

The Professional Touch

THIRD QUARTER 2023

BACK TO SCHOOL EXPENSES?



Back to school can be overwhelming! Tuition, transportation, books, clothing, laptops, supplies – these items can quickly add up to big expenses. East Texas Professional Credit Union understands how costly this time of year can be, and we would love to help take the stress out of your back-to-school experience. Contact us today to discuss financing options to fit your financial needs. Let us help you face the challenges of going back to school with confidence and with the resources you require!

21 CONVENIENT LOCATIONS ACROSS EAST TEXAS



Ranked by S&P Global Market Intelligence
Fourth in the nation and #1 in Texas
out of all credit unions greater than \$100
million in assets



**BEST IN TEXAS FOR ALL YOUR
LENDING NEEDS**

★ **AUTO**

★ **HOME**

★ **PERSONAL**

70
ANNIVERSARY

1953 2023
**East Texas
Professional**

A COMMUNITY CREDIT UNION

903.323.0230 ★ 800.256.5009 ★ etpcu.org

Federally insured by NCUA



2023 SCHOLARSHIP RECIPIENTS

East Texas Professional Credit Union is proud to announce that we have awarded a total of **\$454,000 in free money for college** since the implementation of our scholarship program in 2001.



2023 PRESIDENTIAL SCHOLARSHIP RECIPIENTS

BRYCE BORDERS – KILGORE HIGH SCHOOL
SARAH DACUS – HARMONY HIGH SCHOOL
KENNETH EXLINE – KILGORE HIGH SCHOOL
CALEB JACOBS – WODEN HIGH SCHOOL
SIERRA MATHIS – ELYSIAN FIELDS HIGH SCHOOL
PIPER MORTON – WEST RUSK HIGH SCHOOL
KYLIE PRIOR – HENDERSON HIGH SCHOOL
LILLIAN PURDUM – LONGVIEW HIGH SCHOOL
BETHANY SIMS – HARMONY HIGH SCHOOL
FABIOLA VANEGAS – KILGORE HIGH SCHOOL

2023 MCLAUCHLIN SCHOLARSHIP RECIPIENTS

KYLER LITTLEJOHN – UNION GROVE HIGH SCHOOL
ANAYA PARKER – LONGVIEW HIGH SCHOOL
KASYN PEACOCK – HALLSVILLE HIGH SCHOOL
MATTHEW SMITH – GLADEWATER HIGH SCHOOL
CARSON WALLACE – SPRING HILL HIGH SCHOOL

CHAT WITH US - ONLINE

East Texas Professional Credit Union is now offering online chat. We strive to make getting in touch with us as simple and quick as possible for our members. Visit our website at etpcu.org or our mobile and online banking to use our online chat feature. East Texas Professional Credit Union looks forward to hearing from all our members.

YOUTH WEEK PRIZE WINNER

East Texas Professional Credit Union celebrated National Credit Union Youth Week April 16-22 in all offices. Credit Union members ages 17 and under were given the opportunity to register at one of our 21 locations for a chance to win \$150. The drawing was held April 2023, and Coby Simpson was selected as the winner. Coby registered at our Nacogdoches Branch. Congratulations Coby!



HOME LOAN PAYMENTS ON THE RISE

The Credit Union will complete the annual escrow analysis in December. For most home loans, the escrow account is set up when you open your home loan with the Credit Union. The escrow account holds funds as part of your monthly home loan payment to cover your annual property taxes and homeowner's insurance.

If you are a homeowner, you likely experienced sticker shock when you received your most recent tax assessment notification from your county appraisal district. In addition to an increase in your property taxes, your homeowner's insurance is on the rise as well. Annual homeowner's insurance premiums are rising at least 20% on average this year. As a result, you will likely need more money in your escrow account to cover the shortfall. The escrow analysis will determine how much you need to cover your property taxes and homeowner's insurance next year, so your monthly home loan payment will most likely increase due to these skyrocketing costs.

To prepare, we encourage you to evaluate your current homeowner's insurance to make sure you are properly protected at a reasonable cost. The Credit Union makes affordable home, auto, and life insurance available to members through Neighborhood Financial Services. Our dedicated agent, Jennifer Fischer, can be reached at 800-581-2428 to set an appointment at our 409 E. Loop 281 location in Longview or to obtain a free quote for your insurance needs over the phone.

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 participated in the Lamplighter Banquet and the Giants of Law Enforcement Banquet. We also took part in the Hallsville Chamber of Commerce State of the City and Annual Awards Banquet, Best Preps and attended numerous high school scholarship award assemblies.

