



# IN THE LOOP

The Quarterly Newsletter for Palisades Credit Union Members

## We Are Open For Business!



We are pleased to announce that effective April 5th, all Palisades Credit Union branches are now open during regular business hours (see page 4 for hours and locations), without the need for an appointment. We are doing everything we can to ensure a safe environment for our members and employees, including limiting lobby capacity and requiring the use of face coverings. When visiting a branch, please adhere to the lobby capacity posted on entrance doors. Many members have adapted to using electronic channels, such as mobile deposit and ATMs, for complete basic transactions; these options remain available and are encouraged to help reduce wait times. We appreciate your understanding and patience over the last several months and look forward to seeing you in a branch soon!



## Rewards Checking Changes



Effective June 1st, our rewards checking offerings are changing to make earning more rewards even easier. Members with Kasasa checking accounts will be automatically converted into our new program. Kasasa Cash accounts will be replaced with a new high yield product offering 3% APR\* on balances up to \$10,000. Kasasa Cashback accounts will be replaced with a new cashback product offering that will pay up to 1% cashback on total purchases up to \$1,500. To qualify for rewards, members will need to be enrolled in e-statements, have at least one ACH deposit each month, and make at least 12 debit card purchases during the each monthly cycle. Qualifying members will also be eligible for ATM refunds of up to \$18 each month. An email will be sent out to members that currently have Kasasa accounts detailing the changes prior to the conversion in June.



# YOU'VE BEEN UPGRADED!



If you have not heard by now, we have upgraded both our online and mobile banking platforms, and members are loving it! The new, updated platforms and user-friendly interface make banking on the go a snap! The new platform features simplified navigation and customizable options so that the experience can be tailored to your preference. The online and mobile banking experiences are now almost identical, making it easier to switch between devices. Click [here](#) to read about the upgrade and access an online banking user guide. We have even added a feature that allows joint account owners to create their own unique login, this means no more fighting over log in info or locking out your joint account holder! We have also added extra layers of security with multi-factor authentication, which means that your money and personal information are safer than ever. If you have not registered yet, click [here](#), and start banking smarter.

## Annual Shareholders Meeting

Tuesday May, 4, 2021  
4PM

Be on the lookout for emails  
about our virtual meeting info

**Our Annual Shareholder's Meeting is scheduled for Tuesday, May 4th at 4 PM. In an effort to maintain social distancing guidelines and ensure the safety of attendees, this meeting will be held virtually. Keep an eye out for registration information, which will be communicated via email and on our website, in the next couple weeks.**



## Follow Us

Don't forget to follow us on social media and engage with our posts! Keep an eye open for upcoming events and promotions.

 Palisades Credit Union / @palisadesfcu

 Palisades Credit Union

 @palisadescu

 @Palisades\_CU



# MARK YOUR CALENDARS

## Upcoming Holidays & Events



Sunday, 4/4  
**Easter Sunday**



Tuesday 5/4 at 4PM  
**Annual Shareholders Meeting**  
Meeting will be held Virtually



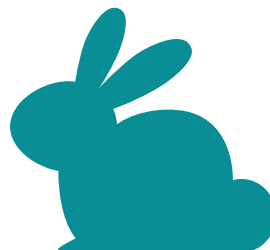
Wednesday, 5/5  
**Cinco De Mayo**



Sunday, 5/9  
**Mother's Day**



Monday 5/31  
**Memorial Day**  
Branches are closed in observance of holiday





Meet the newest members of the PCU team!

## 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.

## Hours Of Operation

**Member Contact Center:**  
845.602.4242

**Toll Free:**  
800.438.7415

**TAP:**  
845.602.3TAP OR  
800.333.TAP3

## Web Address

Palisadesfcu.org

### *Lisa Johnson - Teller*

Lisa Johnson has joined our team as our new Teller! Lisa comes to Palisades Credit Union with several years of experience working in banking and financial services. Prior to joining our team, she received her esthetic license and has worked in skincare for a few years. Lisa looks forward to returning to the banking industry and applying her knowledge and expertise to her new position!

### *Ellen Brooks - Branch Manager*

Ellen has been in the Financial industry for over 16 years. She is a mother to an amazing 12 year old boy and is originally from Liberia, West Africa. Prior to joining Palisades CU, she was a Branch Manager at Trustco and has also worked for Wells Fargo, Chase and Bank Of New York.



## MEMBER REVIEWS



"I love PFCU's new home banking, so much easier to use!" - Leslie B.

"I like the design, took a little bit to figure it out but I like it better than the old one. Information seems easier to find." - Glen M



"Love your customer service." - Deb C.

