Membership Matters

PIEDMONT ADVANTAGE CREDIT UNION

From the Desk of Our President / CEO

Dion Williams
President / CEO

Piedmont Advantage Credit Union (PACU) held its Annual Meeting on September 28, 2021. While it was our hope to return to an in-person meeting, we utilized the virtual format again due to the ongoing pandemic. I would like to take this opportunity to share with you some highlights from the meeting.

This year's theme was "Proud Past. Strong Present. Bright Future." Even as the Credit Union has grown over the years, we never lose sight of our humble beginnings in 1949. We exist to serve our member-owners. As we invest in technology, locations and new products and services, the purpose is to enhance your service experience. Technology is not intended to replace human interaction. Rather, technology automates the service experience for members that prefer self-service. Yet, our Simply Service promise to you is centered on human interaction and building long-term relationships to meet your financial needs for all stages of life. **As your Credit Union invests in technology, please know that it is complementary to the personalized service you have enjoyed throughout PACU's history.**

The pandemic continues to present challenges as it has over the past year and a half. PACU has a strong rainy day fund to weather the storm, as we remain a well-capitalized. That does not change the fact that lives have been impacted for individuals, families and businesses. **The entire economy continues to feel the impact.** It has been documented in previous newsletters and the Annual Report that PACU stepped up during COVID to assist over 50 businesses with the Paycheck Protection Program (PPP) loans. **I am pleased to announce that Scott Smith recently joined the PACU team as our VP of Commercial Lending. Members spoke and your Credit Union listened. Additional services for small businesses are on the horizon.**

We celebrated leadership service milestones for this year. Our Board of Directors is elected by the members to represent you as a member-owner and serves in a volunteer capacity. The following directors have given selflessly of their time, talent and knowledge to the Credit Union:

- **Darren Cranfill** celebrates 5 years of service as a director.
- **John Reece,** our current Treasurer, celebrates 25 years of service.
- **Gene Sharp** celebrates his 30th year as a director. He also serves as Chairman of the Marketing Committee and as a director of the PACU Foundation.
- **George Price,** our current Vice Chairman, celebrates 60 years as a director. He also has served as Chairman, Secretary and Treasurer during his distinguished years of service.

Congratulations to these board members upon reaching these service milestones. Thank you to all of our volunteers as you embody servant leadership!

Despite the challenges of the pandemic, I am truly honored to work with the staff, Board of Directors and Supervisory Committee in serving you as one of our many member-owners. We maintained our focus on long-term projects and initiatives over the past year and continue to do so. More importantly, we never lost sight of meeting the needs of members on a daily basis. **The health and safety of employees and members were the starting point for every decision made. From that starting point, so much has been accomplished over the past year to add value for members now and into the future.** Thank you for the opportunity to serve you as we honor our proud past, celebrate our strong present and eagerly anticipate our bright future.

Mail delays anticipated

Starting October 1, the USPS will implement new service standards for its first-class mail, lengthening delivery time by about 30 percent.

What impact will these new service standards have for you?	What you can do to avoid delayed mail and payments?
Your mail could take up to five days to arrive, impacting:	Use options available from our online and mobile banking, like:
• Your receipt of mail from us may be delayed.	• Enrolling to get eStatements for quicker delivery.
• Our receipt of mail from you, including mailed payments, may be delayed.	• Making payments by transferring money between accounts, paying bills using Bill Payment and setting up alerts for payment reminders.

For more information, go to PACU.com/NoDelays.

Source: PostalTimes.com

Use your credit reports to catch fraud activity

Accessing your credit is always important, but during the pandemic, with the rise of identity theft, this process helps you catch signs of fraud early.

Each national credit reporting company (Equifax, TransUnion and Experian) has been offering upon request free weekly online credit reports. As of October 1, this offer still continues.

Federal law does guarantee upon request that you get a free copy of your credit report every 12 months from each of these credit reporting companies through **AnnualCreditReport.com**.

