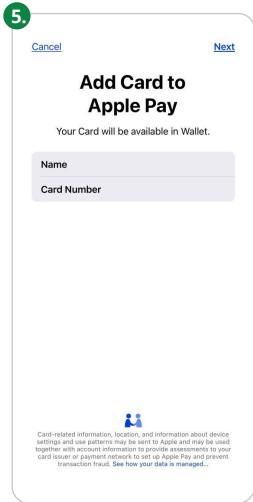


You must then enter your card information, including your name and billing address.

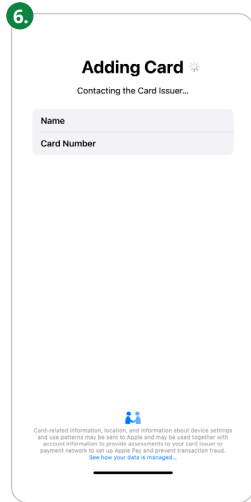


You will then be prompted to be brought to your digital wallet.

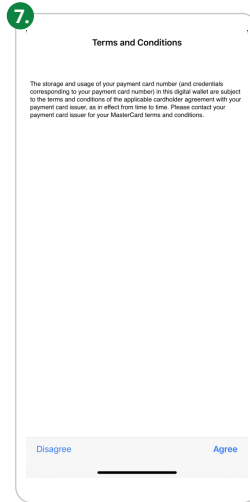
## How to Set Up Push Provisioning – Steps *cont.*



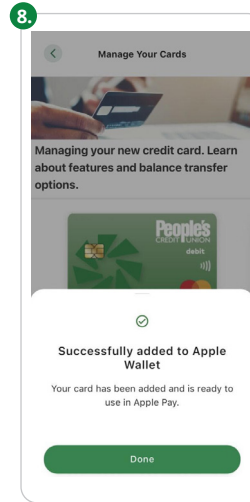
You will be presented with a page indicating what will be shared to your digital wallet. *This page will look different with Google Pay.*



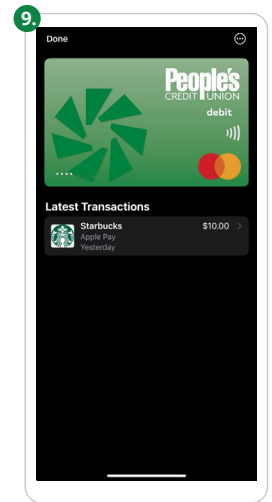
Security checks are performed to verify the information matches across all systems, including our card issuer and the digital wallet provider (Apple or Google). You may be prompted for additional multi-factor authentication on this page.



You will be prompted to accept the card issuer (Fiserv) terms and conditions.



If the security checks are successful, you will then receive a message indicating that the debit card has been added to your digital wallet.



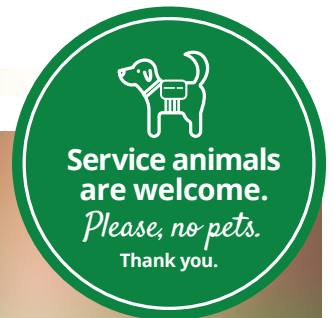
The debit card is now available for digital use in-store or online at supported merchants.

## Pet Policy *Service Dogs Only*

**We now welcome only service animals inside our branches to create a safe and comfortable experience for all members and colleagues.**

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! Drive 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.



# Technology

## Regulation E: You're Protected During EFT Disputes

Federal Regulation E, or Reg E protects you if money is fraudulently or mistakenly withdrawn or deposited into your account electronically. Reg E outlines the procedures for investigating errors, resolving disputes providing provisional credits, and notifying consumers. Through this outline, Reg E dictates how credit unions and other financial institutions must handle disputes regarding electronic fund transfers (EFTs). It also limits consumer liability for a lost or stolen debit card. Credit unions are required to investigate errors within a specific timeframe, typically 10 business days, and resolve them promptly.

### What transactions are covered?

Regulation E applies to any EFT, defined as any transfer of funds that is initiated through an electronic terminal, telephone, computer, or magnetic tape for the purpose of ordering, instructing, or authorizing a financial institution to debit or credit a consumer's account.

### The following EFTs fall under Reg E:

- In store or online purchases
- ATM transfers
- Direct deposits and withdrawals (ACH transfers)
- Debit card transactions
- Fund transfers via telephone, such as a bill payment
- Person-to-person payments like Zelle

*If you believe money has been fraudulently or mistakenly withdrawn or deposited into your account electronically, contact our Member Service Center at 800.498.8930. Once the dispute has been started by phone, our Member Service Center team will investigate the transaction; we will follow up with a letter in the mail if we need more information. Within 90 days, you will also receive confirmation that the dispute has been handled and closed.*

**A People's Podcast Coming Your Way.**

## Introducing Cents & Sensibility

Our Retail and Risk departments are teaming up to launch a monthly podcast created specifically for our members to address current financial topics and answer questions about your unique issues. They will discuss topics that range from the latest fraud scams to information to safeguard your accounts.

