



COMMITTED TO HELPING MEMBERS SUCCESSFULLY NAVIGATE THEIR FINANCIAL JOURNEY



TAKE CHARGE



PFCU Credit and Debit Card **Controls**

Security and convenience is now at your fingertips! Pasadena FCU Card Controls will be available for both credit and debit cards, offering a range of functionalities, including card payments, managing disputes, reporting lost or stolen cards, submitting travel notifications, and more.

With Card Controls, members can:

- Lock/unlock cards
- Report damaged or missing cards
- Make payments
- Submit travel notifications
- And more

Access from within online banking or your Pasadena FCU Mobile App! To learn more, go to our website and under Loans, click on [Access My Credit Card Info](#).

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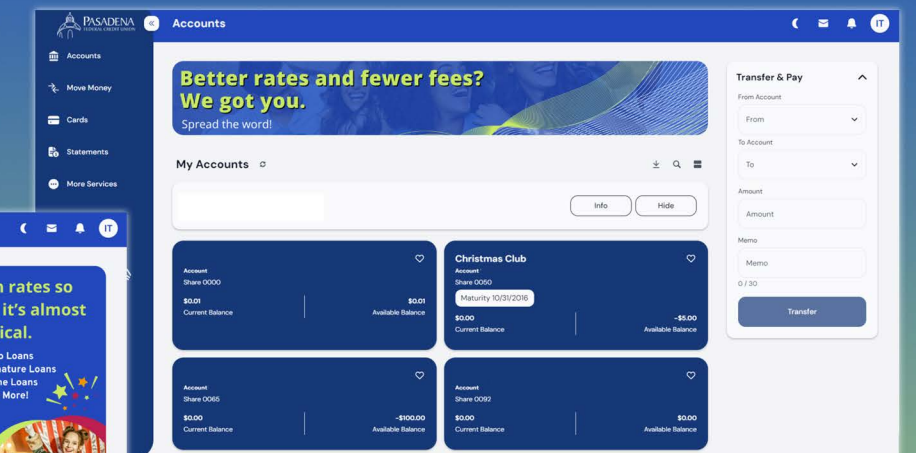
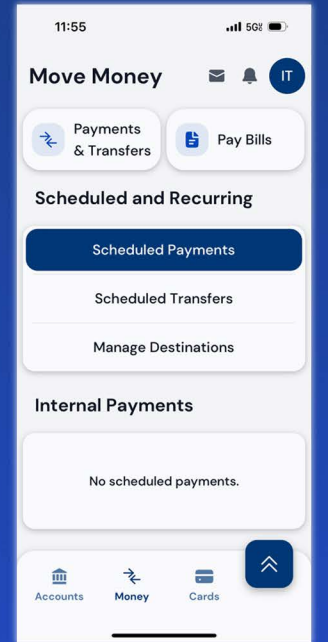
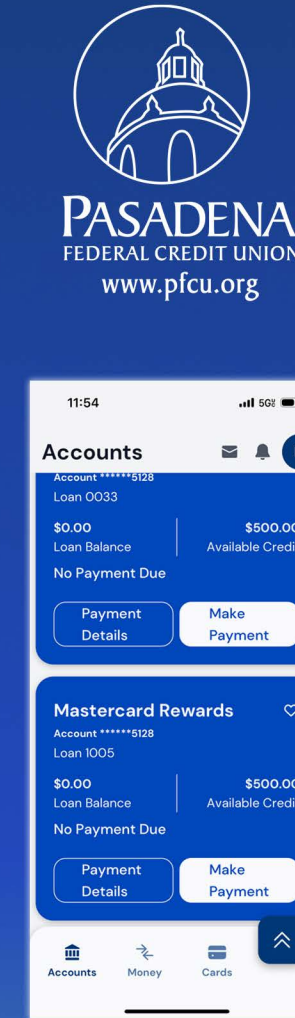
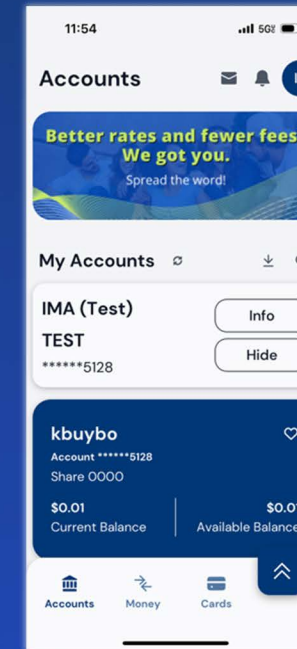
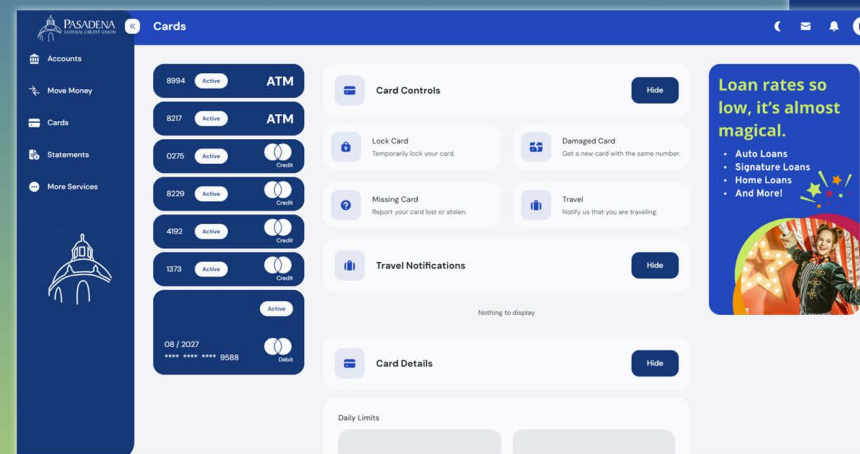
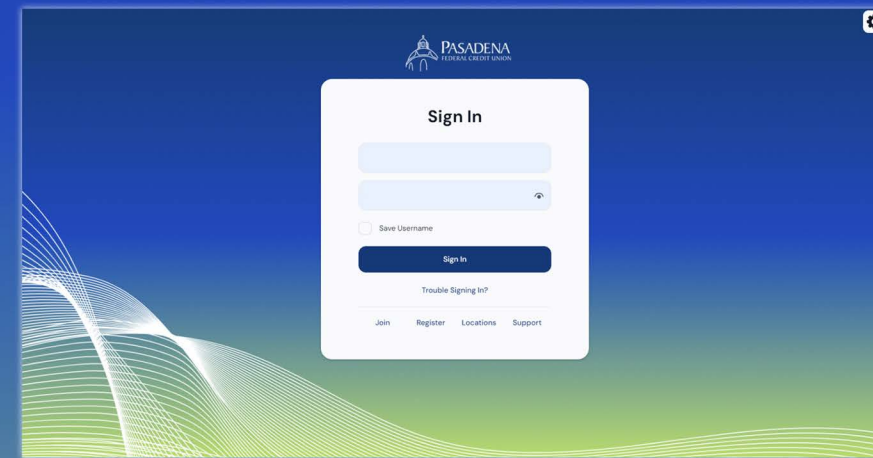
Update Fee Schedule &
Truth in Savings

