



Te Uniana Whakanama Pirihimana

BLUENOTES

Issue 102
May 2025

Recently I've heard some incredible stories where we've helped relieve financial stress for members by shifting debt over to us at a lower rate.

In some cases, they're better off by \$200 or more each payday. This gives them breathing room and the ability to start saving again.

We're also helping other members buy new vehicles, cover unbudgeted expenses, and we're supporting some members to escape the winter blues with a personal loan to cover costs for a well-deserved holiday.

Home Loan help

With interest rates trending down after OCR cuts this year, we're moving quickly to offer competitive home loans rates.

While we've been helping members into their first home with First Home Together, we can also help members looking to refinance away from the big banks.

If you're one of the many Kiwis due to come off a fixed rate this year, I encourage you to get in touch with our team

UPDATE FROM OUR CE



Since joining the Police Credit Union last year, I continue to be impressed with the difference we've been able to make to our members' lives.

and give us the opportunity to let you know what we can do. Our rates are very competitive and we may be able to help with a cash contribution to cover legal costs.

Looking forward

In February, the Board and senior staff dedicated a day to defining our strategy for the coming years.

Our focus remains on growing our Credit Union so we can continue supporting the financial wellbeing of our members for another 50 years (and more!). Growth is mutually beneficial for all members, allowing us to provide better lending and savings rates over time, and to invest in better member experience.

Upcoming Changes

With banking of course comes legislation and regulation!

In April 2025, our new Financial Institution licence took effect under the Conduct of Financial Institutions (CoFI). CoFI aims to ensure fair treatment in services offered by banks and non-bank deposit takers (NBDT).

As an NBDT that exists to do what's best for our members, this doesn't change anything we already do.

We've developed a Fair Conduct Programme (FCP) which articulates our promise to ensure members are treated fairly. You can find a summary of this [on our website](#).

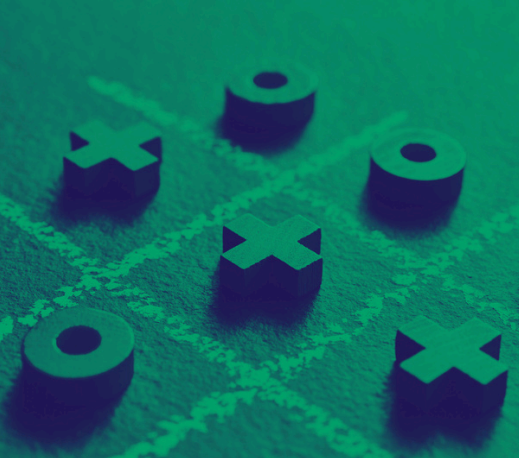
The Depositor Compensation Scheme (DCS) is another change coming into place from July, which further enhances the robustness of the financial system and protects depositor funds - including those placed with PCU. We'll update you on this it gets closer to go-live.

To end, I want to thank all our members for their ongoing support of the PCU and each other by choosing to place your business with us.

And I want to remind you that your extended family can enjoy all the benefits of the PCU too! We'd love the opportunity to introduce ourselves.

Ngā mihi,

Mike Davy
Chief Executive



THE DEBT GAME-CHANGER

Tired of trying to keep on top of your debt? A consolidation loan could be the reset you need.

If your credit card balance isn't budging or you're stuck paying high interest debt, switching to a low-rate loan could save you serious money.

It can be stressful keeping on top of multiple debts with different interest rates and repayment amounts. It can also be difficult to see when you're actually going to be debt-free.

At the Police Credit Union, we're all about enhancing the financial well-being of our members. Lately we've been doing this by helping members consolidate their high-interest debt, and it's working.

Members are simplifying their finances, reducing their repayments, and even starting to save again. For many, it's made a massive difference to their day-to-day life and financial future. And it's not just the simple stuff. We've helped members in some really tough spots by working hard to find solutions that actually make a difference.

Here's what we're hearing:

"It's changed my mindset about money. It's a weight off my shoulders and I feel like I have a spring in my step. I was excited to close my credit card. It felt so good to sort it all out and start saving again."

"Thank you so much for your assistance with this loan. It's a real life-changer. I appreciate your hard work, empathy, professionalism and determination to make this successful for us."

