

A 'FORCEFUL' NEW LOOK FOR PCU LITERATURE

On the merger of seven separate credit unions, new literature was produced. However, after two years of Police Credit Union's operation, the time has arrived to develop this literature further.

Our aim was to make our leaflets as informative and user-friendly as possible. We have achieved this by naming all of the accounts and services, to help members identify them, as well as giving them a distinctive and attractive visual appearance.

You'll probably notice that there are no images of police in uniform. That's because many of our members are police staff and police family

members - we also realise that you save and borrow to enhance your lifestyle outside of police work.

The forms have been specifically redesigned for easier completion and compliance as we are authorised and regulated by the Financial Services Authority.

The new literature is available in your local branches. We hope you like it!



THE REWARDER	Regular savings account
THE YOUNGSTER	Junior savings account
THE RESOURCER	Unsecured fixed term loan account
THE RESPONDER	Unsecured revolving credit account
THE PROTECTOR	Payment protection insurance
THE RESOLVER	Our complaints procedure
THE WAGER	Friends of the PCU Lottery

And there are a number of other leaflets available too.



A REVITALISED WEBSITE

The site has been designed to be informative and easy to use and follows the look and feel of the new PCU literature.

The new site is compliant where possible with W3C standards and allows:

- access to the latest PCU News articles
- Friends of PCU Lottery email updates
- application/literature downloads
- easy communication via enquiry form

We hope you'll find the secure members' area of particular interest - here you will be able to check your account details, perform loan calculations and download loan application forms.

We are sorry, but you can't apply for membership or loans online yet.

Do please log on to find out more about PCU, how we operate and how we can meet your financial needs.

www.policecu.co.uk

19TH DECEMBER
NEW WEBSITE GOES LIVE!

INVITATION TO THE ANNUAL GENERAL MEETING

The 2006 Annual General Meeting of the Police Credit Union will be held on Wednesday 11th January at the Holiday Inn Hotel in Hemel Hempstead, commencing at 19:00 hours. A light buffet will be provided. Please bring proof of membership.

Upon merger of the seven credit unions, the Board of Directors decided that the venue of AGMs would reflect the national nature of the PCU and retain links with the original branches and the forces served.

SECURE YOUR FINANCES ON OUR NEW WEBSITE

A benefit of our new PCU website is the secure members' area, which enables members to check their account information as well as performing loan calculations and downloading loan application forms.

As you would expect, access to this restricted area is secure and it is necessary to register for access by activating your membership log-on.

To do this, you are asked to register a Secure Word with your local branch.

If you have a Secure Word already, you will be able to activate your log-on from 19th December.

If not, or if you have forgotten it, we will need to register a Secure Word for you.

We are very aware that we could have up to 14,000 members telephoning our seven branches in a short space of time and this could adversely affect our normal service to members, especially over the Christmas period. So, we would be grateful if you could complete the Secure Word form in this newsletter and return it to your local branch.

We would truly appreciate your support and assistance in helping us bring in a smooth introduction of our website and secure members' area.

Thank you for your understanding.

IT'S WORTH LOOKING BEYOND JUST THE RATE!

We've all been told that we should be comparing the APR (Annual Percentage Rate) before we take on any loan.

Without being too confrontational by naming other financial institutions, may we respectfully suggest, if you're considering a loan, that you also compare the actual repayments you'll be asked to make monthly. We know that the APR can potentially be misleading, depending on the typical example chosen by the provider and what is included in the calculation.

Also, check out whether:

- there's free life cover included (there is with PCU)
- there's a financial penalty for settling the outstanding balance early (there isn't with PCU)
- the loan rate is available for personal callers (it is with PCU)
- the interest rate is for a limited offer period (it isn't with PCU)
- the rate is applied, even to the smaller loan (it is with PCU).

If you're thinking about a fixed term loan, think about the Resourcer loan

- borrow up to £20,000 for any purpose
- fixed term loan for up to 5 years
- repayments from payroll deduction or direct debit
- free life cover*, with loan cancelled in event of claim



If you're thinking about a revolving credit facility, think about the Responder loan

- borrow up to £10,000
- up to six top-ups per year
- flexibility to change term of loan with each top-up
- repayments from payroll deduction or direct debit
- free life cover*, with loan cancelled in event of claim



Resourcer and Responder loans are subject to status, conditions and credit checks to persons aged 18 years or over. Written quotations are available on request.

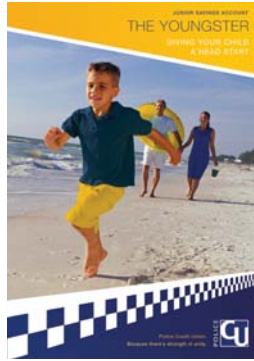
If you're thinking about saving for yourself, a family member or your young one, think about the Rewarder or the Youngster accounts.

- minimum £10 saving per month
- easy to save regularly by payroll deduction or direct debit
- no notice or penalty for withdrawal
- annual dividend paid gross without tax deducted
- free life cover*, with balance doubled in event of claim

*Subject to conditions.

Please remember Police Credit Union is a not for profit organisation and it operates exclusively for the police family. Savers provide us with the funds to lend to others in the police family and the interest earned is put towards the dividend paid to saving members.

