

# PFFCU NEWS



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

**Professional Fire Fighters Credit Union**  
**“Members Helping Members”**  
Quarterly Newsletter • January 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

**Martin Luther King Day**  
Monday, January 15, 2024

**Good Friday**  
Friday, March 29, 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.



## ANNUAL MEETING

Professional Fire Fighters Credit Union’s Annual Meeting will be held in the Shreveport credit union lobby at 1730 hours on Thursday January 25, 2024. All members are invited to attend. This letter is notification of the names placed in nomination for election to the Board of Directors of the Professional Fire Fighters Credit Union for a two-year term beginning January 2024. The nominees have been recommended by the Nominating Committee appointed by the Executive Officer of the Professional Fire Fighters Credit Union, as directed by R.S. 6:641, Article V Section 1 of Louisiana Revised Statutes of 1950, at the August 17, 2023 meeting.

The Nominees: Cedric White, Jimmie McGee, Richard Parker and Dewayne Tasby.

## INSTANT ISSUE DEBIT CARDS ARE NOW AVAILABLE!

Professional Fire Fighters Credit Union can now issue debit cards at our Shreveport office. It only takes a few minutes to create your card instead of having to wait weeks for a new card. If your debit card is worn out or not working, we can create a replacement card immediately. When your current debit card is about to expire, the replacement card will be mailed to the address on file approximately 6 weeks before the expiration date.

## 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.

## 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!



**LOST OR STOLEN VISA  
DEBIT CARD**

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

# DEBIT CARD SECURITY TIPS

- **Report lost or stolen cards immediately.** During business hours call 1-318-603-0626 and after hours and weekends call 1-800-472-3272 or 1-800-262-2024.
- **Memorize your PIN (Personal Identification Number).** If you write down your PIN, an unauthorized person can find it.
- **Safeguard your devices.** Be extra careful to protect your information when you have your card information stored in a mobile wallet. Use strong passwords and biometric features such as fingerprint or face recognition to secure your mobile device.
- **Phone and online transactions.** When conducting phone or online transactions, you should be the one to initiate the contact. Verify the company or website is reputable. You can use customer satisfaction ratings and the Better Business Bureau, [www.bbb.org](http://www.bbb.org), to check if they are reputable. Also, check that websites are secure websites.
- **Review your statement and use Home Banking.** Review your monthly statement as soon as you receive it and contact PFFCU immediately if there are any unauthorized transactions. Home Banking is also helpful to track account activity.



## 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.

## 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.

## IRS SCAMS

Tax refund season is almost here and the scammers are ready to try to take your refund. Scammers can mask their phone number and make it look like it is the IRS calling. The IRS does not call people they need to get in touch with, they will 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 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 do not always demand money, sometimes they say you are getting a refund to get your personal information. Do NOT give out your personal information! The IRS will not call you about your refund.

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

## 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 9-30-23

Assets.....	\$64,475,714
Shares.....	\$52,746,050
Loans.....	\$36,787,316
Members.....	2,586



## 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

#### SERVICE CENTER

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