



Pikes Peak Credit Union

It's Your Money
April 2025 Newsletter

Dear Valued Members,

As I begin my journey as the new President & CEO of Pikes Peak Credit Union, I am filled with gratitude and excitement. I am deeply grateful to the Board of Directors for their trust and confidence in selecting me as the new President & CEO, and I am fully committed to leading this remarkable credit union with dedication, integrity, and a strong sense of purpose.

I started my career as a bank teller in Michigan and joined Pikes Peak Credit Union's team over 26 years ago, where I have served as Vice President for the past 9 years. Throughout my tenure, I have had the pleasure of meeting many of you and the privilege of working very closely with a strong management team.

My vision for Pikes Peak Credit Union is centered on strengthening our commitment to financial well-being and community engagement. We will continue to build upon the strong foundation you have helped establish, while also embracing innovation and adapting to the evolving needs of our members.

I would also like to express my gratitude to Brett Raitz for his service to the credit union and wish him the absolute very best in his well-deserved retirement. He has been an integral part of the credit union's success for 27 years and he will be greatly missed.

Thank you for being a member of Pikes Peak Credit Union. Your trust has been the cornerstone of our success over the past 93 years and we will strive to keep earning it every day. My door is always open and I welcome your feedback and ideas.

Respectfully,

Heather R. Gauthier
President & CEO

Rate & Fee Schedule Changes

We are pleased to announce that charges for the following services are being removed from our Rate & Fee Schedule effective June 1, 2025:

- Account Printout
- Bad Address/Returned Mail
- Rejected Outgoing Wire Transfer
- Photocopies
- Verification of Account/Deposit
- Lost/Stolen Card
- Charge-Back
- ACH Origination – Outgoing
- Temporary Checks
- Incoming Wire Transfer
- Notary (non-member)
- Check by Phone
- Card Reissue
- Copy of Visa Sales Draft
- ATM Correction

The following additional changes to our Rate & Fee Schedule are effective June 1, 2025:

1. Cashier's Check (non-member) is being renamed to Merchant Check Exchange
2. Additional Statement Copy charge will increase to \$3 (only applies for copies beyond the free statements mailed or provided electronically)
3. Account Research/Reconciliation will increase to \$30/hour
4. Loan Extension/Skip-A-Payment charge will increase to \$25
5. Home Equity Subordination charge will increase to \$100

The following processing rule changes are new and already in place:

1. Non-Sufficient Funds and Courtesy Pay fees are no longer being charged when an item fails to clear on its first attempt and is presented for payment a second time.
2. Courtesy Pay fees are now waived on transactions under \$10.

Visit www.pikespeakcu.com/rate-and-fee-schedule to view our entire Rate & Fee Schedule.

Annual Meeting - May 17, 2025

Please join us for our 93rd Annual Meeting. Learn what's new at your Credit Union and meet with the staff, volunteers and other members. The Annual Meeting is free for members and includes lunch. All members present will be entered to win one of several cash prizes!

Saturday, May 17, 2025 at 11:30am
The Antlers
4 S. Cascade Avenue, Colorado Springs, CO 80903

Please RSVP by Monday, May 5, 2025 to patti@pikespeakcu.com or call (719) 473-5962.

Romance Scams Are on the Rise



More relationships are starting online and scammers are taking advantage of this digital medium to make money. Scammers often use fake profiles on social media or dating websites to falsely gain trust and take advantage of people's increased vulnerability and desire for companionship.

Once the criminals gain their target's trust, they ask for money to be wired to them or to be loaded on prepaid gift cards, usually under the guise of an emergency, medical treatment, lost documents, or even buying a plane ticket to visit you.

Common patterns in a Romance Scam:

1. The person's profile picture looks more like a model from a fashion magazine or possibly stock photography.
2. The person seems exceptionally kind, showers you with compliments, and quickly starts talking about love or a shared future, even though you've never met in person.
3. Their messages contain vague stories about themselves and often have small contradictions.
4. They ask you to send them money due to an "emergency" and promise to pay it back. But they never do, and they keep asking for more.
5. They want to keep your relationship a secret.
6. They avoid video calls and meeting you in real life (IRL) with excuses like their "camera is broken," or they were on their way to meet you, but "their car broke down."

Tips to protect yourself from a Romance Scam:

- Check the validity of the person's profile picture. Uploading a screenshot of the person's picture in "Google Image Search" can reveal if the person's profile photo is stock photography or possibly being used under a different name or website.
- Take the relationship slowly. Be wary of instant romantic connections. Ask the person a lot of questions and watch for inconsistencies that might reveal an impostor.
- Be suspicious if they want to keep your relationship a secret. Romance scammers are experts in clouding your judgement. When in doubt, talk to family and friends about the new potential love interest and pay attention if they have concerns.
- Limit the amount of personal information you provide. Scammers can exploit details like your pet's names, where you work, where you attended high school, etc. to hack financial accounts, or even commit identity theft.
- Never send money, cryptocurrency, or pre-paid cards to someone you've never met.
- Never deposit or cash a check for someone you've never met.

What to do if you suspect a Romance Scam:

1. If you suspect you have been contacted by a romance scammer do not continue communication with them. Ignore their emails, IMs, or other communications. Use the online

- dating site's "abuse flagging system" to file a complaint and mark their account as "suspicious".
2. If you have sent funds to someone and suspect you are a victim of a Romance Scam, contact your financial institution immediately to attempt to stop the transfer, or possibly regain your funds.
3. Report a suspected online romance scam to the FBI's Internet Crime Complaint Center and the Federal Trade Commission at ftc.gov/complaint.

Apply for a Home Equity Line of Credit and pay
No Closing Costs
with a minimum advance of \$10,000!*

Tap into your home's equity to make
purchases on the fly -
home improvements, vacations,
tuition and more...



*NMLS ID #781767. Valid on new home equity lines of credit only. No closing costs is subject to change without notice. Must advance HELOC a minimum of \$10,000 at closing to qualify for no closing costs. **Appraisal fee may apply if one is required to determine your home's value.** All loans are subject to final credit and property approval. Minimum monthly payment required is \$100 or the monthly interest due, whichever is greater. Financing available throughout Colorado. Must be secured by your owner-occupied residence and property insurance is required. Available credit lines range from \$10,000 - \$200,000, depending on the loan to value. Interest rates are dependent upon credit qualifications and loan to value. HELOCs have variable interest rates. Consult a tax advisor for further information regarding the deductibility of interest and charges. Certain other conditions and restrictions may apply.

Calendar of Events & Holiday Closings

May 17th - 93rd Annual Meeting
May 26th - Memorial Day (Closed)
June 19th - Juneteenth (Closed)
July 4th - Independence Day (Closed)

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Federally Insured by NCUA

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