



Priorities



President's Message

Jim Morrell, President / CEO

Our mission is simple: We Listen, We Serve, We Educate, We Care...Always!

Over the past two and a half years, caring for your well-being has never been more important. Through the service our team members provide to you, we have listened to provide understanding to people as we daily provide education around your financial well being.

We are not the only ones that educate—you help us become better as well. Earlier this past summer, you received our annual relationship survey. A remarkable 9.8% response comprising of 1,272 members provided our highest-ever net promoter score of 62.86%. A year ago, our net promoter score was 59.42%.

While we love feeling the love, we do not rest without seeking areas we can improve as well. There still is overall concern related to online banking



due to ease of use and integration of our services. We will respond to these concerns by launching a new Peninsula VISA account management website, which will enable new alerts and controls for your VISA credit card account. You can learn more about this on the back page of your newsletter.

The number of branches and ATM locations were an area you asked us to focus. To this end, we are embarking on a study of how our branches are supporting the communities we serve. We will also ensure we share more about how you can access the Co-Op ATM network with over 30,000 ATMs nationwide.

We also received some feedback regarding short term lending options—by the new year we will be implementing a new system to assist members with short-term lending needs and flexible payment options.

The biggest positive ratings for the service we provide to you in order were: (1) Overall Experience, (2) Positive Mentions, (3) Attitude, (4) Helpfulness, and (5) Professionalism.

Some of the most common reasons for the appreciation you expressed included these member comments:

- “Employees will go the extra mile for the account holders.” – Shelton
- “Every time I enter that building, people are very polite and make me feel wanted.” - Poulsbo
- “Great service and help with a complex transaction.” – Belfair
- “They are ALL wonderful, helpful, cheerful and professional.” – Port Orchard
- “I love the management and personnel at my branch.” – Port Townsend

Most importantly, continue to know that our branch managers and their teams are willing to seek out the best ways we can serve, educate and care for you through our service.

If you call us or stop by a branch, please do not hesitate to ask for Diana in Port Townsend, Mary Ellen in Poulsbo, Shannon in Port Orchard, Leah in Belfair, Jennifer in Shelton, and Krystal in the Call Center. They all work with Kyle Lauderdale, Vice President of Member Engagement, along with the entire Leadership Team to make your experience at Peninsula Credit Union the best it can be, always!

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EMPOWER
YOUR FINANCIAL FUTURE
WITH A CREDIT UNION™

Member Appreciation Days

Oct 19 - 21 Giveaways, goodies, fun!

Learn more: pcfcu.org/member-appreciation-days

Retirement Planning: The Basics

You may have a very idealistic vision of retirement — doing all of the things that you never seem to have time to do now. But how do you pursue that vision? Retirement planning is easier than it used to be, thanks to the many tools and resources available. Here are some basic steps to get you started.

Determine Your Retirement Income Needs

It's common to discuss desired annual retirement income as a percentage of your current income. Depending on whom you're talking to, that percentage could be anywhere from 60% to 90%. Use your current expenses as a starting point, but note that your expenses may change dramatically by the time you retire.

Calculate the Gap

Once you have estimated your retirement income needs, take stock of your estimated future assets and income to find any gaps in your income. These may come from Social Security, a retirement plan at work, a part-time job, and other sources.

Save, Save, Save

When you know roughly how much money you'll need including inflation and a conservative rate of return (no more than 6%), your next goal is to save that amount. You may want to arrange to have certain amounts taken directly from your paycheck, or you may want to set up a different type of IRA.

Understand Your Investment Options

Find a professional to help you understand the types of investments that are available, and decide which ones are right for you. Note that many investments may involve the risk of loss of principal.

Use the Right Savings Tools

The following are among the most common retirement savings tools, but others are also available.

- **Employer-sponsored retirement plans:** These are probably what you think of when you think "retirement plan." They include 401(k), 403(b), SIMPLE, and 457(b) plans.
- **Traditional IRAs and Roth IRAs:** If you are eligible, traditional IRAs may enable you to lower your current taxable income through deductible contributions. Roth IRAs don't permit tax-deductible contributions but allow you to make completely tax-free withdrawals under certain conditions.
- **Annuities:** These are contracts issued by insurance companies. They are generally funded with after-tax dollars, but their earnings are tax deferred (you pay tax on the portion of distributions that represents earnings).

With the right tools and a helpful advisor, you can put yourself on the right path to a solid retirement.



Peninsula Credit Union
**WEALTH
MANAGEMENT
SERVICES**
Available through CUSO Financial Services, L.P.

Melody Bliss

Financial Consultant

CUSO Financial Services, L.P.*
858-426-1601 ext 3189
360-968-9797 cell
mbliss.cfsinvest@pcfcu.org

Financial Fitness: Fall (Back) in Love With Home

Many of us reach a point where we begin to feel a little blah about our home, but moving is not always an option. Here are some tips on how you can get a “new” home without a new mortgage—and increase your home’s value.

Little changes can have a big impact

A home makeover doesn’t have to involve spending big bucks. Things like painting walls, changing light fixtures or knobs, and adding curtains or plants can give your home a completely different look for only a few hundred dollars. Rearranging furniture, artwork, and knick-knacks can also freshen things up, and the only cost is a little time. If you have some items that you’re tired of but are in good condition, you may be able to arrange a swap with a friend. Perhaps they have been eyeing your table while you would not mind having theirs instead.

