



**PETERBOROUGH COMMUNITY
CREDIT UNION LIMITED**

Member Matters

Volume 1 Issue 8

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Timely Posting of Direct Deposits

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In response to member concerns, management reviewed the process by which the credit union processes member account electronic credits, such as direct deposits of pay and electronic debits such as automatic payments and returned items. We have consulted with our data system provider and have been able to speed up the posting process through automation. This means that members will no longer have to wait for

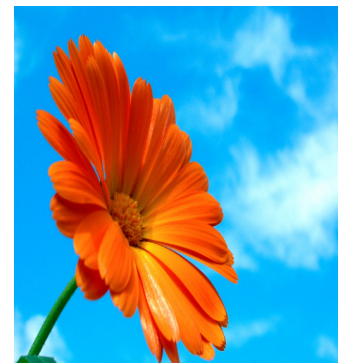
a staff member to post your pay to your account. Your funds will be automatically posted to your account on the date they are due, allowing you access to your funds in the branch or the ATM network sooner. This also means, however, that any automatic deductions that a member has authorized to be taken from your account will also be processed on the date they are due. We would caution members to ensure

that you have adequate funds in your account to cover any deductions or outstanding cheques. The credit union continues to offer automatic overdraft transfers of funds from your Plan 24 savings to cover any overdraft of your chequing account at a minimal fee of \$4.00. Your credit union will continue to look for better ways to serve members and provide greater convenience.



For Your Information

We have noticed a number of our members still receive cheques in the mail from the government, pensions, etc. We offer direct deposit into the account type of your choice at no fee. By using this service you can often expedite how quickly you receive your cheques, as well as save yourself the extra work of bringing your cheque to the Credit Union for deposit. Ask our staff today for the account information you require to make this change.



Municipal Tax Payments

Are you currently paying an annual or monthly fee to pay your municipal taxes? At Peterborough Community Credit Union, we offer a **members only** privilege for paying municipal taxes. Members can come into the Credit Union and pay their municipal taxes without paying an additional service fee. We also offer bill payments for over 1300 vendors at a low fee or no fee at all, depending on your account type and method of payment.

Bill payments can be made at our Credit Union office for \$1.00/per bill. Bills can be paid using telephone banking or internet banking for \$0.75 on regular accounts, or at no fee online if you operate a rainbow, student, premium or business chequing account.

Remember to pay your bills

at least

three days prior to their due date to avoid late payment fees.



Online Loan Payments

We have updated our online banking options to include making loan payments online. A number of members have requested this service. Currently this applies to loan payments only and does not include mortgage payments. To make a payment to a loan that

you have with the Peterborough Community Credit Union, log on to your account, click on transfer, then select the account number and type to transfer from and then choose the loan you wish to make a payment to. Enter the amount you wish to pay and don't forget to confirm your transaction. While

online, if you click on the details button to the left of your loan, you can view your loan balance owing, interest rate, interest owing, payment amount, payment frequency, next payment date and maturity/renewal date.

Many of our members have enjoyed preferred seating at the Festival of Lights concerts this summer. There are still some concerts left so don't forget to enter our free draw the next time you are at our Credit Union.