The Police Credit Union is authorised and regulated by the Financial Services Authority.



YOUR NEW MEMBERSHIP CARD

You'll find enclosed with this newsletter your new membership card for Police Credit Union.



Please complete it and keep it handy for the future. It should be of help when contacting PCU.

If you're not sure of your account number, check out the label on the envelope that came with this newsletter. We've put your number in the corner of the

address label. If you've thrown it away, your number will be on your annual statement which we'll be sending you around the end of January. Other than that, please contact your local PCU office.

NEW YEAR SPECIAL OFFER

Watch out for your annual statement mailing around the end of January 2006 and the special offer to PCU members that will be included.

The STAFF and DIRECTORS of POLICE CREDIT UNION extend their best wishes to all members for a pleasant Christmas and prosperous New Year.

TO REGISTER A SECURE WORD FOR ACCESS TO THE SECURE MEMBERS' AREA ON THE POLICE CREDIT UNION WEBSITE

PCU ACCOUNT NUMBER:

Warrant No./Payroll No./Pension No:

Full Name:

Address:

Postcode:

Home Tel:

National Insurance Number:

As you will shortly have the facility to view your Credit Union Account online, please register a Secure Word. Please allow 5 working days before activating your account online. **Please note: additional security details will be required to activate your account online.**

SECURE WORD:

E.g (Mother's maiden name)

In future, you may need to refer to this when telephoning your local branch.

PLEASE RETURN TO YOUR LOCAL BRANCH (ADDRESSES OVERLEAF)

THANK YOU FOR YOUR CO-OPERATION

PCU BRANCHES

HEAD OFFICE

GUARDIANS HOUSE, 2111 COVENTRY ROAD,
SHELDON, BIRMINGHAM B26 3EA

T: 0121 700 1117

F: 0121 700 1118

E: enquiries@policecu.co.uk

LIVERPOOL

MALVERN HOUSE, 13 GREEN LANE,
TUEBROOK, LIVERPOOL L13 7DT

T: 0151 777 4475

F: 0151 228 0973

E: smartland@policecu.co.uk

NEWCASTLE

2 PONT PARK, BERWICK HILL,
PONTELAND, NEWCASTLE NE20 0JX

T: 01661 868897/869496

F: 01661 821031

E: jwilloughby@policecu.co.uk

EXETER

MEADOW BANK, STONEYFORD,
CULLOMPTON, DEVON EX15 1NU

T: 01884 33768

F: 01661 821031

E: cparker@policecu.co.uk

WELWYN GARDEN CITY

COUNTY POLICE STATION, THE CAMPUS,
WELWYN GARDEN CITY, HERTS AL8 6AF

T: 01707 638716

F: 01707 329196

E: triumph@policecu.co.uk

MIDDLESBROUGH

PO BOX 70, POLICE HEADQUARTERS,
LADGATE LANE, MIDDLESBROUGH TS8 9EH

T: 01642 301465

F: 01642 310027

E: awoodhouse@policecu.co.uk

BRISTOL

1 ST DAVID'S COURT, WINDMILL ROAD,
CLEVEDON BS21 6UP

T: 01275 874209

F: 01275 341948

E: ktaverner@policecu.co.uk

ON THE MOVE - NEW OFFICE LOCATIONS

It has recently been necessary for PCU to change the location of two of our branch offices. We hope that this has not caused undue inconvenience to any members.

For those who may not yet be aware of the new addresses, they are:

Newcastle

Joanne Willoughby and Andrea Smith have moved and, as before, are ready to assist you.

2 Pont Park,
Berwick Hill, Ponteland,
Newcastle NE20 0JX

T: 01661 868897/869496

F: 01661 821031

E: jwilloughby@policecu.co.uk

This is intended to be a permanent relocation.

Exeter

Chris Parker is still there to help you.

Meadow Bank, Stoneyford,
Cullompton, Devon EX15 1NU

T: 01884 33768

F: 01661 821031

E: cparker@policecu.co.uk

This move was necessary at very short notice and is intended to be an interim arrangement. As and when we find an alternative and suitable permanent location, we will advise all members linked to Exeter branch and change the website details.

CHRISTMAS - PCU BRANCH OPENING HOURS

Over the period between Christmas and New Year, for various reasons beyond our control, there will be a limited service from the branches, with opening hours set at 10:00 hours through to 15:00 hours on the respective days that branches are open.

Please note that both telephone and personal callers will be welcome when offices are open. However, when branch offices are closed, telephone calls will automatically be diverted to the nearest open office.

BIRMINGHAM

Open: Wednesday 28th,
Thursday 29th and Friday 30th.

BRISTOL

Closed between Christmas and New Year.

EXETER

Open Wednesday 28th,
Thursday 29th and Friday 30th.

LIVERPOOL

Closed between Christmas and New Year.

MIDDLESBROUGH

Open on Thursday 29th but closed on Wednesday 28th and Friday 30th.

NEWCASTLE

Open Wednesday 28th and Thursday 29th but closed Friday 30th.

WELWYN GARDEN CITY

Closed between Christmas and New Year.

Although we will have a restricted opportunity to help our members over these few days, we will do our best to satisfy all enquiries. Thank you for your understanding.

Normal opening days and hours will resume on Tuesday 3rd January.

