

PFFCU NEWS



www.profirefighterscu.com

Professional Fire Fighters Credit Union
"Members Helping Members"
Quarterly Newsletter • July 2024

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

HOLIDAY CLOSINGS

Independence Day

Thursday, July 4, 2024

Labor Day

Monday, September 2, 2024

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

Summer is here! Apply for a PFFCU Vacation
Loan to make the most of your summer!

Vacation loans are available through September 30, 2024.

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.



NEW PRODUCTS AND SERVICES ARE ON THE WAY!

Professional Fire Fighters Credit Union is in the process of adding several new products and services over the next year. More information will be shared as we get closer to going live so stay tuned!

CHRISTMAS CLUB

All Christmas Club accounts will be transferred to the member's share account on November 1, 2024. If you have an automatic transfer or direct deposit to your Christmas Club account, it will continue after the transfer. If you do not have a Christmas Club account open one today and be ready for Christmas 2024.

UPDATE YOUR DEBIT CARD INFORMATION.

When you receive an updated debit card (debit card with the same number and new expiration date) or a new debit card don't forget to update your debit card information, especially the expiration date, everywhere you have your debit card saved.

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 and download the app today!

ZELLE®

Zelle® a P2P real time payment solution available through Professional Fire Fighters Credit Union. Zelle® can be accessed through Home Banking, then Pay Bills and it is a tab in Pay Bills or in our mobile app under Quick Links.



LOST OR STOLEN VISA DEBIT CARD

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

FINANCIAL SCAMS ARE ON THE RISE

Financial scams are happening more often. Many times, they are targeting older adults, but not always. Fraudsters will use a variety of ways to perpetrate the scam. Some examples of scams are:

- Pose as family members
- Fraudulent tech support
- Lottery or sweepstakes fraud
- Romance scam
- Pose as a government worker

Help protect yourself by:

- Never share your passwords, PINs or access codes
- Review your financial statements monthly
- Do not send money to a stranger
- Use updated security software on all your electronic devices
- Never give out your personal or financial information to anyone unless you initiate the call
- Block unwanted calls or text messages
- Resist the pressure to act immediately

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 escheat to the State of Louisiana, unless other conditions imposed by applicable laws are met.

NOMINATING COMMITTEE

The following persons have been named to the Nominating Committee: Cedric White, Jimmie McGee and Dewayne Tasby.

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-Bliley 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.

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*
Beverly Ford *Member Service Representative*
Evie Hinojosa *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 3-31-24

Assets.....	\$65,630,236
Shares.....	\$53,472,290
Loans	\$38,925,619
Members.....	2,596



LOCATIONS & HOURS

ADDRESS, PHONE & FAX NUMBER

SHREVEPORT BRANCH

9410 Healthplex Drive
Shreveport, LA 71106
Phone: (318) 603.9626
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

SERVICE CENTER

284 Southfield Road
Shreveport, LA 71105
Mon – Fri: 9:00 am – 5:00 pm