

Membership Matters



From the Desk of Our President / CEO

I hope the membership of Piedmont Advantage Credit Union (PACU) never tires of hearing this: "As a PACU member, you are an owner; thus, we are here to simply serve you!" That is our mission. That is our agenda. With that in mind, it is my pleasure to give you a mid-year update of activities as we enter the second half of 2022.

Branch Realignment

Our branch realignment plan was the focal point of last quarter's newsletter. I am pleased to report that the realignment of our existing branches is now complete. The Atrium branch inside Charlotte Douglas International Airport consolidated into our nearby Boyer Street location in April. The Wilmington market spun off to Self-Help Credit Union in May with the Kenansville and Fayetteville markets spinning off to Bragg Mutual Federal Credit Union most recently at the end of June.

Once more, branch realignment is not a contraction plan. Rather, it is a strategic realignment to facilitate for future growth, connecting the Triad to Charlotte markets. Your Credit Union is safe, sound and poised to write the next chapters of its storied history.

Next on deck is Mocksville as our newest Piedmont Advantage branch location.

Youth Program

To simply serve our members, we strive to have product and service solutions geared toward all stages of life. When we consider the impact we desire to have on the members and communities we serve, financial literacy resonates the most. If we can expose our members at early ages on sound financial habits, we are building a foundation that will benefit them for life. From the Credit Union to the PACU Foundation, we are committed to increasing the capacity of our service areas to offer age-appropriate financial literacy expertise and activities. Our new youth program with youth products, services, activities and a mascot, Al Pacu, will be unveiled and ready to serve our youth members just in time for the new school year!

Small Business Program

I have often said that our best source of ideas is from our member-owners. The latest example of this is the launch of our new small business program. After we proudly assisted over 50 small businesses with the SBA Paycheck Protection Program (PPP) loans during the pandemic, members shared with us they wanted more small business financial services. We invite you to visit our website, PACU.com, or contact us to learn more about our new small business deposit products and services and commercial lending offerings.

Best Places to Work

Your Credit Union not only serves member-owners, but also takes great pride in putting our employees in a positive working environment and the best possible position to simply serve. In terms of measuring employee satisfaction, we recently participated in the 2022 Triad Best Places to Work competition. It is my honor to inform you that Piedmont Advantage was recognized as a finalist in the competition as determined by employee surveys. Furthermore, surveys reflected that PACU employees are "highly engaged" and described the workplace as "fun!" We aim for that level of engagement and passion to translate into your having the best member experience each and every day. *See page 4 additional highlights.*

Thank you for taking the time to read this mid-year update. More importantly, thank you for being a PACU member. Our commitment to "simply service" reflects our desire to be your financial partner for life.



Dion Williams, President / CEO

Annual Membership Meeting

September 27, 2022, 6 p.m. at Maple Chase Golf Course

Piedmont Advantage's Board of Directors announces our **73rd Annual Membership Meeting** will be held on September 27, 2022, at 6 p.m. at Maple Chase Golf Course, 5475 Germanton Road, Winston-Salem, N.C.

This year's meeting returns to an in-person only format. Go to PACU.com/Annual Meeting to RSVP by September 16.

The Board further announces the following Board Members will serve on the 2022 Nominating Committee:

- **Steve Gilliland, Chairman**
- **Darren Cranfill**
- **Justine Lerch**

This committee nominates at least one candidate for each vacancy created by Directors whose terms expire in 2022. This year, the nominees are **Mark Linville, Brian Myers and George Price**.



Members seeking nominations to the Board of Directors must notify the Nominating Committee by letter **before Friday, August 26, 2022**. Send letters to:

Tracy Gilmore
Nominating Committee
Piedmont Advantage Credit Union
3530 Advantage Way
Winston-Salem, N.C. 27103

Nominations made by petition require signatures of at least 2% of the total membership.

2022 Board Nominees



Mark Linville has more than 30 years of experience in senior financial management and is CFO for Zippy Shell Incorporated, a storage and moving company. He is a former CFO of Landmark Aviation.

Mark served on our Board as an Associate Board Member until 2022 when he became a Director to fill an unexpired term. He earned his bachelor's degree in business administration and economics from High Point University and MBA from Wake Forest University. Mark resides in Winston-Salem.



Brian Myers is the Tax Administrator for Catawba County, N.C. He is formerly the Tax Administrator for Davie County, a position he held for more than 10 years. A graduate of Western Carolina University, Brian is active in his church and a member of the Mocksville Masonic Lodge. He resides in Mocksville.

Brian served on our Board as an Associate Board Member until 2022 when he became a Director to fill an unexpired term.



George Price is retired from Piedmont Airlines. Upon retirement, he was the Director of Credit and Collections. He is the founding Board Member of the Northwest Chapter of Credit Unions and a former Board Member of the Airlines Credit Union Conference.

George has been a Board Member for more than 60 years, serving in all leadership positions, including Chairman, Vice Chairman, Treasurer and Secretary.

George lives in Carolina Shores, N.C.

PACU Foundation

presents



Summer FUNdraiser

Themed Gift Baskets
Getaways & Vacations
Fine Art & Decor
Sports & Entertainment
Wine & Spirits

And so much more!

Opens July 16 at 8 a.m.

Closes July 29 at 8 p.m.

Create your online bidding account at PACU.com/Foundation.