Find (or Create) a Little Extra Space

If you’re feeling cramped, paint and new curtains are not going to solve the problem. Converting an unfinished attic or basement can be a great way to get extra space at a fraction of the cost of building an addition. For either project, you can typically expect your home’s value to increase by around 70% of what you spend, which is good given the average payback on remodels is 56%. Adding a deck is another fairly simple way to increase your space. A home equity loan or line of credit can help with your construction or labor costs.

Make the most of what you have

What if you have no cash to finish your attic or basement—or do not have an attic or basement? There are many ways that you can make your space seem bigger without actually increasing your square footage. The cheapest—although perhaps least fun—thing you can do is clean and throw away, donate, or sell anything you don’t need. With the help of a home equity loan or line of credit, you can buy organizational tools, like shelves and hooks, or furniture that provides extra storage space, such as a coffee table or bed with drawers. If your space is especially challenging, consider hiring a professional organizer.

Whatever your specific situation, Peninsula Credit Union is here to help you fall back in love with your home this season.

Peninsula Home Equity Line of Credit

DREAM
CREATE
REPEAT
THIS FALL!

INTRODUCTORY RATE

3.99%
APR*
for 12 months



pcfcu.org
360.426.1601 x4708

*APR is Annual Percentage Rate. Maximum loan amount is determined by the amount of equity in your home. Borrow up to 100% of appraised value. Estimated appraisal cost is \$300. Appraisal required on loan amounts in excess of \$150,000. Introductory rate of 3.99% for twelve months after the loan is funded. At the beginning of the thirteenth month your regular rate will go into effect. Home equity line of credit has a variable rate based on Prime, as published in the Wall Street Journal, and subject to change during the term of the loan. Home Equity Variable rate ranges from 4.00% to 18.00%. The minimum monthly payment may change as a result of rates changing. Must be a Peninsula Credit Union member with a minimum share balance of \$5 to participate. Property must be located in Washington. Property insurance is required. If property is located in a special flood hazard area, you will be required to obtain flood insurance. Subject to credit approval, your rate and term are determined by your individual creditworthiness. All offers, rates, and terms are subject to change at any time. Federally insured by NCUA.



Darrell McVea
Community Financial Educator
800.426.1601 x3184
dmcvea@pcfcu.org
pcfcu.balancepro.org



Your Path to Financial Fitness Starts Here



At Peninsula Credit Union, we care about your financial wellness. That’s why we’ve partnered with industry-leading BALANCE to provide you with free access to expertly-crafted financial education and resources to help with your fiscal matters. Attend free interactive webinars to learn the basics of financial planning. For all your financial life stage changes and more, we—in partnership with BALANCE—are here to help.

Learn more today at [PCFCU.BALANCEPRO.ORG](https://www.pcfcu.org/balancepro)

Digital Banking Update: Get Ready for a Seamless VISA Account Management Experience

VISA card management within online banking is getting an update! Enjoy an optimized user experience on any device — desktop, tablet or mobile with the new Peninsula Credit Union Online VISA Account Management website.

See the New VISA Account Management Experience

We're excited to bring you a new Peninsula Credit Union VISA Account Management responsive website, where you'll enjoy an optimized user experience on any device — desktop, tablet or mobile. The updated site includes:

- A new look & simplified experience
- Improved navigation & better viewing of all your VISA card accounts from your mobile or tablet devices
- New features like alerts and controls for your VISA cards

As a reminder, the new site uses one-time passcodes sent to the current email address on file for multi-factor authentication and security purposes. Each member must use their own personal email address. If you do not update your email address accordingly, you will have to register with new credentials when the new account management website is launched.

Enable the New Alerts & Controls Feature

In addition to delivering a brand new VISA Account Management website, we are excited to present a brand new VISA alerts & controls service! This new service provides robust options for controlling when, where, and how your VISA card(s) is used through real-time alerts and an on/off switch. Enable the new alerts and controls service for your VISA card account(s) today. The current alert service will discontinue two weeks after the new site is made available.



Take Action

Make sure your most current email address on file is correct and if you are using same email for other profiles, you will need to update that profile with separate email address. You can update your contact preferences within online banking at pcfcu.org, or call us at 800-426-1601.

Learn More Today

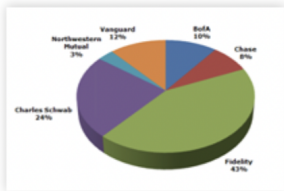
Login to your online banking account at pcfcu.org today to learn more about these updated features.

Get a 360° view of your finances with Trends

Now available on PCU Mobile



Total	\$27,309.02
▶ Banking	\$384.70
▶ Investments	\$1,606.51
▶ Retirement	\$25,317.81



HOLIDAY CLOSURES

INDIGENOUS PEOPLES DAY
Monday, October 10

VETERANS DAY
Friday, November 11

THANKSGIVING DAY
Thursday, November 24

CHRISTMAS DAY (observed)
Monday, December 26

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