

Notes Bearing Interest

FALL 2018

THE QUARTERLY NEWSLETTER FOR PALISADES CREDIT UNION MEMBERS

Applying for a Loan is as Easy as...

1. Apply online at palisadesfcu.org



2. Apply by phone: 1-800-438-7415



3. Stop by any of our convenient branches



Now Accepting College Scholarship Applications

Palisades CU is offering college-bound high school seniors the opportunity to compete for statewide college scholarships. Scholarships may be used at a two or four year accredited educational institution. Students can take advantage of this opportunity by completing three simple steps:

1. Visit www.palisadesfcu.org/scholarship to download the application. If the student is not a member of the Credit Union, he/she can become a member by visiting a branch or www.palisadesfcu.org/apply.
2. Complete the application form and required essay and obtain the required transcripts, along with the signature of a parent or guardian.
3. Return the completed application to a Palisades CU branch no later than January 4, 2019.

There is no fee for submitting an application, but applicants MUST be:

- Members of Palisades Credit Union
- College-bound high school seniors at the time of application
- Attending either a two or four year accredited educational institution for the first time in the fall of 2019

Winners will be announced in May.



Platinum Rewards MasterCard®

Consolidate debt and pay no interest on balance transfers for 6 months!

0% APR*

Balance Transfer Special

Visit palisadesfcu.org or call 877-893-8612

* See website for details



Three Card Scams to Avoid

It seems there is always another scam in the news involving fraud and credit or debit cards, and it can be hard to stay on top of the latest precautions. What are the latest scams? What can I do to protect myself and my accounts? Palisades Credit Union has rounded up three of the top, current scams to watch for and tips for what you can do to secure your financial well-being:

1. Skimming

The practice of skimming— when a fraudster places a virtually undetectable, false card reader over a legitimate terminal— has been in the news and continues to be a challenge. At this point, skimmers are mostly associated with gas pumps, as many ATM terminal owners have implemented EMV “chip card” readers or anti-skimming software that makes it more difficult to capture usable data.

2. Account Takeover Scams

This term often is paired with “identity theft,” which is one form of account takeover. Other types of account takeover include hacking, telephone scams, and check and credit card fraud. Credit card fraud can be committed by a perpetrator either taking possession of your physical card, or recording your card number, expiration date, or CVV code. This information is then reused through impersonation, whether online or in person.

A new development in account takeover scams actually feeds on the newest security measures. “Tokenization,” or the issuing of a randomized number in place of your card number as a security measure, often requires personal or card data to be confirmed prior to completing a transaction. Many perpetrators have learned what information is used for



this process and attempt to contact cardholders to gather the data. Once they have the information, they set up a tokenized service on a device to process the fraudulent transactions.

3. Merchant Data Breaches

When an unauthorized user hacks into a merchant network and steals valuable data, like your card information, that’s a merchant data breach. While this isn’t a new story, data breaches remain a challenge for consumers. There is a steady uptick in the number of card-not-present merchants being impacted by merchant data breaches. A breach can go undetected for any length of time so Palisades uses all fraud protection tools available to monitor debit and credit cards for any unusual, suspicious, or fraudulent activity.

How to Protect Yourself as a Consumer

Be Aware of Your Surroundings

When using ATMs or automated fuel pumps, look for any signs that devices have been tampered with. This can range from looking slightly different from normal, or suspicious people being in the area.

Monitor Your Accounts

Be diligent and watch for any suspicious activity on your statements. If you see something, say something, contact Palisades Credit Union as soon as possible.

