

THE Quarterly

PFCU Member News



We're upgrading our systems to better serve you

This June, we're introducing an upgraded system with new features designed to improve account access for PFCU members.

With this system upgrade, we'll be moving to the latest online and mobile banking technology and introducing exciting new features designed to make managing your finances quicker and easier.

The first phase of the upgrade will start on Saturday, June 1.

On Monday, June 3, all PFCU offices will be closed as we prepare to move to the new system for you. Offices will reopen Tuesday, June 4.

We know you'll have questions about the upgrade, so we'll be adding a FAQ page at www.mypfcu.org to make you aware of how services will be affected during the transition and to highlight some of the improvements you can look forward to.

We're excited to roll out this new system designed to offer you MORE control of your finances!

IN THIS ISSUE

Page 1

- ◆ System Upgrade
- ◆ Upcoming Shred Days
- ◆ New Evanston Location

Page 2

- ◆ Scholarship
- ◆ Down Payment Assistance Grant
- ◆ Discounted Tickets

Page 3

- ◆ Fraud Watch
- ◆ Fraud Reports

Page 4

- ◆ Upcoming Events

Join us at an upcoming Shred Day*!



May 10: Des Plaines and Grand Opening!

June 14: Barrington

July 19: Morton Grove

paper shredding | refreshments | fun for all ages

*Please limit to three boxes.



Coming Soon: New Evanston location

PFCU's Kenilworth office is moving to Evanston

On **Thursday, March 28**, our office at 642 Green Bay Road in Kenilworth closed as we prepare to move to Evanston. Watch our website for news about our new office serving members in the Kenilworth area and neighboring communities. Coming fall 2019!



Need help with the down payment on a home in Cook County?

With a Down Payment Assistance grant, you don't need to wait to buy a home

Saving for a down payment on your first home can take years. Now, PFCU is helping members buy a home by offering down payment assistance grants sponsored by the Cook County Bureau of Economic Development Department of Planning and Development. Qualifying members would need to contribute up to \$1,000, or 1% of the purchase price on a home; the grant will then cover the rest of the down payment up to \$24,000, or 6% of the purchase price.

Find out if you qualify by applying online at www.mypfcu.org/loans/first-mortgages.

Questions? Call Todd at 847.697.3281 or email mortgages@mypfcu.org.

Grant funds only available in conjunction with a PFCU first mortgage loan product. Program restrictions apply. All loans are subject to PFCU and secondary market lending guidelines. #NMLS 409351



2019 Scholarships will be announced soon

A big THANK YOU to all the students who applied for PFCU's "Rising Star" scholarships!

The 2019 scholarship application period is now closed. Watch www.mypfcu.org for the list of scholarship awardees, to be announced in late spring.



Buy discounted tickets to your favorite summer attractions, while supplies last

As a perk of membership, PFCU offers discounts to local attractions, including **Six Flags Great America** and **Santa's Village**. Tickets can be purchased at any PFCU office and are available while supplies last. We also offer other friendly conveniences, including Visa gift and travel cards, discounted movie theater tickets and more. Learn about PFCU's membership perks at www.mypfcu.org/eservices/additional-services.

P2

Access your accounts 24/7 using these contact methods:

 Virtual Branch
www.mypfcu.org

 Telephone Teller
888.275.7171

 PFCU
Mobile App

 Mobile Check
Deposit

FTC reports rise in imposter caller scams

Your phone rings from an unrecognized number. “You are being listed as the primary suspect in a case being filed by the IRS,” the voice might say. Or, “This is Microsoft. Your computer has been infected with a virus.”

Is it really the IRS or Microsoft on the other end of the line? In a moment of panic over owing back taxes or having an infected computer, you might not stop to think that the call is coming from an imposter.

These types of impersonation robocalls are on the rise. According to the Federal Trade Commission (FTC), imposter scams were among the top complaints made to the agency last year.

The FTC recommends following steps to ensure you aren't duped:

Stop and check it out: DO NOT act on any requests from an unidentified caller, whether for money or your personal information. Research before acting and contact trusted authorities for help. Remember, you are in control.

Tell your friends: If you receive a suspicious call, your friends and family may have as well. The more people who talk to one another, the more information comes to light about the truth of imposter calls.

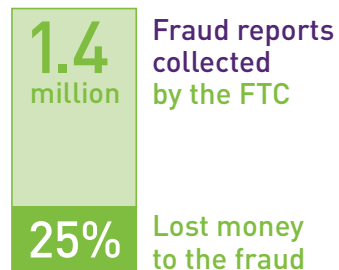
Report scams: If you suspect you were contacted by an imposter, report it to the FTC by calling 877.FTC.HELP (877.382.4357) or TTY 866.653.4261. Filing a complaint will help make the FTC aware so they can investigate.

Stay aware: Sign up for free scam alerts from the FTC at www.ftc.gov (on the toolbar, go to tips and advice → for consumers → scams → get email updates).

If you've given out your account information or allowed someone access to your accounts, please call PFCU immediately so we can help protect your accounts.

If you have any questions, call or stop by any PFCU office. We are always happy to assist our members.

Fraud reports (and losses) rise in 2018



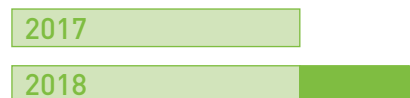
Top reports in 2018: imposter scams, debt collection, and identity theft

Misusing someone's information to open a new credit card account was reported more often than other forms of identity theft

Credit card fraud on new accounts was up 24%

95% increase in money paid to scammers by reloadable gift cards

Reported lost money to fraud

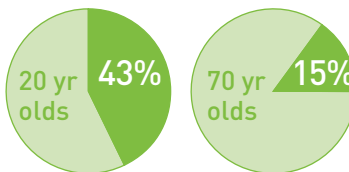


\$1.48 billion lost in 2018, an increase of 38% over 2017

Younger people reported losing money to fraud more often than older people



The median loss for 70 year olds was greater than for 20 year olds



Scammers like to get money by wire transfer for a total of \$423 million in 2018—the most of any payment method reported

Source: www.consumer.ftc.gov/blog/2019/02/top-frauds-2018

Call us at 847.MYPFCU1 / 847.697.3281

Morton Grove Office
 5940 Lincoln Avenue
 Morton Grove, IL 60053
 FAX 847.675.6847

Barrington Office
 455 West Northwest Highway
 Barrington, IL 60010
 FAX 847.381.5062

Des Plaines Office
 58 E. Northwest Highway
 Des Plaines, IL 60016
 FAX 847.699.1606

Evanston Office
 Coming Soon!



Our most important Partner is you.

PFCU Member

Upcoming Events

FRIDAY APRIL 19:

PFCU offices closed for Good Friday

FRIDAY MAY 10:

Grand Opening and Shred Day at PFCU Des Plaines

58 E. Northwest Highway | 1 to 4 p.m.

MONDAY MAY 27:

PFCU offices closed for Memorial Day

SATURDAY JUNE 1:

Car Show at Frisbie Senior Center in Des Plaines

MONDAY JUNE 3:

All PFCU offices closed for system upgrade

FRIDAY JUNE 14:

Shred Day at PFCU Barrington

455 W. Northwest Highway | 2 to 4 p.m.

THURSDAY JULY 4:

PFCU offices closed for Independence Day

FRIDAY JULY 12:

Friday Night Live at Metropolitan Square
in Des Plaines

FRIDAY JULY 19:

Shred Day at PFCU Morton Grove

5940 Lincoln Ave. | 11 a.m. to 2 p.m.