You can request a report from each company all at once, or you can space them out over the course of the year between the different companies. This means if you order a report from one of the companies on March 1, you can't get another free annual credit report from the same company until March 2 the following year.

While federal law requires free credit reports from credit reporting companies, it does not require these companies to provide free credit scores.

Your credit report and your credit score are not the same thing. Your credit report contains information that a credit reporting company has received about you. Your credit score is calculated by plugging the information in your credit report into a credit score formula.

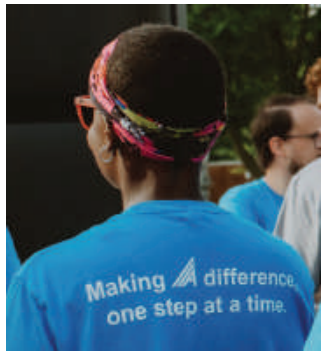
Regardless, monitoring your credit report is a good way to spot signs of identity theft, such as errors and suspicious activity and accounts or addresses you don't recognize.

Carolinas Credit Union Foundation honors PACU for DI program

Piedmont Advantage has been awarded by the Carolinas Credit Union Foundation the **Louise Herring Philosophy-in-Action Service Award** for our Diversity and Inclusion Committee's work to build a healthier and more diverse, equitable and inclusive workplace where all employees experience belonging and well-being.

This award is given to a credit union for its practical application of the credit union philosophy within its operations. As a first place recipient, our award submission has been forwarded by the Foundation to the Credit Union National Association (CUNA) for national consideration.

CUNA will announce national award recipients in November.



PACU employees sport the DI Committee's "Making a difference one step at a time," t-shirt at this year's Juneteenth run in Winston-Salem.

"Other financial institutions have hired staff for their programs and frankly engaged in more talking than doing. We launched our committee and program based on passionate volunteers in which there has been a whole lot of doing, like hosting virtual roundtables, producing an animated training video, launching a newsletter featuring our teammates' unique backgrounds and perspectives and coordinating our participation in a Juneteenth run just to name a few," said President and CEO Dion Williams.

NEWS & EVENTS!

Pictured are Marketing Manager Katie Moore and CU@Work Executive Jobana Semones

We're back in action, in person. Here are a few ways we're here to help you connect with our teammates.

Greensboro Shred Day
Oct. 19 | 11 a.m. to 2 p.m.
Greensboro Branch
3717 Battleground Ave.

Shred your old documents for free. Bring non-perishable food items or donations for the Second Harvest Food Bank.

14th Annual Runway 5K
Oct. 23 | 7:30 a.m.
Charlotte Douglas International Airport

Before and after the run, stop by our table for goodies, camaraderie and of course financial services information.

New ATM Ribbon-Cutting
Oct. 26 | 10:30 a.m.
3801 Liberty Street
Winston-Salem

Join us to celebrate our a new ATM conveniently located at the entrance of Smith Reynolds Airport. Hear remarks from our leadership and be part of another PACU milestone.

FREE WEBINAR

Using Credit Cards Wisely
October 26 | 6 p.m. to 7 p.m.
Reserve your spot today: PACU.com/FinancialWellness

Board of Directors

Officers
- Tom Mekis, Chairman
- George Price, Vice Chairman
- Steve Gilliland, Secretary
- John Reece, Treasurer

Directors
- Justine Lerch, Supervisory Committee Chair
- Darren Cranfill
- Mark Saunders
- Gene Sharp, Marketing Committee Chairman
- Jim Taylor, Chairman of the Board Emeritus

Associate Directors
- Mark Linville
- Brian Myers

Director Emeritus
- Ramon Hoots

Supervisory Committee
- Elizabeth Davis, Chair
- Toni Douglas
- Diana Johnson

Introducing Piedmont Advantage Medicare Services

On Oct. 1, we launched **Piedmont Advantage Medicare Services**, helping you to compare Medicare coverage options and to enroll during the 2022 annual enrollment period, which begins Oct. 15 and concludes Dec. 7.