Why consider a consolidation loan?

1. Less stress.

One repayment. One interest rate. No more juggling due dates or wondering what's coming out each payday.

2. Save money.

High-interest debt eats into your income. A lower rate loan means you could pay way less overall.

3. Pay it off faster.

More of your money goes toward paying down the balance, not just the interest. So, you could be debt-free faster.

Is it time to consolidate?

The sooner you start, the sooner you stop losing money to high-interest debt. A debt consolidation loan could be the turning point that gives you back control and a chance to get ahead. Whether your goal is to be debt-free, build up savings, or plan your next financial move, we're here to help.

Ready to apply?

- **Find out more:**
www.policecu.org.nz/loans/personal-loans/
- **Apply online now:**
www.policecu.org.nz/apply-for-a-loan/

Stay safe out there!

Money Penny

VOICE OF OUR MEMBERS

We've launched a programme to give members a voice on their experience with the PCU.

Back in February, we kicked off our new Voice of Member survey programme, giving members the opportunity to share their honest feedback on being part of the PCU whānau.

We've rolled out surveys for key moments, like when you join us or take out a new loan. If you've been a member for a while, you'll also receive a survey invite sometime throughout the year.

Not only do we read every piece of feedback, but we share the insights across the organisation and keep a close eye on common themes. We also get in touch with some members to clarify responses or pass on useful info.

Ultimately, Voice of Member feedback helps us improve your experience, understand what matters most, and to make it right if we've dropped the ball. It helps guide what we focus on now, and what we plan for the future.

Over 560 members have provided feedback through the survey so far. Here's a snapshot of what they've shared:

"I've always used PCU for a loan because of how easy and fast the process is and how great the consultants are assisting with the loan process."

"I've been in the PCU since the beginning, it's worked for me. I often share with family that they are able to join too."

"I love the Police Credit Union! For my personal loan I enjoyed the good service, easy to organise repayments and flexibility on repaying the loan or drawing money if needed."

"Every time I have dealt with the PCU it's been great; you have helped me with my goals."

"The app is easy to use, and there's good term deposit rates and loan rates. It's a place to save that is separate from my bank so I don't see my money."

Your feedback helps us know what really matters to you and your family. So, if a survey lands in your inbox, please take a moment to share your honest thoughts.

DID YOU KNOW...

Your family can join the Police Credit Union too, all because of you! As a member of the PCU, you're the key that opens the door to nearly your entire family to join as well.

A common theme we've seen in recent survey feedback is that members don't think their family can be a part of Police Credit Union.

Well, that's a myth we're here to bust!

Because you're a member, most of your whānau can join us, including your partner, parents, siblings, children, grandchildren, and way, way more... like your nieces, nephews and cousins as well!

What if they're already sorted with banking?

They can still join and take advantage of all we offer... there's no need to switch everything to us.

Members tell us they love saving with PCU *because* it's away from their main bank, making it easy to build up savings out of sight.

More recently, we've been helping PCU family members get into their first home when they have a low deposit, or the big banks say no.

What's the benefit?

The more members we have, the more we can give back to the wider Police Credit Union family.

We can pay competitive savings and investing rates, and member savings help us provide competitive rates on loans to help other members buy their first home, upgrade their car, or get their debt sorted. It's a win/win.

Why do family members join PCU?

We look after family members of all ages and stages, but the main reasons they join are because:

- Our term deposits have great rates from only \$500.
- We offer a one-off boost of \$100 to children's savings accounts opened before the child turns one.
- We help them get into their first home, faster.
- We go out of our way to help members and do what we can to make them better off.

Who could you encourage to join today?

Share these links with your family and encourage them to hop online and take a few minutes to fill in our online join form!

- **Join online:** www.policecu.org.nz/about-us/join/
- **What we offer:** www.policecu.org.nz/about-us/what-we-offer/
- **Family eligibility:** www.policecu.org.nz/about-us/eligibility/

FORGOT YOUR PASSWORD?

Gone are the days of calling us if you forgot your online banking password. You can reset it online, easy as!

💡 Top Tip: Your Member Number Matters

To log in, your member number must include two zeros.
Just add two zero's to the front of your member number, like this:

Your member number

123456

Use this to log in

00123456

Can't log in?

