

PFFCU NEWS



www.profirefighterscu.com

Professional Fire Fighters Credit Union
“Members Helping Members”
Quarterly Newsletter • April 2026

PRODUCTS & SERVICES

- Share Savings Accounts
- Christmas Accounts
- Checking Accounts
- Share Certificates
- Individual Retirement Accounts
- Consumer 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

Memorial Day

Monday, May 25, 2026

Juneteenth

Friday, June 19, 2026

BOSSIER LUNCH HOUR

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

AUTO LOANS

Thinking about buying a new vehicle? PFFCU is ready to help you with financing. Come see us today.

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

Summer is just around the corner. Apply for a PFFCU Vacation Loan to make the most of your summer! Vacation loans are available through September 30, 2026.

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.

COMING SOON!

The new full-service Bossier branch of Professional Fire Fighters Credit Union, located on Old Minden Road, is scheduled to open in Spring of 2026.

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!

ATTENTION FIRE FIGHTERS WITH SIDE JOBS!

Fire Fighters, if your side job or business is not already on our website, we can add it to our website listing. Just give us your side job or business information and we will do the rest.



LOST OR STOLEN VISA DEBIT CARD

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

PROFESSIONAL FIRE FIGHTERS CREDIT UNION PRIVACY POLICY

Privacy is important to all of us. When you provide personal information to process financial transactions, you intend for that information to be used for its intended purpose and to be kept confidential. We at Professional Fire Fighters Credit Union, respect your right to confidentiality and take every possible step to protect your privacy. We maintain physical, electronic and procedural guidelines that comply with state and federal standards to guard your nonpublic personal information. This privacy disclosure is being issued to comply with the provisions of the Gramm-Leach-Bailey Act governing the privacy of the consumer financial information.

OUR PRIVACY POLICY

We do not share any nonpublic personal information except as required by law and we will continue to protect your privacy.

TYPES OF INFORMATION WE MAY COLLECT

- Information that we receive from you on applications or other forms;
- Information about your transactions with us, our affiliates or others; and
- Information we receive from a consumer agency.

Professional Fire Fighters Credit Union values your membership and your trust in the credit union. If you ever have any questions or concerns about the integrity of your information, please come by or call us.

PFFCU STATEMENTS HAVE A NEW LOOK

PFFCU has updated our member statements to be easier to read. Each section is now separated from the other sections so you can more easily differentiate beginning and ending balances and transactions for each product.

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 your account.
2. The person receiving the tax refund must be on the account.

USE YOUR PFFCU APP TO STOP DEBIT CARD FRAUD

If you see a debit card transaction on your account that you did not do, turn off your PFFCU debit card in your app. Here's how:

1. Log into the PFFCU app.
2. Click the card icon at the bottom of the screen.
3. Click the button below the picture of your card and when the box pops up click 'yes'.
4. Contact the credit union and report the fraudulent transaction(s).

Its that easy.

(Use steps 1 – 3 to turn your card back on if you find out the transaction is not fraudulent.)

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*
Angela Robbins.....*BSA Officer, Member Service Representative*
Kim Martz*Office Manager*
Kim Cannon*Senior Loan Officer*
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
Dewayne Tasby
Jimmie McGee

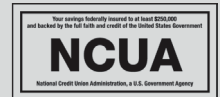
SUPERVISORY COMMITTEE

Wendell Holmes - *Chairman*
Rodney Murray
George Craft

FINANCIALS

Professional Fire Fighters Credit Union
Financials as of 12-31-25

Assets.....	\$70,940,112
Shares.....	\$57,707,076
Loans.....	\$39,555,269
Members.....	2,707



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