The Piedmont Advantage Medicare Team will work to help you find the Medicare coverage that meets your healthcare needs, while supporting your financial goals.

Go to PACU.com/Medicare or call 800.422.7228 for more information.

Upcoming PACU Holiday Closings

Columbus Day	October 11, 2021
Veterans Day	November 11, 2021
Thanksgiving	November 25, 2021
Black Friday	November 26, 2021

PACU.com/Holidays

Your savings federally insured to at least $250,000 and backed by the full faith and credit of the United States Government
NCUA
National Credit Union Administration, a U.S. Government Agency

EQUAL HOUSING LENDER

NMLS# 686550

Announcing the Piedmont Advantage Mastercard® Special

0% APR

0% Annual Percentage Rate (APR) for new purchases and balance transfers through June 30, 2022*

Go to PACU.com/Special to Apply Today!

Your savings federally insured to at least $250,000 and backed by the full faith and credit of the United States Government

NCUA

National Credit Union Administration, a U.S. Government Agency

PIEDMONT ADVANTAGE CREDIT UNION

*Promotional 0% Annual Percentage Rate (APR) applies to new purchases and balance transfers made using your Platinum and Rewards Mastercards between August 18, 2021, and December 31, 2021, through June 30, 2022. After June 30, 2022, any unpaid balance for purchases or balance transfers made between August 18, 2021, and December 31, 2021, will be subject to the standard non-promotional APR applicable to your account. As of August 1, 2021, standard Platinum Mastercard rates for purchases and balance transfers vary from 10.90% to 17.90% APR based on your creditworthiness. As of August 1, 2021, standard Rewards Mastercard rates for purchases and balance transfers vary from 12.90% to 17.90% based on your creditworthiness. Payments made on your account will be applied first to the balance with the highest APR and any remaining portion to the other balances in descending order based on applicable APR, unless otherwise prescribed by applicable law. We may end this promotional APR and apply the standard non-promotional APR applicable to your account on all outstanding balances if you are 60 days late or more in making a payment. Promotional rate offer does not apply to cash advances.

Don't have a Piedmont Checking Account? Reconsider today!

When you open one of our checking accounts, as a token of our appreciation, you'll receive a free tote bag and $25 after 90 days!* Follow these simple guidelines to take advantage of these "thank you" gifts:

- Receive tote bag when account is opened and funded in one of our 10 North Carolina branches (PACU.com/Locations).
- Pick up tote bag at any of our branches when account is opened and funded by phone or online.
- To receive the additional $25 deposited into your new checking account, within 90 days of accounting opening, either set up a direct deposit of a t least $100 to your new checking account or have cumulative deposits of $500 or more into your new checking account.

Free tote bag

Interested? Go to PACU.com/Simple to learn more and open your new checking account.

*Thank you gift promotion only applies to new Piedmont Advantage Credit Union ("PACU") checking accounts opened and funded with a minimum of $25 between 12:00 a.m. EST on 7/26/21 and 11:59 p.m. EST on 11/30/21. Must be or become a member of PACU to open a checking account. For accounts opened in a PACU branch, a tote bag will be provided at the PACU branch upon successful opening and funding of your checking account. For checking accounts opened by phone or online, a tote bag may be picked up at any PACU branch following opening and funding of the checking account. PACU reserves the right to substitute another gift of equal or greater value for the tote bag. Failure to claim tote bag at a PACU branch location by 12/31/21 will result in forfeiture of the tote bag or any substitute gift of equal or greater value. To be eligible for the additional $25 account bonus ("Cash Bonus"), within 90 days of account opening you must either: (a) set up a direct deposit of at least $100 to your new checking account; or (b) have cumulative deposits of $500 or more into your checking account. If eligibility requirements are met, the Cash Bonus will be deposited into your checking account within 150 days from account opening. Cash Bonus will be forfeited if checking account is closed prior to deposit of the Cash Bonus. A maximum of one tote bag (or substitute gift of equal or greater value) and one Cash Bonus will be provided per checking account..