**More details to come!**



# Fraud

## Home Warranty Information

### A New Scam to Watch Out For: *Home Warranty Renewal Letters*

If you get an unexpected letter from a mortgage company insinuating that they are from People's Credit Union, make sure you read it closely! According to reports from the Better Business Bureau, the letters are often a deceptive solicitation for a home warranty service, but mention the financial institution that holds your mortgage.

### How to Spot a Scheme

You receive a letter that appears to be from People's alleging that the "Home Warranty Dept" claims that your home warranty must be renewed.

Before you start to worry, look closely at the letter. If you look at the very bottom of the letter and in small print you may see, "Not all consumers have previous coverage. We are not affiliated with your current mortgage provider," please beware. Another report says the mailing is made to look like a check and inside is a 'Renewal Fee Voucher' for \$199.00. But it's not a check. They're trying to get you to sign up for a home warranty.

If you don't read the fine print (or it doesn't appear in the letter you receive), you'll likely be concerned your home warranty has lapsed, and your mortgage is at risk. Don't call the number listed! You won't be dealing with your mortgage company. Instead, you will have given money and personal information to a company that employs deceptive advertising tactics.

### The ABCD's to Protect Yourself from Fraudsters

**A. Verify phone calls** – If you receive a call and aren't sure if the company is legitimate or who you're speaking with, hang up. Search for a verified number on the company website.

**B. Beware of urgency** – Scammers notoriously apply pressure by saying your account is compromised, claiming they'll cut off your services or threaten legal action. Take a pause and tell a trusted friend or family member about the situation before making any financial decisions.

**C. Be wary of upfront fees and guaranteed returns** – If an opportunity seems too good to be true, it probably is. Look up reviews of the company to check its reputation and trustworthiness.

**D. Don't be pressured to pay with gift cards** – Utility companies, banks, the IRS or any other government agency will never request payment in the form of a gift card. Don't share the number on the back of a gift card with anyone you don't know.

### 4 Ways to Avoid Being Scammed

▶ **Go to the source.** If you receive any correspondence about your mortgage or home warranty that you aren't sure about, don't use the contact information in the message. Instead, call your lender directly by getting the contact information on your mortgage bill or search for your

lender's customer service line on their website.

▶ **Watch out for high-pressure offers or threats.** Don't let scammers pressure you to act immediately, even if they say you could lose your home. If someone tries to use scare tactics, stop communicating with them

and contact your bank or lender directly.

▶ **Never provide your financial information over the phone to someone you don't know.** If you're being asked to urgently pay for something over the phone, hang up. Be aware of common red flags like

paying for something with a prepaid gift card, a wire transfer, or through a digital wallet app.

▶ **Shopping for a home warranty? Do your research first.** Evaluate several options and read the terms closely before signing a contract.

# Community

## People's Credit Union Partners with the Community Bike Garage



**T**he Community Bike Garage in Newport is a vital resource that provides bicycle repairs, education, and access to bikes for the whole community. Our partnership with Bike Newport underscores a shared commitment to sustainability, accessibility, and community engagement.

The program operates free of charge with donations appreciated, ensuring that personal finances don't hinder access to important bike maintenance and education. Participants in the Community Bike Garage vary from experienced riders to kids and adults getting their first bikes.

The Community Bike Garage also ensures that bikes in need of repair get refurbished, stay out of landfills, and reach people who need them. PCU is working toward becoming a certified "Bike Friendly Business," educating employees about the benefits of cycling, and exploring ways to make bike commuting more accessible for its members.

The Community Bike Garage is located at the rear entrance of Bike Newport's headquarters at 62 Broadway, Newport, RI and with People's Credit Union's support, the Community Bike Garage is now open five days a week. *For more information, visit [bikenewportri.org](http://bikenewportri.org) or drop in during Community Bike Garage hours!*



## 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.**

[Learn More](#)

## Greater Newport Chamber of Commerce Recognizes People's Credit Union for Excellence in Business

**P**eople's Credit Union has been presented with the 2025 Excellence in Business Award by the Greater Newport Chamber of Commerce (GNCC). Recognized in the Big Business (50+ employees) category, the award honors PCU's outstanding business achievement in the Greater Newport region with criteria based on demonstrating business excellence, customer service, revenue and personnel growth, sustainable business practices, and new product and service offerings.



At the heart of our organization is a commitment to bring positive change to the community, and this award is a meaningful reflection of the ongoing efforts by the entire PCU team to deliver on that commitment.



## Promotions in the IT Department Affirm Our Commitment to Team Growth and Development

Recently, PCU announced the promotions of **Eric Soares** to **Head of IT Operations** and **Jordan Faustino** to **Systems Administrator I**. Reporting to the Head of IT & Technology, Eric will be responsible for the day-to-day supervision and talent development of the Helpdesk Technician and Systems Administrator IT roles.

In his new role, reporting to the Head of IT Operations, Jordan will provide support, upgrades, and troubleshooting of various applications for the Helpdesk program, including the TeamDynamix ticketing system, and will administer and deploy desktops and laptops throughout the organization.



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