

The Professional Touch

Third Quarter 2022

Welcome

North East Texas Credit Union



Please visit etpcu.org for hours and addresses of all 21 branch locations.

We are pleased to announce that North East Texas Credit Union will begin merging with East Texas Professional Credit Union on July 1, 2022. The merger will be complete on March 31, 2023 when the core systems are combined.

Upon completion of the merger, ETPCU will have 21 branch locations here in East Texas to better serve your banking needs. We look forward to welcoming our new members, and we are excited to be able to serve you from our new locations.

Former NETCU/New ETPCU Branch Locations

- ★ Mt. Pleasant South
Drive Thru/ATM only - 1405 S. Jefferson St.
- ★ Mt. Pleasant North - 105 W. 18th St.
- ★ Hughes Springs - 1412 E. First Street
- ★ Daingerfield - 1206 Linda Drive
- ★ Jefferson - 302 E. Broadway
- ★ Diana - 1978 US 259 S.
- ★ Omaha ATM - 205 E. Main St.

Marshall North Branch **NOW OPEN**

The East Texas Professional Credit Union Marshall North branch located at 1708 E. End Blvd. N (59N across from Walmart) is now open. This new office provides a second location in Marshall and is open for Saturday services. Our Marshall Main office, located at 305 S. Alamo Blvd, will remain fully operational Monday - Friday. We are excited to serve your financial needs from both locations!

HOURS OF OPERATION: 305 S. ALAMO BLVD.

Lobby: 9:00 to 5:00 Monday - Thursday ★ 9:00 to 6:00 Friday
Drive Thru: 7:30 to 6:00 Monday - Friday

HOURS OF OPERATION: 1708 E. END BLVD. N

Lobby: 9:00 to 5:00 Monday - Thursday ★ 9:00 to 6:00 Friday ★ 9:00 to 1:00 Saturday
Drive Thru: 7:30 to 6:00 Monday - Friday ★ 8:00 to 1:00 Saturday

2022 SCHOLARSHIP RECIPIENTS

East Texas Professional Credit Union is proud to announce that we have awarded a total of **\$439,000 in free money for college** since the implementation of our scholarship program in 2001.



2022 Presidential Scholarship Recipients \$1,000 Honor - All Other Majors:

OLIVIA ANGUIANO – HALLSVILLE
EMMA FENTON – GILMER
CAROLYN HALE – HALLSVILLE
LUKE HORTON – CARTHAGE
CALLIE PARMER – WODEN
BEN PUCKETT – SPRING HILL
BAILEA REEVES – LEVERETT'S CHAPEL
JOSHUA SANDERS – LONGVIEW
SKYLAR SMITH – MARSHALL
MYA VANCE – LONGVIEW

2022 McLauchlin Scholarship Recipients \$2,000 Honor - Education Majors:

ANDREW LANIGAN – LUFKIN
ISABELLE SCOTT – HUNTINGTON
TIMBER SMITH – GLADEWATER
TURNER SUGG – HENDERSON
MAYCIE YATES – BULLARD

PROJECT F.I.T. CLASS SCHEDULE

Strengthen your financial future with East Texas Professional Credit Union. Project F.I.T. (Financial Independence Training) was created to ensure a financially fit foundation for our young Texans. The program is designed for members ages 12-22 to teach you how to budget, save and live within your earnings.

Call us at 903.323.0230 to reserve space for an upcoming financial literacy course. Project F.I.T. is taught at the 409 E. Loop 281 office location in Longview. The course length is one hour and begins at 5:00 p.m.

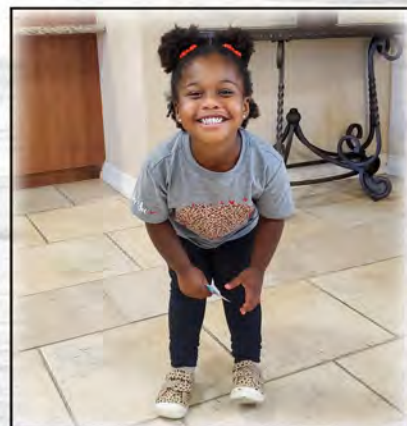
July 28, 2022
August 25, 2022
September 29, 2022

On-site curriculum is also available at participating local high schools.



YOUTH WEEK PRIZE WINNER

East Texas Professional Credit Union celebrated National Credit Union Youth Week April 18-23 in all offices. Credit Union members ages 17 and under were given the opportunity to register at one of our 15 locations for a chance to win \$100. The drawing was held April 25, and Julianna Hart was selected as the winner. Julianna registered at our Lufkin Branch. Congratulations Julianna!



Complaint Notice

If you have a problem with the service 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

Out And About

East Texas Professional Credit Union takes pride in being a part of the communities we serve. In the last few months we partnered with North East Texas Credit Union and participated in the annual Mad City Reality Fair in Mt. Pleasant. We also took part in the Hallsville Chamber of Commerce State of the City and Awards Banquet, the Longview and Tyler Best Preps events and attended several high school scholarship presentations.

It is our privilege to take part in local activities, and we look forward to each one. Follow us on social media to keep up with or events.



@ East Texas Professional Credit Union



@eastexasprofessionalcu

Holiday Hours

East Texas Professional Credit Union will observe the following upcoming Holidays

Independence Day★

Monday, July 4, 2022

ALL OFFICES CLOSED

Labor Day★

Monday, September 5, 2022

409 E. Loop 281, Longview

Drive Thru Hours: 8 a.m. - 5 p.m.

ALL OTHER OFFICES CLOSED

Access to your account is always available with our Free mobile app, online banking, and automated teller.



Federally Insured by NCUA



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.



903.323.0230 ★ 800.256.5009 ★ etpcu.org

The 5-Star Experience
Federally Insured by NCUA

