



Need help? Video call or chat with our staff for personalized support. Use the camera on your phone to scan the QR code or visit connect.mypscu.com.



AUGUST 2, 2024

DEAR VALUED CREDIT UNION MEMBER,

We are thrilled to announce that our credit union will soon be introducing Interactive Teller Machines (ITMs) at our branches! This innovative technology is designed to enhance your banking experience, providing more convenience, flexibility, and personalized service.

ITM- it's like an ATM with added abilities

Offering capabilities beyond those of a traditional ATM, an ITM allows you to access your accounts at any time, 24/7, not just during our business hours.

- Deposit Cash & Checks: The ITM allows for easy deposits, whenever it's convenient for you.
• Make Transfers: Moving money between accounts has never been easier.
• Withdraw Cash: The ITM offers more than just 20-dollar bills, choose how you want your cash back.
• Make Loan Payments: Make payments directly to your loan without needing to call or visit a branch.

A brief testing phase will begin in August when the hours and capabilities may be limited. Testing will begin in the lobby at Jefferson and at the new exterior kiosk at Old Trail. Employees will be available during the testing phase to help you navigate the ITM. When testing begins, feel free to stop by for personalized ITM training, or give us a call, text, chat, or video call to make an appointment! Watch for updates as we prepare to unveil this exciting addition.

IMPORTANT NOTICE FOR ACCOUNTS WITH JOINT OWNERS:

Effective August 8th, 2024, all joint owners on your accounts will have full accessibility to all accounts utilizing our Interactive Teller Machines (ITMs). This means that any individual listed as a joint owner will be able to perform transactions on and between loans, credit cards, checking and savings accounts and access account information through our Online & ITM services.

We believe that this enhancement will provide greater convenience and flexibility for our members, allowing joint owners to manage accounts more efficiently and effectively. This also requires you to give us permission to issue the joint member(s) on your accounts a Debit Card. Please sign & date below and be sure to also print your name so we can issue a Debit Card to all joint members on your accounts. Please return the letter to us as soon as possible to avoid disruption in service to you or your joint owners.

A debit card is required for access to the ITM. Please complete the form below if you need a debit card issued or if you have a joint owner on your account:

Form with fields for Primary Member Name (Printed), Joint Owner Name (Printed), Primary Member Signature, and Date, each with an adjacent checkbox for 'ORDER CARD'.

Thank you for your loyalty

We are committed to continuously improving our services to meet your evolving needs. Your loyalty and trust mean the world to us, and we're excited to bring this innovative technology to our credit union. If you have any questions or concerns regarding this update, please contact our Member Services team at 260-432-3433 or visit your nearest branch.



SINCERELY, Carolyn Mikesell, CUCE Public Service CU, President