Watch for Suspicious Online Offers and Features

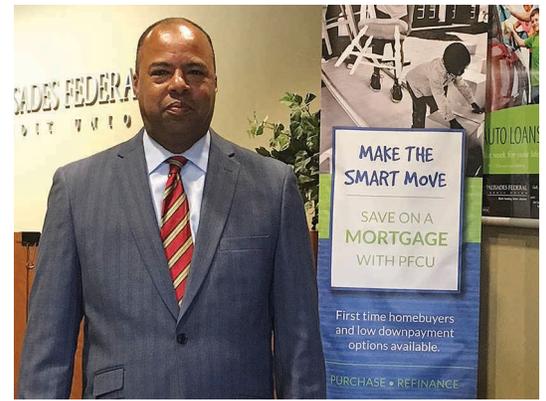
First, emails with links may have features identifying them as unsafe. While the email might look legitimate, the link might not be. Without clicking on the link, hover over the link to see the address. If it doesn’t match the website, DO NOT click on it. Next, be wary of text or telephone requests that ask you for personal or proprietary information. If something looks questionable, conduct additional research. Requests for confirmation of card data or other sensitive information can be an indicator of fraud. Normally, legitimate requests would ask the cardholder to confirm information only about transactions performed or the card information itself.

Lean on Palisades Credit Union

We are here to help. Palisades is committed to keeping our members safe which is why, with our recent ATM upgrades to protect you, we are using the most current measures against fraudulent activity. Also keeping watch of your debit and credit card accounts is our fraud detection department. If you ever receive a call from Palisades to verify card activity we will only verify recent transactions deemed suspicious and never ask for sensitive information. Read more on how Palisades is working to protect you in our “New ATMs have arrived!” article.

Mortgage Days

During the summer months, Palisades hosted two Mortgage Days events. Mortgage Days was a three-day long event where each day our Mortgage Originator visited a different branch location to answer member questions. Palisades wants to thank all who attended the event! We understand how many mortgage options there are and our Mortgage Originator is here to help our members find the right loan for them. If you have any questions that came up after the event or missed the Mortgage Days events and would like a one-on-one with our Mortgage Originator contact Harold Willis today at 845-602-1214.



NMLS ID: 754591



All Star Sweepstakes

In August Palisades ran the All Star Experience Sweepstakes on Facebook. The sweepstakes gave one lucky winner and their guests a chance to enjoy a Boulders baseball game from a box suite complete with catered food and Palisades giveaways. The winner was also given the opportunity to throw out the first pitch at the start of the game! The contest ran for two weeks on Facebook and was promoted through the Palisades website, email, and other social media channels

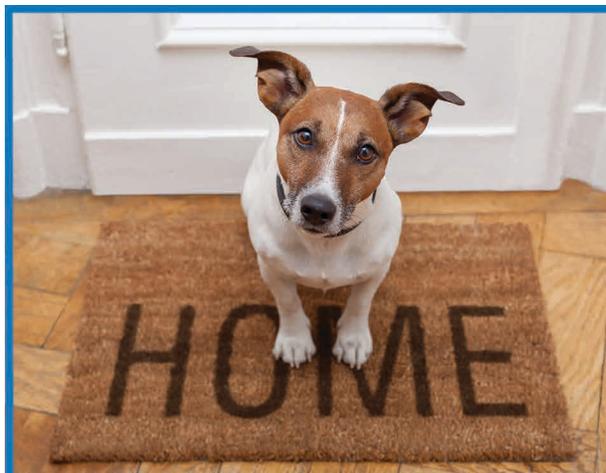
The winner, **Ulana Wilson-Orta**, was chosen at random but also happened to be a member of Palisades. Ulana saw the sweepstakes one day while logging into her online banking and decided to give it a shot. Be sure to follow Palisades Credit Union on Facebook, Instagram, and Twitter and look out for new and upcoming sweepstakes and giveaways, you could be our next winner!

New ATMs Have Arrived!

Palisades is committed to providing its members with better banking, which is why we have installed new ATMs at each branch location. The all-new ATMs come equipped with the top anti-skimming technology. Cards will now need to be fed via long edge, which makes it impossible for skimmers to capture a card's information.

Also, fighting against any type of card based fraud is a new moving card reader feature which eliminates a weakness that skimmers attack. Stationary card readers, which was an industry standard, are what skimmers rely on to steal information.

