



peterborough
community credit union

Member Matters

Volume 3 Issue 5

October 2011

Inside this issue:

**User Friendly
Mobile Banking**

**International CU
Day**

**Petes Tickets
Draw**

**Cheque Image
Storage System**

**Please Join us on
Thursday
October 20th**

New User Friendly Mobile Banking Application

PCCU is pleased to introduce a mobile banking format that is easy to read and easy to navigate. For those members who use their mobile phone browser to access your online banking, it is now easier than ever. There is no charge, and you don't have to download an APP. Once you click the online banking link from the PCCU homepage, you will be directed to the login and password screen, and from there to the normal online banking options, once you login. The difference is that the screens and options are set up so you can see and use them more easily on your mobile phone. This new option is one of many coming soon for our members, including a new digital telephone banking system, and the option for e-transfers within online banking. This is currently being beta tested, and will be introduced as soon as it has met all of the required security and technical standards and specifications.

**CREDIT UNIONS
BUILD
A BETTER
WORLD**



© HANDS & GLOBE Design is a registered certification mark owned by the World Council of Credit Unions, used under license.

**To Celebrate
International
Credit Union Day**



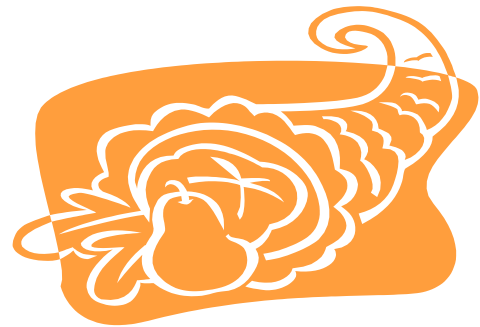
The deadline to get your new CHIP ATM card is October 31st, 2011. If you currently still use the old swipe style ATM/Debit card, it is important that you call us or come in to arrange to get your new CHIP card. The new cards provide a higher level of security to help combat card skimming fraud. The older cards will no longer work after the deadline, so get your new card so you are not inconvenienced.

International Credit Union Day October 20, 2011

Every year credit unions celebrate International Credit Union Day on the third Thursday in October. We invite our members to help us celebrate with cake and refreshments throughout the day. The credit union system in Canada and Ontario remains strong and vibrant thanks to you our members. Credit Unions and other cooperatives have a unique business model that allows for democratic ownership with oversight provided by a member elected Board of Directors. This keeps our focus local within the community, working to meet the specific needs of our members. We hope you will help us spread the word about the service and value provided to credit union members.

Our Pete's Tickets Draw for members is going again. It's that time of year, so put your name into the drawing tin when you visit the office and you could win tickets to see a Peterborough Petes Hockey game.

Go Petes !!



Cheque Image Storage System Coming in 2012

Where do you store the returned cheques you get back in your statement each month? Would you be able to find one if you needed it to prove you made a payment? New regulations now allow for a copy or image of any cheque to be accepted as proof of payment, just like the original. In doing this, the Canadian Payments Authority which oversees how the clearing system operates, will be introducing a new clearing regime using only electronic images. This will reduce costs by not having financial institutions transport paper items within the system. Right now our members have access to images of your cheques through our online banking system or by individual request to the credit union. So, all paper items are currently also kept as images. In the spring of 2012 the credit union will stop receiving paper cheques back, and therefore they will not be available to return to our members. Since the electronic images will be accepted for proof of payment, just like the paper items were, this should not negatively affect members. The electronic images will be stored securely in our Central Credit Union archive, and can be retrieved any time they are needed. In addition the electronic copies will still also be available from online banking. Keeping clearing costs down means the credit union can keep fees lower for our members. We will provide members with more details in the next few months, when we have more exact dates, when this change will occur. All financial institutions are included in this process.