



COMMITTED TO HELPING MEMBERS SUCCESSFULLY NAVIGATE THEIR FINANCIAL JOURNEY



MERGER PROGRESS

Stronger **than** Ever

We now continue work to integrate banking systems, with a goal of having our systems fully integrated by **November 1, 2024**. This timeframe is reasonable to create the best merger experience for members and to ensure that employees are supported in this change as well. Pasadena FCU members will not be impacted by this system integration with Pasadena Service Federal Credit Union.

- As system integration nears, members will receive up-to-date communications and resources. We will provide detailed information regarding any changes to your accounts, important dates, and more, and will walk you through any steps you need to follow. Again, changes are not expected for members for some time yet.
- If you are a member of both credit unions already, you'll need to **note that our systems are not yet joined**. You will not be able to transact between your PFCU and PSFCU accounts through online banking, with the app, or in the branch.
- However, you can continue to perform a wide range of transactions such as deposits and withdrawals, make loan payments, and transfer money since both credit unions are part of the Co-op Shared Branch network.
- We understand that many of our respective members who are not members of both credit unions are eager to begin transacting from any PFCU and PSFCU locations because it may be convenient—you may live, work, or play near one of these branches in your area. We greatly appreciate your patience. We will communicate often about when you may expect to visit one of these new-to-you locations.

As we get closer to system integration, our website will be updated with important information. We encourage you to check back often and also make sure your email address is current in our records.

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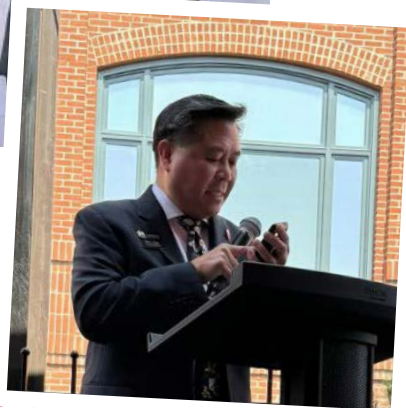
Merger Celebration & Annual Meeting

What a memorable celebration at Café Santorini! We were thrilled to welcome our members for a special merger celebration and annual meeting. The event kicked off with inspiring remarks from James Chang (President and CEO), Mike Izuno (Board Chair), and Doug Duong (Board Member).



A special thank you to Councilman Eric Chan and Rep. Judy Chu for presenting certificates, graciously accepted by James, Mike, and Doug. Thank you to all our members for trusting us as your financial partner - we are now stronger than ever!

Our esteemed guest speakers, Police Chief, Gene Harris, retired PPD Sgt., Glen Thompson, City of San Gabriel Councilman, Eric Chan, and Congresswoman of the 28th Congressional District Judy Chu, shared their valuable insights on community building and involvement. We also proudly introduced our new Executive Vice President, Nicole Smith, who shared her vision for Pasadena FCU.



Mastercard Partnership

We've partnered with Mastercard to deliver exceptional card benefits at no cost to you. Beginning this year, Pasadena FCU cardholders will be switching from Visa to Mastercard, which means users will get to enjoy continued convenience and security along with added features such as:



- Mastercard Airport Concierge™* - Provides a Meet and Greet agent to assist with flight connections.
- Mastercard Global Service™* - Provides assistance with lost or stolen card.
- Mastercard ID Theft Protection* - Provides access to a number of identity theft resolution services.
- Priceless Cities & Offers®* - Unique access and special experiences so you can enjoy more of the cities you love.
- Zero Liability* - In the event your card is used to make unauthorized purchases - whether online or in-store, you won't be held liable.

* Certain restrictions apply. For details, see the Mastercard Guide to Benefits available on our website. See www.mastercard.us/zero-liability for details.

Existing Debit and ATM cardholders have already been receiving new cards in June. If you have not already received your new Debit or ATM card, please contact Member Support immediately by calling 800.445-7328 or email membersupport@pfcu.org.

Credit cardholders will be receiving their new cards beginning in Late-July through August.

Please contact any merchants who automatically bill your existing card(s) to provide your new card number(s).

In addition to receiving your newly reissued cards, you will be receiving Mastercard card benefits and features information. This information can also be found on our website.

Online Banking Revamp (Coming Soon!)

Beginning in early October, members can expect a better user experience within online banking and our mobile app. In addition to a revamped look and feel, improvements have been made to make it easier for you to do business with us.

Enjoy enhancements such as:

- Easily update your email, phone number or address on your account(s).
- Place a check hold for remote deposit capture.
- Card Controls such as report lost/stolen and on/off capability.

You can continue enjoying conveniences such as:

- Applying for a loan
- Initiating/tracking transfers
- Remote Deposit Capture (RDC)
- Paying your bills
- And more

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Contact us:
626-799-0882 • 800-445-PFCU • pfcu.org
Questions & comments: marketing@pfcu.org
ATMs & Shared Branches: allco-op.org

Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government. National Credit Union Administration (NCUA), a U.S. Government Agency.

