



CREDIT UNION

More than just banking

Member Matters

WINTER EDITION

MESSAGE FROM THE PRESIDENT/CEO

David B. Suvall



The New Year seems to be a good time for reflection and a time to look ahead with anticipation and hope. It's a time to evaluate the past year and acknowledge accomplishments while planning for the upcoming year.

Celebrating our 75th Anniversary was a milestone for Rhode Island Credit Union in 2021. Serving our members and communities for 75 years has been our honor and privilege and could not have been achieved without the support and loyalty from you, our members, our dedicated staff, and our diligent and committed Board of Directors and Supervisory Committee.

Although our celebration was somewhat limited due to COVID-19, we were able to enjoy some festivities including food truck events for staff and members, raffles, and most rewarding, providing tremendous support to many non-profit organizations that serve our communities. We made numerous donations in quantities of 75 including coats, blankets, pet supplies and much more.

Like most of you, one of my greatest hopes personally for 2022 is for COVID-19 to no longer be such a negative force in our lives and that we remain healthy and resume normalcy. From a business perspective, we have many positive projects on the roadmap at Rhode Island Credit Union that will allow us to better serve you. In 2022, we will launch a redesigned website to allow you to navigate easily to obtain the information you need. In addition, we will introduce a new digital banking platform that will feature a secure but simplified login process, greater functionality and enhanced features to bank anywhere and pay your bills. These are just some of the planned projects that will have a direct impact on the service we provide to you.

As you reflect and plan for the year, please remember that we are here for you for all of your financial needs and look forward to continuing to serve you and your families for decades to come.

Wishing you and your family a healthy, happy and prosperous New Year!

THE RHODE ISLAND HOME SHOW IS BACK!



The 70th Annual Rhode Island Builders Association Home Show will be held at the Rhode Island Convention Center April 7 – 10, 2022. It's a great event with all your home needs under one roof.

Be sure to visit Rhode Island Credit Union in Booth #1131 and learn more about how we can help you make your home dreams a reality.

Elder Financial Exploitation



COVID-19 has impacted us in more ways than one. The isolation required to contain the spread of the virus has allowed certain unscrupulous individuals to take advantage of those in crisis. The elderly have been hit hardest, both by the virus and by abusers.

Before the pandemic, approximately 1 in 10 people over the age of 60 were victims of physical, verbal, sexual, or financial exploitation. Since the start of the COVID-19 pandemic, elder abuse reports have risen.

Adults age 55 and older control 70% of the nation's wealth, according to the Federal Reserve, making them attractive targets, particularly if they are suffering reduced physical or mental capacities. Elders who are dependent

on others, have predictable patterns, don't realize the value of their assets or are confused about financial matters and technology are key targets. Perpetrators can be family members, predatory individuals and unscrupulous professionals (or persons posing as such).

Help stop elder financial exploitation by looking for warning signs:

- Unpaid bills, eviction notices or notices to discontinue utilities;
- Withdrawals or transfers from financial accounts that the person can't explain;
- New "best friends" or authorized signers on accounts;
- Legal documents that the older person did not understand at the time he or she signed them;
- Missing belongings or property;
- Lack of documentation about financial arrangements; and questionable signatures on checks or other legal documents.

Prevention is key in eliminating financial abuse of elders. Here are tips to help your loved ones:

- Have a family discussion. Have an attorney draft a personal care agreement that is clear about how a family caregiver will be compensated;
- Run a national background check on caregivers before hiring;
- Accompany elders to meetings with financial advisers to be aware of the elder's financial situation and any changes made to their retirement funds;
- Protect valuables. List and photograph them. Store the lists and photographs separately from the items;
- If the elder is presented with a document they don't understand, make sure they consult a financial advisor or attorney before signing it;
- Secure mail. Incoming and outgoing mail in an unsecured mailbox is a tempting target; and
- Check up on loved ones often, physically or by phone. It would also be helpful to meet with some of their friends and neighbors and get their phone numbers. They can be contacts if you can't reach your loved one by phone.



Thanks-For-Giving

Thanks to the generosity of our members and staff, we were able to supply food to pantries and soup kitchens in the communities we serve. We hope our donations helped to nourish and support those in need this holiday season.



Trouble logging into Online Banking?

It has come to our attention that some members are having difficulty logging into our online banking system despite having their PIN reset and knowing their user name and answers to their security questions. Clearing your browser cache before attempting to log in again may resolve the issue.

What is cache? When you browse through the Internet and visit different sites, your browser saves certain data in temporary storage. This temporary storage is called "cache." When incorrect information is entered such as a random code or user name, it may be saved in the cache causing the problem to persist even if correct information is entered in the future. The procedure for clearing cache is different depending on your browser but you can use the help feature on your browser for instructions.

Please feel free to contact us with any questions.

START OFF THE NEW YEAR WITH A *Christmas Club*

Start your holiday planning now by opening a Christmas Club. You can set aside money regularly for any amount you choose. Stop by any location to open a Christmas Club and enjoy the peace of mind of being prepared for the holidays.

