



Priorities



President's Message

Jim Morrell, President / CEO



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Three Steps



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Videos, & Scam
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Get your popcorn ready. The biggest blockbuster of the summer is about to drop!

We hope you've heard the buzz: the star-studded premiere of Peninsula Credit Union's brand-new digital banking platform is officially locked for July 13, 2026.

Whether you're watching on a laptop, PC, tablet, or smartphone, you'll get a seamless, front-row experience. To ensure you have a flawless opening night, here is your exclusive backstage pass to everything you need to know before the curtains rise.

Featured Attractions

This isn't just a sequel; it's a total reimagining. Built to be more secure, flexible, and completely member-centric, our new platform puts you in the director's chair:

- All-Access Pass: See all your accounts with just one single login.
- Custom Director's Cut: Organize your dashboard and name your accounts exactly the way you want.
- Global Release: Seamlessly switch the entire experience to Spanish if you prefer.
- Universal Design: Featuring a neurodivergent and accessibility-centered design, ensuring every member gets a VIP experience.

Ticket to Admission: How to Open the Show

To make sure you don't miss a beat on opening day, please complete these two quick steps:

- Download the New Release: iPhone and Android users will need to head to the Apple App Store or Google Play Store to download our brand-new app.
- Secure Your Pass: Registration is required! You will be prompted to choose a fresh username and password to log in.

Behind the Scenes

On a related note, we are also upgrading our entire core data processing system! For our members who prefer the live-action experience of our branch lobbies, please note that our entire cast and crew are currently mastering these new systems. We've been rehearsing day and night to ensure this transition is as seamless as possible for you.

Have fun, and enjoy the show!

Jim Morrell
Jim Morrell, President / CEO



Your Digital Banking Premiere Guide *Start Here*

Get started in 3 steps

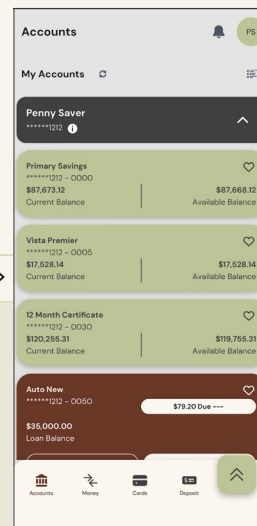
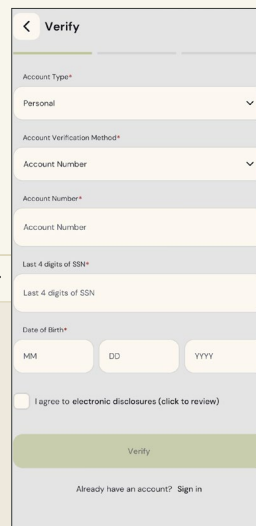
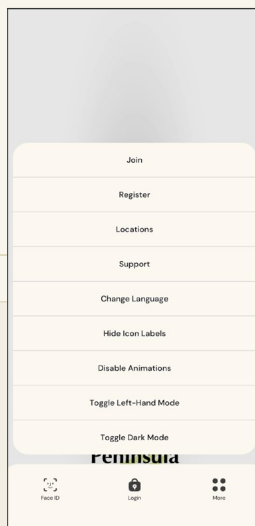
It's easy to make the switch. Follow these simple steps to access your new digital banking experience.



1

Download the new myPCU app or visit online banking at pcfcu.org.

Search for **myPCU** in the App Store or Google Play store, or visit pcfcu.org and log into digital banking.



2

Register and create your new login.

Choose Register on the login screen and follow the steps. You'll need your member number and social security number or ITIN.

3

Review your account and preferences.

Once you see your accounts dashboard, take a few minutes to explore and personalize your experience.

- Confirm your accounts and balances transferred successfully.
- Set up or review alerts that matter most to you.
- Review linked accounts and transfer settings.
- Update your contact info if needed
- Customize your dashboard for a quick snapshot of what matters most.



Before the transition: Plan ahead!

Complete any time-sensitive transactions by July 9. During our digital conversion, bill pay, transfers, and Zelle® will be temporarily unavailable.

Visit the **Digital Banking Upgrade Center** at www.pcfcu.org for status updates.



