

Pinal County Federal Credit Union

Language Assistance Plan

Pinal County Federal Credit Union (PCFCU) is dedicated to providing meaningful access to its programs and services for individuals with limited proficiency in the English language.

Introduction

This plan emphasizes our commitment to serving all members of our community, irrespective of language proficiency. The purpose of this Language Assistance Plan is to make reasonable efforts to eliminate or reduce English proficiency as a barrier to accessing PCFCU products, services, and programs.

Language Assistance Policy

PCFCU committed to language assistance, ensuring that LEP individuals have equal access to financial services. This commitment aligns with the principles of Title VI of the Civil Rights Act of 1964.

PCFCU employees shall take reasonable steps to provide LEP individuals with meaningful access to all products, services, and programs offered by PCFCU.

This plan is based on the principle that it is the responsibility of PCFCU and not the LEP person to take reasonable steps to ensure that communications between PCFCU and the LEP person are not impaired as a result of the limited English proficiency of the individual.

PCFCU shall take reasonable steps to effectively inform the public of the availability of language accessible programs and activities.

Language Needs

To identify language needs, PCFCU reviews census data, and reviews our communities and our membership to track language preferences of members. This proactive approach enables us to tailor our language assistance services to the unique needs of our communities.

Language Assistance Services

PCFCU will provide the following language assistance services, with a primary focus on Spanish:

Translation Services

- Telephone Assistance Services including Telephone Banking
- Credit Union Website
- ATM transactions are offered in English and Spanish.
- Key development services documents such as financial education materials are primarily in English but can be translated as needed.
- Key documents, such as applications, disclosures, and marketing materials will be translated as needed
- Online Chat
- PCFCU Connect

Implementation Plan

To seamlessly integrate language assistance services into our operations, PCFCU will:

Staff Responsibilities

- Identify specific staff members responsible for language assistance services.
- Management will oversee the implementation and maintenance of language services.

Monitoring and Evaluation

PCFCU will establish mechanisms to monitor the implementation of this Language Assistance Plan. Regular assessments and audits will be conducted to ensure compliance with relevant laws, including Title VI of the Civil Rights Act. The results will foster adjustments to the plan to better meet the needs of any LEP persons.

Compliance and Reporting

To ensure compliance with applicable laws and regulations, PCFCU will maintain records of language assistance activities and provide timely reports to as required.

PCFCU is dedicated to promoting financial inclusion through linguistic accessibility, primarily for the Spanish-speaking community. We believe that the successful implementation of this Language Assistance Plan will contribute to building a more inclusive and thriving community.