

## IMPORTANT INFORMATION ABOUT YOUR VISA CREDIT CARD

**Dear Valued Member,**

We wanted to address an important matter regarding a letter you may have received from CCCU thanking you for opening an account and notifying you that your new Visa credit card will be arriving in two weeks. **Please rest assured that while this letter is legitimate, it was sent in error by our third-party vendor.**

As part of our transition in moving your PFCU Visa card account to CCCU, our vendor inadvertently sent out this standard notification. The letter you received was part of the automated process, and we apologize for any confusion this may have caused. **To clarify, your new CCCU Visa credit card will be mailed on March 26, 2025, not in two weeks as indicated in the letter.** Just as a reminder, your PFCU Visa card is still valid. Please continue to use it until your new card arrives.

We completely understand that receiving this unexpected communication may have caused concern, and we want to reassure you that there is no fraudulent activity involved. It's always good to be cautious, and we encourage you to reach out if you have any questions or need further clarification.

Please feel free to contact us directly at **(888) 849-5189** or **membercare@providencecu.org** —we are here to assist you every step of the way.

Thank you for your understanding, and we apologize once again for any inconvenience this may have caused.

Best regards,  
**Aaron Wiggins**  
VP of Lending

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