

PFFCU NEWS



www.profirefighterscu.com

Professional Fire Fighters Credit Union
"Members Helping Members"
Quarterly Newsletter • October 2023

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

Veterans Day

November 10, 2023

Thanksgiving

November 23, 2023

November 24, 2023 (Bossier office only)

Christmas

December 25, 2023

New Year's Day

January 1, 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.



CHRISTMAS LOANS

Really enjoy your Christmas this year with a PFFCU Christmas loan. Christmas loans start November 1, 2023 and go through December 22, 2023.

Get **\$1,500.00 at 11% APR***
for **12 months.**

*Annual percentage rate. Some restrictions apply. Membership and approved credit required.



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® IS ACTIVE...TRY IT TODAY!

Zelle® a P2P real time payment solution is now available through Professional Fire Fighters Credit Union. To access Zelle®, log in to Home Banking and then Pay Bills and 'Send money with Zelle®' will be one of the tabs within Pay Bills.

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!



CHRISTMAS CLUB

All Christmas Club accounts will be transferred to the member's share account on November 1, 2023. If you have an automatic transfer or direct deposit to you 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.

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, 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.

ANNUAL MEETING AND NOMINATIONS

Nominations for Board of Directors vacancies may be made by petition, signed by no less than 20 and no more than 500 Professional Fire Fighters Credit Union members. Each nominee by petition shall submit a statement of qualifications and biographical data with their petition. All nominations by petition shall be accompanied by a signed certificate from the nominee stating that he/she is agreeable to the nomination and will serve if elected to office. The secretary of the Professional Fire Fighters Credit Union must receive all nominations by petition no later than 4:00 p.m. November 1, 2023 at the Shreveport credit union office located at 9410 Healthplex Dr. Shreveport, LA 71106. All elections shall be determined by plurality vote and be by ballot except where there is only one nominee for each position to be filled. There will be no nominations from the floor.

Professional Fire Fighters Credit Union's 84th 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 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 the Louisiana Revised Statutes of 1950 at the August 17, 2023 Board of Directors meeting.

Nominations: Cedric White, Jimmie McGee, Richard Parker and Dewayne Tasby

CREDIT UNION STAFF

Bobby Cannon *President / CEO*
Jeannie McClung, CUCE, BSACS..... *Co-CEO*
Kim Molen..... *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 6-30-23

Assets.....	\$63,072,930
Shares	\$51,988,951
Loans	\$35,789,287
Members.....	2,563



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