

# PFFCU NEWS



[www.profirefighterscu.com](http://www.profirefighterscu.com)

**Professional Fire Fighters Credit Union**  
**"Members Helping Members"**  
Quarterly Newsletter • April 2025

## PRODUCTS & SERVICES

- Share Savings Accounts
- Christmas Accounts
- Checking Accounts
- Share Certificates
- Individual Retirement Accounts
- Consumer Loans
- Mortgage Loans
- Home Equity Loans
- On-Line Banking
- Bill-Pay
- Visa Contactless Debit Cards
- Notary Services
- Safe Deposit Boxes
- ATM
- eStatements
- Zelle
- ACH Origination
- Mobile App
- Instant Issue Debit Cards
- Message Pay

## HOLIDAY CLOSINGS

### Good Friday

Friday April 18, 2025

### Memorial Day

Monday, May 26, 2025

### Juneteenth

Thursday, June 19, 2025

### Independence Day

Friday, July 4, 2025

## BOSSIER LUNCH HOUR

Our Bossier Branch is closed between 11:30 am and 12:30 pm for lunch.

## AUTO LOANS

Ready for a new ride? Come see your Credit Union for easy financing!

Everyday low rates and financing for up to **84 months** on New Vehicles

Some restrictions apply. Membership and approved credit required. Limited time offer. Subject to change without notice.



## VACATION LOANS

Make the most of your summer with a PFFCU Vacation Loan! Vacation loans are available through September 30, 2025.

**Get \$1,200.00 at 12% APR\* for 12 months.**

\*Annual percentage rate. Membership and approved credit required. Some restrictions apply. Limited time offer. Subject to change without notice.



## PFFCU NOW OFFERS MESSAGE PAY!

Members can now make real-time payments on their PFFCU loans using their account at another financial institution thru the Message Pay link on our website. Just click the 'Make a Payment' link and follow the instructions. There is a fee for this service.

## TEXT ALERTS FOR POTENTIAL DEBIT CARD FRAUD.

When our fraud department suspects a debit card transaction to be fraudulent, they will text to your mobile number on file. Just respond to the text with either 'yes' if you made the transaction or 'no' if you did not do the transaction. Texts are sent between the hours of 8:00 am and 9:00 pm.

To verify the text is legitimate, it will originate from 37268.

## DEBIT CARD TOKENIZATION!

Our debit cards are now tokenized! You can now use them with Apple Pay, Google Pay and all your wallet apps.

## MOBILE APP

Professional Fire Fighters Credit Union has a mobile app available in the Apple App Store and the Google Play Store. Now your PFFCU account is available 24/7. Just go to your app store and type in Pro Fire Fighters CU to download the app today!



## LOST OR STOLEN VISA DEBIT CARD

After hours: 1-800-472-3272 or 1-800-262-2024

## IT'S TAX TIME!

Follow these helpful tips to avoid delays in receiving your tax refund into your PFFCU account:

1. The name and account number must match EXACTLY in order for the deposit to be credited to our account.
2. The person receiving the tax refund must be on the account.

## NEW SCAM!

A new way fraudsters are targeting victims is by exploiting eSIM technology to conduct account takeovers, which embeds users' SIM card for their mobile smartphones within the device itself, rather than requiring a physical, removable SIM chip. It is important for cardholders to stay diligent about odd-looking or unfamiliar texts, emails and senders.

Remember:

1. Be aware of what personal information you are choosing to submit online and be careful about who you provide your personal information to.
2. If you are concerned about an automated message, do not respond to the call, text or email. Contact the company in question using their official customer service number or the contact information from their official website. Never use the number or any links in the email or text.
3. If you are responding to our fraud alert message for a transaction you don't recognize, confirm the fraud or if you are unsure about the transaction, please call the credit union directly.
4. It is recommended that members request a copy of their credit report from all three credit bureaus once a year or at [annualcreditreport.com](http://annualcreditreport.com).

## IRS SCAMS

It's tax time and scammers will try to steal your tax refund.

Scammers can mask their phone number and make it look like it really is the IRS. The IRS does not call people, they send a letter.

Scammers use fake names and badge numbers and will get irate and threaten to have you arrested. The IRS does not do this.

Scammers want an immediate payment using a debit or credit card, gift card or wire. The IRS does not ask for immediate payment and certainly not with any of the described payment methods.

Scammers don't always demand money, sometimes they say you are getting a refund to get your personal information. Do NOT be fooled! The IRS will not call you about your refund.

Finally, you cannot win a drawing or lottery if you did not enter, especially in a foreign country. A legitimate lottery will not request money upfront to pay taxes or fees. The taxes are paid out of the winnings.

## INCOME TAX SERVICE

Professional Fire Fighters Credit Union provides members a year-round tax service, conveniently located at 9253 Wallace Lake Road, Shreveport, LA 71106. For over 30 years Mark Ford, CPA's firm has been providing tax preparation and advice to Professional Fire Fighters Credit Union members. This service includes individual, partnership and corporate returns. Call 318.688.7006 for an appointment or stop in at 9253 Wallace Lake Road Shreveport, LA 71106.

## DORMANT, INACTIVE OR ABANDONED ACCOUNTS

If your account(s) has no deposit or withdrawal activity for one (1) year, it will be considered dormant and we will cease mailing statements. You may reactivate your account by contacting us. Dormant accounts are subject to a monthly fee (refer to the Professional Fire Fighters Credit Union Fee Schedule) after the account is categorized dormant. If the account(s) remains inactive for five (5) years, it may be subject to escheatment to the State of Louisiana, unless other conditions imposed by applicable laws are met.

## CREDIT UNION STAFF

Bobby Cannon .....*President / CEO*  
 Jeannie McClung, CUCE, BSACS... *BSA Officer*  
 Kim Martz .....*Office Manager*  
 Kim Cannon .....*Senior Loan Officer*  
 Angela Robbins.....*Member Service Representative*  
 Courtney Miller .....*Member Service Representative*  
 Jennifer Smith .....*Member Service Representative*

## YOUR BOARD OF DIRECTORS

W. Terry Howard - *Chairman*  
 Cedric White - *Vice-Chairman*  
 Kenneth Conly - *Secretary-Treasurer*  
 Carlos Steward  
 Richard Parker  
 Lance Parker  
 James Pope  
 Dwayne Tasby  
 Jimmie McGee

## SUPERVISORY COMMITTEE

Wendell Holmes - *Chairman*  
 Rodney Murray  
 George Craft

## FINANCIALS

Professional Fire Fighters Credit Union  
Financials as of 12-31-24

|              |              |
|--------------|--------------|
| Assets.....  | \$67,890,056 |
| Shares.....  | \$54,806,540 |
| Loans.....   | \$38,942,086 |
| Members..... | 2,619        |



## LOCATIONS & HOURS

### ADDRESS, PHONE & FAX NUMBER

#### SHREVEPORT BRANCH

9410 Healthplex Drive  
 Shreveport, LA 71106  
 Phone: (318) 603.0626  
 Fax: (318) 603.0629  
 Mon-Thurs: 8:30 am – 4:00 pm  
 Fri: 8:30 am – 4:30 pm

#### BOSSIER BRANCH

1907 Benton Road, Suite 100  
 Bossier City, LA 71111  
 Phone: (318) 746.1900  
 Fax: (318) 746.1996  
 Mon-Thurs: 8:30 am – 4:00 pm  
 Fri: 8:30 am – 4:30 pm  
 Lunch Hour: 11:30 – 12:30

## SHARED BRANCHING

You can find a shared branching location at [sharedbranching.org](http://sharedbranching.org)