

COMMON CENTS



"Better Because You Own It"

A quarterly publication from your
Lifetime Federal Credit Union®

First Quarter 2020

lifetimefcu.org

Special
Edition

Credit Union Activates Contingency Plan

On Thursday, March 19, Lifetime Federal Credit Union (LFCU) initiated its disaster recovery contingency plan, including closing both branch offices and maintaining its operations remotely. We quickly got our staff online for remote access to corporate and credit union systems, able to assist credit union members with few limitations.

In addition, to aid our members in this critical time we suspended collection activities, increased daily ATM cash withdrawal limits and waived fees for electronic transfers.

We encouraged our members to use LFCU digital tools and other resources for self-service banking and 24/7 account access, including mobile check deposits, online account access and applications for loan requests and new accounts. Debit cards and shared branching facilities were available for member cash transactions.

Annual Members Meeting Postponed

To protect the health of our valued members, staff and leadership, the LFCU Board of Directors postponed the Annual Meeting of Members, originally scheduled for March 24, 2020. Notice of a rescheduled date will be published on the LFCU website and sent via email message.

Ways to Connect with Us

Phone	Local: (972) 766-6732 Toll Free: (855) 838-6028
Mailing Address	PO Box 833937 Richardson, TX 75083
Email	Member Service: lfcu_membervices@bcbstx.com Lending: lfcu_lending@bcbstx.com
Fax	Member Service: 972-766-9753 Lending: 972-766-9752
Secure NetBranch (online banking) message	Login at lifetimefcu.org > User Profile > Messages > Compose

Cards Lost or Stolen After Business Hours?

Please report the incident as quickly as possible to the appropriate numbers:

Debit Card:
800-554-8969

MasterCard Credit Card:
855-340-8772