NEW ONLINE BANKING MOBILE APP INTERFACE

Our online banking and mobile app are getting a major revamp! Beginning **October 7, 2024**, members can expect an enhanced user experience, brand new look and feel, and several improvements in our online banking and mobile app. You can now enjoy new features and enhancements such as:

- Brand new interface with a refreshed look and feel.
- Easily update your email, phone number, or address on your account(s).
- Place a check hold for mobile check deposit.
- Manage your Debit and Credit Cards with Card Controls.
- Improved search options for account information.
- A combined Transfer and Payment section.
- Improved security and privacy settings to show/hide account and routing numbers.
- Visual impairment assistance.
- Spanish as a default second language.
- Expanded Quick Balance overview in our mobile app.
- And more!

Members can log into their online banking accounts as usual, with no additional steps required. The mobile app will automatically update on their smartphones according to their app update settings.





We Appreciate Our **Awesome Members!**

Thank you for choosing Pasadena Federal Credit Union as your trusted financial institution. We are honored to serve you and are committed to helping you achieve your financial goals.

System Integration

In November, we will be completing our system integration between Pasadena FCU and Pasadena Service FCU. While we have done our best in minimizing any service disruptions to Pasadena FCU members, there may be unexpected delays when calling our Virtual Branch Center. Rest assured it is only temporary, and our team is dedicated to providing you with the exceptional service you deserve. We greatly appreciate your patience and understanding during this time. Your continued support means everything to us.

Updated Fee Schedule and **Truth in Savings Disclosure**

We wanted to let you know that we've made some updates to our Fee Schedule and Truth in Savings Agreement.

What does this mean to you?

- The Truth in Savings Agreement contains important terms and conditions that apply to your deposit accounts at Pasadena Federal Credit Union. It will take effect starting November 1, 2024.
- The Fee Schedule outlines fees that will be effective as of November 1, 2024. There is no action needed from you.
- You can access the full version of the Fee Schedule in the Forms section on our website. Truth in Savings Agreements were mailed and emailed to members in September. If you would like to request for a copy, please contact us and we would be happy to provide one to you.

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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.

