

The Professional Touch

THIRD QUARTER 2021

2021 SCHOLARSHIP RECIPIENTS

We are proud to announce that East Texas Professional Credit Union awarded 16 scholarships this year to deserving seniors from area high schools within our field of membership. Our Credit Union has awarded a total of \$419,000 in free money for college since the implementation of our scholarship program in 2001. This year, we awarded 16 scholarships to deserving seniors from area public high schools within our field of membership.

2021 McLauchlin Scholarship Recipients \$2,000 Honor - Education Majors:

Paxton Keeling – Waskom High School

Abigail Payne – Lindale High School

Rachel Petree – Spring Hill High School

Annabelle Roycroft – Hallsville High School

2021 Presidential Scholarship Recipients \$1,000 Honor - All Majors:

Cristian Aguillon – Union Hill High School

Chase Borders – Kilgore High School

Brinkley Bounds – Hallsville High School

Bailee Chavez – Harmony High School

Hadleigh Childers – Spring Hill High School

Ruben Estrella – Kilgore High School

Noah Hillis – Lufkin High School

Henry Jones – Tyler Legacy High School

Brody Kriegel – Harleton High School

Julia Loeza – New Diana High School

Kate Pimentel – Longview High School

Natalie Zarate – Kilgore High School



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East Texas Professional
A COMMUNITY CREDIT UNION

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YOUTH WEEK PRIZE WINNER



East Texas Professional Credit Union celebrated National Credit Union Youth Week April 19 - 24 in all offices. Credit Union members ages 17 and under were given the opportunity to register at one of our 13 locations for a chance to win \$100. The drawing was held on Monday, April 26, and Julian Cisneros was presented with the gift card by our Kilgore Office Branch Manager, Ubaldo Meraz. Congratulations, Julian!

East Texas Professional Credit Union can help you achieve financial independence with our Project F.I.T. Program. Designed for members age 12-22, this program teaches how to budget, save and live within your earnings. Call to reserve your spot today!



REMINDERS

COMING SOON!

Project F.I.T. Class Schedule

Financial Independence Training
For Members Age 12-22

July 29, 2021

August 26, 2021

September 30, 2021

Call to reserve a spot
903.323.0230 * 800.256.5009



East Texas Professional Credit Union is excited to announce the addition of our Wildwood Branch, located at 2395 H G Mosley Pkwy. in Longview, Texas. This location will be open in the summer of 2021. We look forward to serving your financial needs at our new location!

Holiday Hours

East Texas Professional Credit Union will observe the following upcoming holidays:
Independence Day

Monday, July 5, 2021
All Offices Closed

Labor Day
Monday, September 6, 2021
409 E. Loop 281; Longview
Drive Thru Hours: 8 a.m. - 5 p.m.
All Other Offices Closed

Columbus Day
Monday, October 11, 2021
409 E. Loop 281; Longview
Drive Thru Hours: 8 a.m. - 5 p.m.
Lobby Hours: 9 a.m. - 5 p.m.
All Other Offices Closed

Access to your account is always available with internet banking, mobile banking, ATMs and the automated teller system.

CREDIT CARD REWARDS PROGRAM UPGRADE!

East Texas Professional Credit Union is pleased to announce the implementation of an enhanced rewards program for Platinum Mastercard cardholders! The exciting new Platinum MasterCard with CashBack Rewards Program will become effective on September 1, 2021. This newly enhanced program will feature cash back rewards earned on all purchases with no maximum, and a 1% cash back credit posted monthly. Cardholders will also continue to enjoy no annual fee, no overlimit fee and a 10-day grace period for payments. Existing cardholders utilizing our current rewards program will be automatically enrolled in the new, enhanced program.

If you are not already an East Texas Professional Credit Union Platinum Mastercard cardholder, please apply today to take advantage of all the special benefits of our CashBack Rewards Program. This is just one more exciting way ETPCU provides the 5-Star Experience for you!