Piedmont Advantage recognized as a BEST PLACE TO WORK

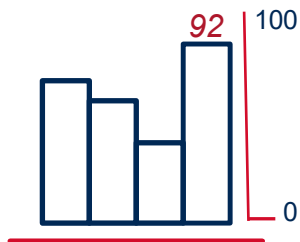
In May, Piedmont Advantage was recognized as a finalist in the **Triad Business Journal's 2022 Best Places to Work**. This is our first-time participating.

Nominations were accepted by the Triad Business Journal with Quantum Workplace, an Omaha, Nebraska-based research firm, surveying employees of nominated companies. Employees evaluated their employer on team effectiveness, trust in senior leaders, feeling valued, manager effectiveness, compensation and benefits.

BEST PLACE TO WORK Highlights

Our Best Place to Work Score: 92

Perfect Score: 100



Top Word that Best Describes our Work Environment: Fun

FUN

Random Employee Comments from the Survey

I've worked at PACU for over 20 years and LOVE the organization and consider my coworkers family.

PACU is a wonderful place to work. Leadership fully recognizes that to be successful, they must have employees who feel empowered, motivated and appreciated.

This organization puts its employees first. This is the first time that I've ever experienced this type of situation, which I am beyond grateful for.

I've worked in this industry for many years and this is by far the best job I've had - that has to do with the management and coworkers.

Upcoming Holiday Closings



Independence Day	7.4.22
Labor Day	9.5.22
Columbus Day	10.10.22
Veterans Day	11.11.22
Thanksgiving	11.24.22
Day After Thanksgiving	11.25.22
Christmas Day	12.26.22
New Year's Day	1.2.23

Board of Directors

The Piedmont Advantage Board of Directors represents the history and tradition of the Credit Union as well as a commitment to the members and communities we serve. Directors are volunteers and serve without compensation; so their time, talent and knowledge are shared with the Credit Union as a labor of love.

Tom Mekis, Chairman
Steve Gilliland, Vice Chairman
Mark Saunders, Secretary
John Reece, Treasurer

Darren Cranfill, Director
Justine Lerch, Director
Mark Linville, Director
Brian Myers, Director
George Price, Director

Ramon Hoots, Director Emeritus
Gene Sharp, Director Emeritus
Jim Taylor, Chairman Emeritus

Supervisory Committee

The Supervisory Committee ensures the Board safeguards assets and management complies with the organization's established policies. Committee members also are volunteers.

Diana Santos-Johnson, Chair
Toni Douglas

AJ Eaker
Mara O'Neil



Effective August 1, 2022 All Branch Hours

Monday - Thursday
9 a.m. to 5 p.m.

Friday
9 a.m. to 6 p.m.

Fraud Alert Spotlight: Tech Support Scams

Fraudsters are increasingly savvy. They find about you through social media and other platforms to gain access to your hard-earned money.

Piedmont Advantage's fraud department monitors and investigates transactions for potential fraudulent activity and warns tech support scams remain popular among fraudsters.

For example, if you get a computer screen pop-up claiming something like the following, think twice before acting: "To avoid a \$300 tech support renewal fee charge to your account, click the following link or call the following number to cancel your automatic renewal."

If you click the link or call the number, the fraudster will attempt to gain access to your account information.

Three Tips to Avoid Fraudsters

1. Don't respond to computer screen pop-ups, emails or calls asking you to take action to avoid fees or something similar unless you initiate the request.
2. Beware of all solicitations asking for your passwords, PINs and checking and credit card information. **We would never ask you to share sensitive information over the phone or by email without your request.**
3. Use electronic statements when the option is available as paper statements are easy to intercept from your mailbox. **Our eStatements are password protected and only accessible when you log into Advantage Access Online Banking.**

Keep us informed

Please take the time to notify us if you have moved or updated any of your contact information. This can be done easily in one of the following ways:

 800.433.PACU or 800.433.7228

 CallCenterTeam@pacu.com

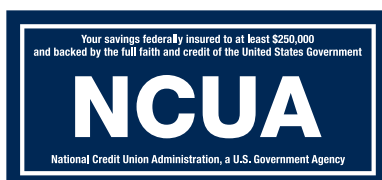
 Visit your branch for personal assistance.

 Go to PACU.com/ContactUs to complete online form.

You may think as long as your debit card and online banking access work, an updated phone number or street address isn't necessary, but that couldn't be further from the truth. Current contact information needs to be kept up-to-date on your accounts. If we don't have a reliable means of contacting you, we are unable to send you relevant information pertaining to your membership, including, but not limited to:

- Security updates
- Fraud alerts and protection
- Account notices
- System upgrades

NMLS# 686550



#1 Reason to apply for a Piedmont Advantage Mastercard

Unlike other credit cards, our Platinum and Rewards Mastercards have fixed rates¹, not variable rates that rise every time the Federal Reserve raises rates.

Plus, our fixed rates are as low as 10.90% APR¹ with:

- No annual fees
- No cash advance fees
- No foreign transaction fees
- No balance transfer fees

With no balance transfer fees, *why wouldn't you transfer your costly balances from a high-rate credit card to PACU?*

Low fixed rates and none of the above fees mean you save and have more money to shop.

Visit your branch to apply for a Piedmont Advantage Mastercard today! Or, go to PACU.com to apply online.

¹ As of January 1, 2022, Mastercard Platinum rates for purchases, cash advances and balance transfers vary from 10.90% to 17.90% APR based on creditworthiness. As of January 1, 2022, Mastercard Rewards rates for purchases, cash advances and balance transfers vary from 10.90% to 17.90% APR based on creditworthiness. All loans subject to normal underwriting guidelines. Terms and conditions subject to change without notice.