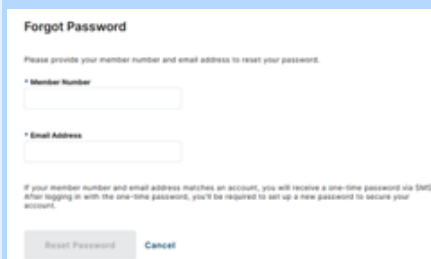


If you try logging in and see "ID/Password is Invalid", double check you added 00 to the start of your member number.

🚫 Still no luck?
Click the 'Forgot Password' text underneath the Password field.

Step One:

Forgot password page.



You'll need:

- Your member number (don't forget the 00's!)
- The email address we should hold for you.

✳ If we don't hold your current email AND mobile number, the reset process won't work.

You'll need to give us a call on **0800 429 000**.

Step Two:

Time to reset.

Wednesday 12:55 PM
Thank you for your login request from PCU Customer Support. Your login detail can be found below. Login Id: [00123456](#), Password [59985549](#). For security reasons please login and change your password within 24 hours.

You'll receive a text message with a temporary password.

Go back to the login page, use the temp password, and follow the on-screen steps.

(And yes - still use the 00's for your member number)

Still stuck?

If the Forgot Password process didn't work, it's likely we don't have your up-to-date email address and/or mobile number.

Easy fix:





- Give us a call on 0800 429 000
- Or email us at info@policecu.org.nz

Not signed up for Internet banking yet?

Call us on **0800 429 000** and we'll get you sorted.

INTEREST RATES ON LENDING

as at 19 May 2025

| | | | |
|---|--|--|--|
|  | Personal Loans Bring your plans to life with a PCU personal loan, for anything you want or need. www.policecu.org.nz/loans/personal-loans/ | PSS Secured from 10.50% p.a. | Vehicle Secured from 12.95% p.a. |
|  | First Home TOGETHER Get into your first home faster with up to 10% interest-free towards your deposit! www.policecu.org.nz/loans/first-home-together/ | Fixed 1 year 5.59% p.a. | Fixed 2 years 5.59% p.a. |
|  | Home Loans Refinance and enjoy competitive rates, or build your investment portfolio with only 20% deposit. www.policecu.org.nz/loans/pcuhome-loans/ | Fixed 1 year from 4.99% p.a. | Fixed 2 years from 4.99% p.a. |
|  | Retire Easy If you're 67+ and own a home, you could free up some cash in your home our reverse mortgage. www.policecu.org.nz/loans/retire-easy/ | Floating 8.79% p.a. | |

Normal lending criteria and a \$100 establishment fee applies to all new loans.

INTEREST RATES ON SAVINGS

as at 19 May 2025

Term Deposits

| 3 months | 4 months | 5 months | 6 months | 7 months | 8 months | 9 months | 12 months | 18 months | 24 months |
|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 3.55% p.a. | 3.70% p.a. | 3.85% p.a. | 4.00% p.a. | 4.00% p.a. | 4.00% p.a. | 3.95% p.a. | 3.90% p.a. | 3.90% p.a. | 3.90% p.a. |

Interest can be paid out monthly, quarterly or six monthly.

Interest on term deposits 12 months or longer can be compounded quarterly, six monthly or annually.

On maturity, term deposits can be reinvested, paid into your Credit Union account or paid to an external bank account.

Savings

| Balance | Bonus Saver | Future Saver | Achiever Saver | Christmas Club |
|---------|--|--|----------------|----------------|
| \$1+ | 2.55% p.a.* Includes bonus interest of 2.15% p.a. | 2.55% p.a.* Includes bonus interest of 2.15% p.a. | 1.05% p.a. | 0.80% p.a. |

Interest is calculated daily and paid monthly.

*By depositing at least \$20 per calendar month, with no withdrawals in the calendar month, you will earn bonus interest on your total daily balance.

All interest rates are subject to change without notice.



Te Uniana Whakanama Pirihiimana
POLICE HELPING POLICE

Copies of our Terms and Conditions, Product Disclosure Statement and Credit Risk Statement are available from the Police Credit Union. These can be viewed at policecu.org.nz or by calling **0800 429 000**. Police Credit Union is not a registered bank.