ETPCU Offers The 5 - Star Experience



- ★ Weiss A+ Rated Credit Union
- ★ 5-Star Ranking by BauerFinancial
- ★ Exceptional service
- ★ Best of East Texas
- ★ Established in Texas for Texans

OUT AND ABOUT

East Texas Professional Credit Union takes pride in being a part of the communities we serve. Unfortunately, the events of 2020 limited many community activities that were scheduled, and we have missed seeing our friends in East Texas. As our communities begin to schedule activities and events again, we are pleased to report that we have been able to be a part of many of them. We have served food to graduating seniors, delivered food to first responders, honored select teachers as a part of the Teacher Tribute campaign, hosted our groundbreaking ceremony for our new administration building - and we are just getting started! Follow us on social media to keep up with our events and outreach.

 @East Texas Professional Credit Union
 @easttexasprofessionalcu

REMINDERS

Complaint Notice

If you have a problem with the services provided by this credit union, please contact us at:

East Texas Professional Credit Union
P.O. Box 6750
Longview, TX 75608
comments@etpcu.org

The Credit Union is incorporated under the laws of the State of Texas and under state law is subject to regulatory oversight by the Texas Credit Union Department. If any dispute is not resolved to your satisfaction, you may also file a complaint against the Credit Union by contacting the Texas Credit Union Department at:

914 East Anderson Lane
Austin, Texas 78752-1699
Phone: 512.837.9236
Fax: 512.832.0278
Email: complaints@tud.texas.gov
Website: www.tud.texas.gov



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IMPORTANT PRECAUTIONS TO HELP REDUCE YOUR RISK OF FRAUD AND IDENTITY THEFT

As use of credit cards, debit cards and ATM cards continues to increase, it is important to take precautions to reduce your risk of fraud and identity theft. Keep these useful tips in mind to protect your accounts and reduce your risk of unwanted account activity:

Regularly review your account statements: Frequent review of accounts online helps to quickly recognize unauthorized activity. Verify transactions by matching purchases to your account statements.

Keep personal information up to date: It is important that your Credit Union has your current contact information in the event that you need to be contacted to verify account transactions. Remember that the Credit Union will never ask you for identifying information such as account numbers, card numbers or your PIN.

Notify the Credit Union about upcoming travel: If you are planning to travel outside of the area, notify ETPCU before you leave if you plan on using your debit or credit card. You can do this by phone, in person or via the ETPCU mobile app. It's also a good idea to carry more than one form of payment while traveling.

Keep your PIN confidential: No one should know your PIN, including the Credit Union. Your PIN should never be written on or stored with your card, and you should never allow another person to enter your PIN for you. Avoid using personal information such as your birth year or Social Security Number as your PIN.

Protect your personal belongings: Lost or stolen luggage, purses or wallets is a leading cause of identity theft. Reduce the number of personal items you carry that contain personal information, and never leave these items unattended in your vehicle.

Be suspicious of unsolicited offers: If you receive an unsolicited offer via postal mail, email, social media, phone call, or text message that requires you to provide your PIN, card number or

other personal information, do not respond. Instead, contact the business using a different phone number to confirm the legitimacy of the request.

Protect your computers: Updated anti-spyware and firewalls on your computer are a necessity. Certain phishing and pharming attacks track your internet activity without your knowledge, or contain software that can be harmful to your computer. New attacks are found daily, so using current software can identify and combat such threats.

Report lost or stolen cards: If you misplace your card, leave it in a public place, or if it is stolen, contact Card Services immediately to report it. You can temporarily disable your ATM or debit card via the Card Controls tab on ETPCU's Mobile App.

Pay with an attendant for gas transactions: Fraudsters continue to target gas pumps, and since skimmers are no longer located on the outside of the pump, recognizing an affected pump is becoming more difficult. Your risk of information theft from a skimmer can be greatly reduced when you pay an attendant inside rather than paying with your card at the pump.

East Texas Professional Credit Union employs fraud analysts that work hard to monitor and identify fraudulent activity before your accounts are affected. We have established relationships with analysts from other financial institutions as well as local law enforcement officials, and alert each other when unusual activity is discovered.

Following the routine above allows you, our members, to assist in protecting your personal information and also limits potential liability for unauthorized transactions. You can contact Card Services 24 hours a day, seven days a week at 903.323.1245 or 800.442.4757.



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