First Login: Your Success Checklist



- Verify your contact information.
- Review transactions and linked accounts.
- Review or set up alerts.
- Locate eStatements.
- Customize your experience.

What's New & What Needs Attention



Same experience everywhere

A modern, consistent experience on the app and desktop, so you can bank your way anywhere you go.



Banca en español

View accounts, pay bills, transfer money, and manage your cards, all in Spanish. It's banking that speaks your language.



A dashboard that fits you

Customize your dashboard to see the accounts, tools, and insights that matter most to you.



More useful alerts

Get notified about important actions and activity your way, so you can stay informed and in control.



Simpler transfers

Move money with confidence using improved internal, external, and member transfer tools.



How-to Videos

Short, easy to follow videos make it simple to learn new features and get things done.



Bill Pay: What existing users should know

- Your Bill Pay history, payees, and recurring payments for the primary account holder will carry over.
- After you log in, review your payees and recurring payments.
- How-to help is available in the Digital Banking Upgrade Center.

Important Zelle® Update



- Zelle® will return after a brief pilot at launch.
- Existing users will need to re-enroll when Zelle® returns.
- Check the Upgrade Center for confirmed timing and details.



Watch the how-to videos

Visit the Digital Banking Upgrade Center at pcfcu.org to watch short videos on new features, transfers, bill pay, alerts, and more.



Need help? We're here for you.

Scan the QR code to visit the Upgrade Center or call 360.426.1601

We're Here When You Need Us

Your one-stop resource for support, safety, and staying connected during our digital banking conversion. **Save this info for quick answers!**



Digital Banking Upgrade Center



SCAN ME

Visit our Digital Banking Upgrade Center for all your conversion needs:

- Important dates
- How-to videos
- Registration help
- Feature overviews
- Branch & call center support

www.pcfcu.org/digital-conversion

Fraud Frog Safety Tip:



Scammers May Use the Conversion as a Cover

Stay alert and protect your information. Remember:



Never share your full password, PIN, or one-time codes.



PCU will never call, text, or email asking for your credentials.



Don't click on links or open attachments from unknown senders.



Verify first. If in doubt, contact us through official channels.



Report suspicious activity right away.

When in doubt... Call or visit!

We're here to answer your conversion or other questions.



Expect Longer Wait Times During Launch Week

Starting July 13, you may experience longer than normal wait times in our call center or branches. Thank you for your patience and understanding as we transition to our new systems.



We're Here for You

Branches, online resources, and our call center are ready for you before, during, and after the conversion!

Call Center: 360.426.1601

Website: www.pcfcu.org/digital-conversion

Securing Messaging: Log in → Message Center

Branches: www.pcfcu.org/branches-and-atms

HOLIDAY CLOSURES

Independence Day
Open Friday, July 3

Labor Day
Closed Monday, Sept 7

Indigenous Peoples Day
Closed Monday, Oct 12

Veterans Day
Closed Wednesday, Nov 11

SHELTON

(360) 426-1601

Monday - Thursday

Drive-up 8:30 - 5:30

Lobby 9:00 - 5:30

Friday

Drive-up 8:30 - 6:00

Lobby 9:00 - 5:30

BELFAIR

(360) 275-6066

Monday - Thursday

Drive-up 9:00 - 5:30

Lobby 9:00 - 5:00

Friday

Drive-up 9:00 - 6:00

Lobby 9:00 - 5:30

PORT ORCHARD

(360) 876-8898

Monday - Thursday

Drive-up 9:00 - 5:30

Lobby 9:00 - 5:30

Friday

Drive-up 9:00 - 6:00

Lobby 9:00 - 5:30

POULSBO

(360) 697-3011

Monday - Friday

Lobby 10:00 - 5:00

PORT TOWNSEND

(360) 385-5575

Monday - Friday

Lobby 9:00 - 5:30

CALL CENTER

(800) 426-1601

(360) 426-1601

Monday - Friday

8:30 - 5:30

Find your nearest Branch or ATM: pcfcu.org/branches-and-atms



This credit union is federally insured by the National Credit Union Administration. We do business in accordance with the Federal Fair Lending Law and the Equal Credit Opportunity Act.

