

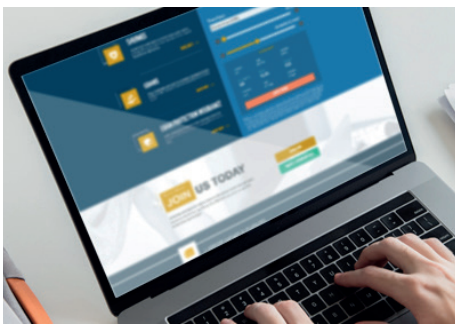
Member Update – Coronavirus

With further restrictions and closures announced by the Government yesterday, the credit union wants to update you on arrangements.

Banks, post offices and credit unions have been deemed “essential retail outlets”. As a result, the two PSCU offices remain open to members but with social distancing arrangements in place. The offices will be kept open for as long as possible although this will be kept under review in the light of advices from the Government and the health authorities. The credit union hopes that members will visit the offices only if necessary, in the interests of the health and safety of staff and other members.

If one or both offices must close to members, the plan is to keep the back office open so that member service can continue to the greatest extent possible, both online and by telephone.

It is worth summarising how the credit union can best help you:

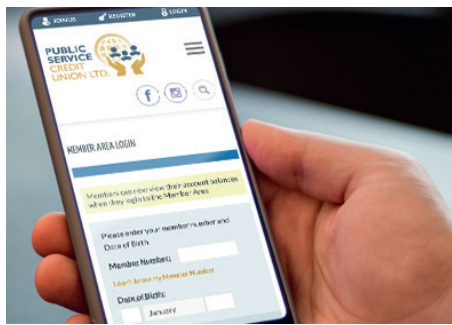


By using your credit union online banking facility, you can:

- View your balances and transactions.
- Print account statements.
- Transfer funds between your credit union accounts.
- Set up a new payee and transfer funds from the credit union to a bank account.
- Pay a bill from your credit union current account.
- Make a payment from your debit card into the credit union.
- Set up a future dated payment.
- Set up standing orders.
- Apply for a loan.
- Upload documents such as proof of address, proof of ID, proof of income.
- Sign your credit agreement online when a loan is approved and have the funds transferred to your bank account by EFT
- Apply for a new current account, debit card or overdraft (€200 to €5000).
- Manage your current account.
- Change your online PIN

If you require a PIN for online access apply at <https://www.pscu.ie/Register> and a PIN will be posted to you.

If you cannot remember your PIN, call PSCU on 01 6622 177 and request a new PIN or complete the lost your PIN form <https://www.pscu.ie/Lost-Your-PIN>



By using your smart phone or laptop if you don't have CU online banking yet, you can:

- Apply for a PIN for CU online banking from the credit union web site home page.
- Make a payment from your debit card into the credit union.
- Print off whatever forms you need in relation to savings withdrawals, loan applications, nominations etc. www.pscu.ie/downloads

By ringing the office, you can:

- Make a general enquiry if absolutely necessary.



By calling to the office, you can:

- Make a general enquiry if absolutely necessary.
- Make a withdrawal from your savings (Earl Place only but very limited cash available)
- Purchase foreign exchange, pay a bill or make a withdrawal from your budget account (Earl Place only).

A reminder that, if you are not already registered for the credit union online banking facility, go to the credit union web site (www.pscu.ie) and complete a straightforward registration process from the home page. Those who have registered for online access can download a user-friendly phone 'app' to their smartphones. (Search for Public Service Credit Union in the App/Play Store)

It is hoped that interruption to member services can be avoided as much as possible. If the credit union is forced to close one or both offices or to restrict opening hours, members will be updated.

In the meantime, let's all hope that members can stay as safe as possible over the days and weeks ahead, particularly members who are retired or have been ill in recent years.

From the Board and the staff team at PSCU.

CONTACT US TO JOIN TODAY