The East Texas Professional Credit Union Kindness Crew has also been out and about the last few months. The Crew served breakfast to the Hughes Springs and Jefferson High School seniors, and lunch at Carthage senior day. We also had the privilege of volunteering at the Longview Animal Care and Adoption Center!

We are thankful to be a part of our communities, and we have more opportunities to get involved coming up! Follow us on social media to keep up with our events and outreach.



@ East Texas Professional Credit Union



@eastexasprofessionalcu

PROJECT F.I.T

For Members Age 12-22

July 27, 2023

August 31, 2023

September 28, 2023

Call to reserve a spot
903.323.0230 ★ 800.256.5009

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



HOLIDAY HOURS

East Texas Professional Credit Union will observe the following upcoming Holidays:

Independence Day
Tuesday, July 4, 2023
ALL OFFICES CLOSED

Labor day
Monday, September 4, 2023
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.

TIPS TO AVOID BECOMING A FRAUD VICTIM

Prevent Financial Exploitation of the Elderly

Recent studies suggest that financial exploitation – the illegal or improper use of an older American’s funds, property, or assets – is the most common form of elder abuse. What can you do?

- Immediately report abuse – Regularly monitor your account for suspicious activity. Promptly contact law enforcement and your financial institution if you suspect that you have been a victim of financial exploitation.
- Create a power of attorney or other advance plan – Plan ahead by giving a trusted person the legal authority to make financial decisions for you if you cannot. Make sure your financial institution has a record of who can manage your money if you become unable to do so.

Tips To Avoid Becoming A Fraud Victim

DON'T:

- Do not click on links or attachments in emails from people you don't recognize. If you hover over the link, you can see the URL/website address. If it isn't recognizable, it probably isn't a legitimate website.
- Do not save your payment details on e-commerce websites for future use.
- Never provide your username, password, date of birth, social security number, account number, or any other personal data in response to an email or a robocall.
- Never give your debit or credit card number, PIN, or CVV code to another person.
- Never respond to an unsolicited business text. If you think it may be valid, call the organization or go online to verify.

DO:

- Verify the web address of legitimate websites and manually type them into your browser.
- Check for misspellings or wrong domains within a link (for instance, does a domain end in .gov but should end in .com) and notice if it is slightly altered.
- When making a purchase from an online retailer, check to see if they have any online reviews.
- Request to receive your credit reports from Equifax, Experian, and TransUnion at AnnualCreditReport.com.
- Shred any papers that contain private information.
- Secure your computer and smartphone. Turn on two-factor authentication for all secure websites you frequent.

Have You Changed Your Passwords Lately?

Do not use personal information or your pet's name as part of your passwords, and do not use the same password on all your accounts. Update your passwords often; be creative, change them regularly, and store them securely!

Being Social?

Set limits on social media. Set your profile so that only your friends can see your Facebook page. Do not accept friend requests from people you do not know. Do not respond to random messages from strangers. Imposter scams, where someone pretends to be your friend, are rampant on social media.

Wondering If A Check You Received Is Fraudulent?

If the answer to any of the questions below is “yes,” be aware, the check is most likely fraudulent.

- Did you get this check from proceeds from a lottery, contest, sweepstakes, or a secret shopper’s program?
- Was there a request to send money to any person or business?
- Was there a letter accompanying this check?
- Was this check received after applying for a job on the internet?
- Did you receive this check from a job not yet completed?

Stay Aware

Assess the situation before providing personal and account information to anyone. Be wary of any company contacting you via phone, text, or email for any reason. Watch out for misspelled email addresses, suspicious requests for money, or random messages through social media. If you receive suspicious communication, do not respond, and do not use any contact information provided. Instead, contact the business using a different phone number to confirm the legitimacy of the request.

Our fraud team’s purpose in contacting members is to verify suspicious activity or requests for account information. When we reach out to you in these situations, we will not ask you to provide any of the following information:

- Your account number or PIN
- Existing security word or code
- Online User ID or online password
- One-time passcode – If you receive a one-time passcode you did not initiate, please do not provide the code to anyone who contacts you requesting it.

Romance Scams- these scams typically happen when a criminal adopts a fake online identity to gain a person’s trust. The scammer then uses the illusion of a romantic or close relationship to manipulate their victim into sending them money.

- Never send money to someone you’ve never met in person.
- Be careful what you post and make public online.
- Be suspicious of requests to wire money or use a pre-paid debit card.
- If you suspect an online relationship is a scam, stop all communication with the person immediately. If you paid a romance scammer with a gift card, wire transfer, credit or debit card, or cryptocurrency, contact the company and your financial institution.
- To report a romance scam, file a complaint with the FBI’s Internet Crime Complaint Center at ic3.gov and report the scam to the Federal Trade Commission at ReportFraud.ftc.gov.