YOUR LEADERSHIP

BOARD OF DIRECTORS

Jane F. Correia	Chair
Ernest A. DeAngelis	1st Vice Chair
Paul V. Filippone	Treasurer
Robert P. Gemma	Secretary
Paul V. Valliere	Assistant Treasurer
Beverly A. Dwyer	Assistant Secretary
Henry A. Godin, Jr.	2nd Vice Chairperson
R. Gary Clark	2nd Vice Chairperson
Herve Champagne, Jr.	2nd Vice Chairperson

SUPERVISORY COMMITTEE

Robert E. Christie	Chair
Dennis B. Tripodi	Member
Roger A. Pincince	Member

CREDIT COMMITTEE

Nancy L. Zeppa	Member
Maureen K. Jendzejec	Member
Janice M. Kluge	Member



More than just banking

160 Francis Street, Providence, RI 02903
401.751.7440 • 401.553.2200
Fax 401.751.0189
M, T, W - 8:30-3:30, Th - 8:30-5:30,
Fri - 8:30-6:00

URI Memorial Union
50 Lower College Road, Kingston, RI 02881
401.789.0253 • Fax 401.789.0087
M-Th - 8:30-4:30, Fri - 8:30-5:00

60 North Main Street, Pascoag, RI 02859
401.568.6271 • Fax 401.568.0025
M, T, W - 8:30-4:00,
Th - 8:30-5:00, Fri - 8:30-6:00

860 Reservoir Avenue, Cranston, RI 02910
401.941-8770 • Fax 401.941.0096
M, T, W - 8:30-4:00, Th - 8:30-5:30,
Fri - 8:30-6:00

390 Metacom Avenue, Bristol, RI 02809
401.253.1313 • Fax 401.253.1389
M, T, W - 8:30-3:30, Th - 8:30-5:30,
Fri - 8:30-6:00

594 Central Avenue, Pawtucket, RI 02861
401.722.8236 • Fax 401.729.0027
M, T, W - 8:30-4:30, Th - Fri 8:30-5:00

Express Service Phone 24
401.351.7760

www.ricreditunion.org

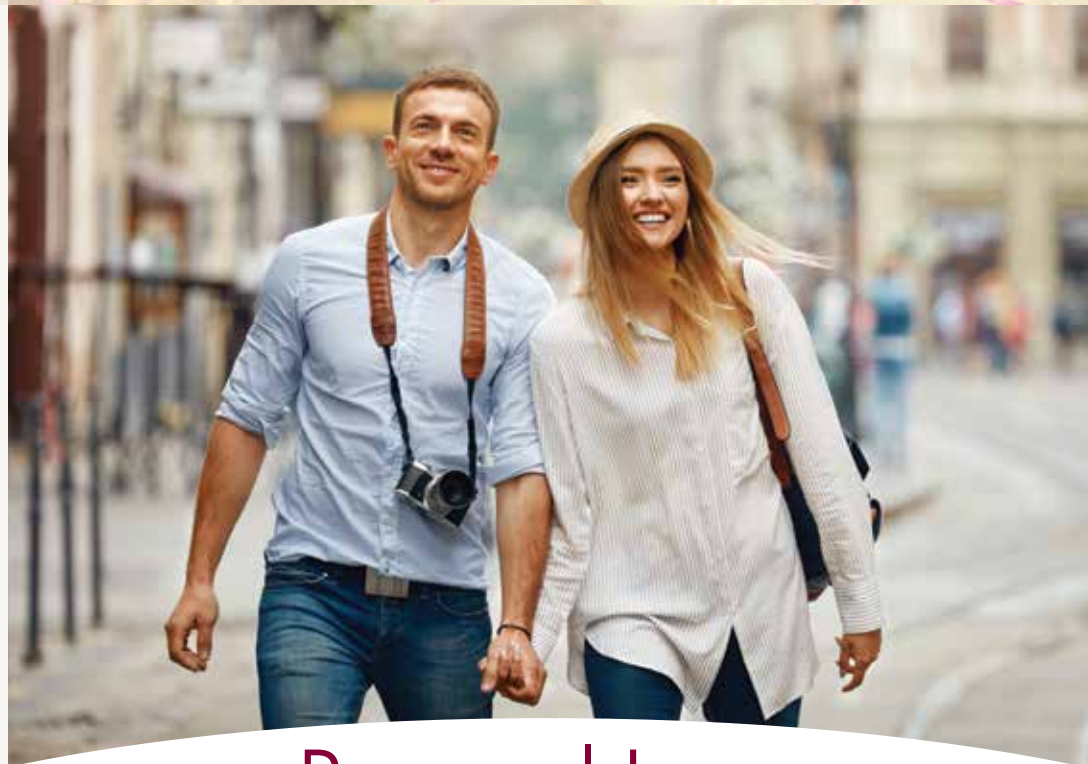


This Credit Union is federally insured by the National Credit Union Administration.

75th Anniversary TV Winner



Congratulations to Anthony Thibeault who was the lucky winner of a 75" TV as part of our 75th Anniversary celebration! We hope Anthony and his family enjoy it!



Personal Loan

RATES AS LOW AS

6.65% APR*

*Annual Percentage Rate (APR) is for terms up to 12 months. Minimum loan amount is \$1,000. For example, the monthly payment for a 12-month loan is \$86.38 per \$1,000 borrowed. Rate based on individual creditworthiness and subject to change without notice. New money only. Other rates and terms available for all credit quality. Certain restrictions apply.