

PSC Affected Members Update #10

November 9, 2020

Dear Members,

Fall has arrived and, with the clocks turning back, we have found the process also slowed. While we don't wish to fill your inbox with "no new news" each update, we also wish to honor our commitment to transparent and timely communication remains. Member care is our top priority.

If you wish to read this – or any of the other updates – online, click [HERE](#) to go to our website.

Summary:

- General update – *slow going*
- Newsletter & next update – *Covid-style*

Slow going

The last five months, we have focused on you and getting to a resolution. In pursuing a defined settlement package and a speedy outcome, we have requested all parties to sit together to find a solution. We understand that, to many of you, it feels like the process should be simpler. However, given the timeline (stretched back over years) and parties involved, it is a complicated process.

Newsletter & next update

The safety of our members and staff is our first concern. Due to rising Covid-19 concerns and the limits of our older website, answering your questions as received over the last five months (Contact Centre and emails) will be delivered within the next PCU newsletter. (Click [HERE](#) to go to our website anytime.) The newsletter will serve as the next monthly update and be released via email and on our website between Dec. 3 -10. If you have any new(er) questions, Paliare Roland is happy to take your call.

In closing...

All members can always review information on our PCU website. We are working diligently and will continue to provide monthly updates - unless we have new information sooner. The next update will be in the PCU quarterly newsletter.

Our Branch teams are available to speak with you. Your deposits continue to be secure and your financial needs continue to be served. PCU is here to stay.

We are working to uncomplicate and communicate. Contact us any time.

Sincerely,

Barbara Dirks

President & CEO, PACE Credit Union