Our new ATMs also include a complete touch screen display and envelope free deposits which make for a faster and more efficient experience at the ATM. Now up to 30 bills and 30 checks are allowed to be deposited at a time along with check images on your receipt to avoid any discrepancies. Stop by any Palisades branch today to give our new ATMs a try!



| FINANCE OR REFINANCE HOME LOANS |

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Mortgage Payment
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We'll help you find the right payment!

Apply Online: palisadesfcu.org/mortgages





Locations

Nanuet Branch

240 East Route 59
Nanuet, NY 10954

New City Branch

244 South Main Street
New City, NY 10956

Orangeburg Branch

16 Orangetown Center
Orangeburg, NY 10962



Hours of Operation

Mon. 9:00 a.m. – 5:00 p.m.
Tues. 9:00 a.m. – 5:00 p.m.
Wed. 10:00 a.m. – 5:00 p.m.
Thur. 9:00 a.m. – 5:00 p.m.
Fri. 9:00 a.m. – 5:00 p.m.
Sat. 9:00 a.m. – 1:00 p.m.



Phone Numbers

Member Contact Center:

845.602.4242

Toll Free: 800.438.7415

TAP: 845.602.3TAP or
800.333.TAP3

Fax Number: 845.602.4444



Web Address

www.palisadesfcu.org



Mobile Banking

Download our mobile application
at www.palisadesfcu.org/mobileapp.



New Employees

Tracey Pappalardo – *Accounting Analyst*

Tracey began her career as a budget analyst for NYNEX and Sprint PCS after graduating from Pace University with a finance degree. After taking a break to raise a family Tracey returned to the work force anew with North Rockland Teacher's FCU. Tracey then moved to the accounting department for NEAFCU until her hire at Palisades. Tracey brings years of knowledge and experience to help strengthen Palisades Credit Union.

Leone Souverain – *Teller*

Leone comes to Palisades CU with five years of financial industry experience. Leone graduated from Dominican College in 2012 with a BA in Criminal Justice and is pursuing her Masters' Degree in Business. Prior to joining our team, she was a teller with Rockland Employees Federal Credit Union. Leone looks forward to applying her knowledge and expertise to her new position at Palisades Credit Union.



Christopher Bronson – *Senior Staff Accountant*

Christopher graduated from Dominican College where he was President of the Debate Team. He began his credit union experience with Northeast Alliance FCU (now Affinity) where he started as a Teller and was promoted to Accounting Associate. Christopher most recently worked as an Accountant at North Jersey FCU. He is excited to bring his credit union experience to Palisades CU!

Grace Iannazzone – *Electronics Analyst*

Grace has been working in the financial services industry for over six years, first beginning her career as a Teller. She also worked for an actuarial firm for 10 years and has been teaching mathematics for over 20 years, most recently as an adjunct instructor at a local community college. Grace is excited to join the Palisades CU team!

Nikita Martin – *Loan Administrator*

Nikita joins Palisades CU with several years of experience in retail. This is Nikita's first position at a financial institution; she is extremely happy with this major career change and is looking forward to her new journey at Palisades CU.

Holiday Closings

Columbus Day

Monday, October 8, 2018

Veterans Day (*observed*)

Monday, November 12, 2018

Thanksgiving Day

Thursday, November 22, 2018

Christmas Eve

Monday, December 24, 2018
Open 9AM – 1PM

Christmas Day

Tuesday, December 25, 2018

New Year's Eve

Monday, December 31, 2018
Open 9AM – 1PM

New Year's Day

Tuesday, January 1, 2019

Martin Luther King, Jr. Day

Monday, January 21, 2019

Events

International Credit Union Day

Thursday, October 18

Visit www.palisadesfcu.org/events for more information.




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Members have saved nearly \$2 billion with Love My Credit Union Rewards.

Sprint | turbotax | AUTOMATED REWARDS

to shop | trustAGE

Start saving today at LoveMyCreditUnion.org.