



PSCU Credit Union's Chaguanas Branch Closure: Information Package

October 25, 2021

Dear Valued Member:

As indicated in our previous correspondence on 11th October, 2021, an update on our Chaguanas branch closure is presented below:

PSCU Credit Union wishes to thank all our Chaguanas members for their continued loyalty and business with us. It has been an absolute pleasure being able to serve you through this branch and it is our hope that we will continue to, while strengthening the relationship with you through our other branches.

As indicated previously, all members' accounts currently maintained at this branch will be transferred to our San Fernando / Port of Spain Branches. **Should you wish to have your accounts held at an alternative branch, please complete the attached form and email us at chaguanas@pscutt.com**

Our efforts to rationalize is a result of changing customer habits and a decline in the number of in-branch visits over the years. Strategically, PSCU Credit Union needs to adapt our business model to the dynamic environment and increase our efficiency. As a result, the Board of Directors made the difficult decision to close the Chaguanas branch as it is no longer profitable/viable.

To ensure all our members are able to transition comfortably, we will be securing multiple options for you to conduct your financial transactions before December 31st 2021. The details

of these options are available in the Frequently Asked Questions (F.A.Q.) document that is attached.

Our focus at PSCU Credit Union remains on personalized relationships and balancing the needs of our customers.

Should you have any questions /concerns call us at 623-7570. We look forward to serving your future financial needs

Cooperatively yours

Mr. Sean Mc Millan
Chief Executive Officer