

## 24/7 ACCOUNT ACCESS AT YOUR FINGERTIPS WITH MOBILE BANKING

We get it - managing your finances can be difficult! That's why we're excited to offer mobile banking!

Conveniently manage your accounts, monitor your transactions, and pay your bills - no matter where you are in the world! **Sign up at [heartcu.org](http://heartcu.org)!**



## A MESSAGE FROM THE CEO

This is certainly an unprecedented time for you, your family, our community and local businesses, and for our employees as we all navigate the changes due to the COVID-19 pandemic. Our focus during this time is the health and safety of our members and employees as well as our ability to provide you with the service and support that you depend upon.



We recognize that many of our members may be financially impacted by the pandemic and we have multiple financial relief options to assist you. Please contact us at 318-619-1900 for more information.

As our governor urges everyone to shelter in place and practice social distancing, we encourage you to take advantage of our online banking and mobile app to access your accounts. They are simple to use and free for all members. Within the mobile app there is also a feature to deposit your checks from anywhere using the camera on your phone.

Heart of Louisiana is committed to serving you during this challenging time.

- Cindy Beauregard, CEO



From left to right: Christian Jones, Lynn Haymon, Angie Baker, and Dave Britt (United Way of Cenla CEO)

## HEART DONATES TO UNITED WAY OF CENLA

Heart of Louisiana Credit Union donated \$1,000 to the United Way of Central Louisiana on Feb. 19 to assist with disaster recovery efforts after several tornadoes struck central Louisiana in mid-December.

Following several tornadoes in December of 2019, the Board of Directors approved a \$1,000 donation to assist in disaster recovery here in Central Louisiana.

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## HOLIDAY CLOSINGS

**Good Friday & Easter Weekend**  
April 10, 2020 - April 11, 2020

**Memorial Day**  
May 25, 2020

**Independence Day**  
July 4, 2020

**Edgewood (Pineville)**  
303 Edgewood Drive  
**Monday - Thursday**  
9:00 AM to 4:00 PM  
**Friday**  
9:00 AM to 5:30 PM  
**Saturday**  
9:00 AM to 1:00 PM

**Coliseum (Alexandria)**  
4407 Coliseum Boulevard  
**Monday - Thursday**  
9:00 AM to 4:00 PM  
**Friday**  
9:00 AM to 5:30 PM  
**Saturday**  
9:00 AM to 1:00 PM

**Commerce (Alexandria)**  
3616 Commerce Street  
**Monday - Thursday**  
9:00 AM to 4:00 PM  
**Friday**  
9:00 AM to 5:30 PM

**Member Care Center**  
**Monday - Thursday**  
8:00 AM to 5:00 PM  
**Friday**  
8:00 AM to 6:00 PM  
**Saturday**  
9:00 AM to 1:00 PM

**318-473-4562**



Federally Insured by NCUA

## STAY SAFE WITH S.M.A.R.T. ATM TIPS

According to a 2017 FICO report, ATM fraud rose by 10% year-over-year. Even more concerning, ATM fraud has cost banks, credit unions, and consumers upwards of 2 billion dollars in recent years.

Here at Heart of Louisiana Credit Union, we're doing our part to make sure our ATMs are safe and secure for our members. However, it pays to be SMART with every ATM visit!

1. **S**tay in your vehicle with your doors locked and the engine running.
2. **M**emorize your PIN - do not write it

down, especially on the back of your card.

3. **A**lways pay close attention to the ATM and your surroundings.
4. **R**evue your account regularly with our Mobile App and report unauthorized transactions.
5. **T**ug gently on and inspect the receptor where you insert your card **BEFORE** inserting your card and entering your PIN.

By following these tips, you'll be doing your part to help prevent ATM fraud. So, remember to be SMART on your next ATM visit! ■



## SCHOLARSHIP WINNERS

After careful deliberation by our Scholarship Committee, we are pleased to announce our 2020 Heart of Louisiana Scholarship recipients!

Each candidate was required to submit a transcript, letters of recommendation, and an original video exploring the theme of "My Credit Union and Me - Moving from Adolescence to Adulthood."

Congratulations to our 2020 recipients!

### 2020 Scholarship Recipients:

**Michael Crenshaw**  
\$1,500 Cheryl N. Ray Scholarship

**Olivia Hunter**  
\$1,000 Heart Scholarship

**Carli Bishop**  
\$1,000 Heart Scholarship

## EXPERIENCING FINANCIAL HARDSHIP DUE TO THE CORANVIRUS SHUTDOWN?

Call us today!  
Our team is standing by with financial solutions for our members during these difficult times.

**318-619-1900**

## HEART DONATION

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By donating to the United Way of Central Louisiana, we are assured that 100% of the funds will remain in our community.

According to their most recent situation report, The United Way of Central Louisiana has committed an initial \$5,000.00 to assist those impacted by the tornadoes with unmet needs.

The United Way of Central Louisiana is actively providing long-term recovery assistance to 14 families impacted by the tornadoes.

Our donation will allow the United Way to continue supporting families in need right here in our own backyard! ■