To our members: This is a time to plan, not panic. We are in this together!

I’ve been with the credit union for 40 years now and I’ve never been more proud to be part of an institution like ours. When I stop to think that many of you are on the front lines of the COVID-19 battle, serving the needs of others, I am both humbled and grateful. I am also so very thankful for our hard working and dedicated staff. They are doing their very best to make this difficult transition period as smooth as possible.

We at HCPFCU feel a responsibility to help put your minds at ease when it comes to money. Let’s face it - even in the best of times, money can cause stress for all of us. Stress compromises health, and the fact is, the wellness of our members has never been more important than it is right now.

In response to that, I’m happy to announce financial relief measures for our members. Please see this newsletter for details. We also invite you to contact us to discuss your personal circumstances in more detail. We are here to help and hearing from you personally will give us the chance to do just that.

Keep in mind that the financial decisions we make right now will affect us in the future. I feel strongly that this is the perfect time for all of us to take a good look at our spending habits and determine how we can make improvements. If that seems like an overwhelming task, please don’t be discouraged. Our staff is ready to help you work through the budgeting process. At the very least, please be mindful of the need to continue saving as best you can and remember to use credit with care and caution. Finally, be assured that your money is safe with us and is accessible to you.

We care deeply about your finances. More importantly, we care about your lives. They matter to us - very much! At a time like this, stop and think just a moment about the name of our credit union - Health Care Professionals. Caring! It’s more important than ever before. It’s what we as an institution are here to do - to care for you as you care for others. We are here for you and we will continue as always to adhere to the very foundation of the credit union movement - “People helping People.”

Darrell F. Rawlings  President & CEO
Health Care Professionals Federal Credit Union

Helpful Information:

Lost or Stolen Cards:
Visa Debit Card
(800) 523-4175
Visa Credit Card
(800) 449-7728

MAIN OFFICE - Richmond
DRIVE THRU ONLY at this time
1810 Williamsburg Pike
Richmond, IN 47374
(765) 962-3172

BRANCH @ Reid Health Connersville
(Currently Closed due to building restrictions)
1941 Virginia Avenue
Connersville, IN 47331
(765) 962-3172

Routing Number:
274986413

Health Care Professionals Federal Credit Union is Federally Insured by NCUA. Your deposits are federally insured up to at least $250,000 and backed by the full faith and credit of the United States Government.

NMLS# #800677

765-962-3172
contact@hcpfcu.org
www.hcpfcu.org

Thank You

to health care staff on the frontline!
A message to our Connersville Members

Please call us if you have any questions about your account: 765-962-3172.

Due to building restrictions at Reid Health-Connersville, we have closed our Connersville branch. We encourage you to use online banking, use our Richmond branch as possible, or use ATMs with withdrawal and deposit capability.

For Connersville surcharge-free withdrawal:
Natco Credit Union, 240 East 30th St, Connersville

For Connersville deposits:
US Bank, 130 East 6th Street, Connersville
US Bank, 720 West 30th Street, Connersville

Or you can mail it to the credit union:
HCPFCU
Attn: Branch Manager
1810 Williamsburg Pike
Richmond, Indiana 47374

Financial Relief for Members

We currently have 3 measures in place to immediately assist members financially impacted by the COVID-19 health threat. To get help asap, you can use our online forms at hcpfcu.org or call us at 765-962-3172.

Skip-A-Payment: No fee, 60-day skip pay on auto and personal loans.
Terms: The current balance of the loan is extended by the amount of the payment skipped and that interest will continue to accrue on your loan balance throughout the deferred payment period.

Personal account review: We will work with you. If your accounts are behind or at risk of falling behind due to, please let us work to come up with a solution together. Please reach out to schedule a judgment-free account review. We can determine what we have available to help you.

Bring your loan to us: Refinance your auto loan from another institution with us and make no payment for 90-days.
Terms: Interest will accrue during 90-day deferment period. First payment must be made beginning in the 4th month, on the due date disclosed in the loan agreement. Certain restrictions apply. Subject to credit approval.

We are here for you

HCPFCU has a comprehensive business continuity plan in place which allows us to provide you with uninterrupted access to your funds during these situations. Your direct deposits will continue to post, your checks and purchases will continue to clear and your debit and credit cards will continue to work.

Are my funds safe? Yes, your deposits are secure at Health Care Professionals Federal Credit Union. Deposits are federally insured and protected by the National Credit Union Share Insurance Fund, up to at least $250,000 per individual depositor.

Avoid Coronavirus Scams

• Do not give your personal information over the phone, especially your account numbers and social security number.
• Don’t click on links from sources you don’t know. They could download viruses onto your computer or device or unknowingly give access to thieves.
• Watch for emails claiming to be from the Centers for Disease Control and Prevention (CDC) or experts saying that have information about the virus. For the most up-to-date information about the Coronavirus, visit the Centers for Disease Control and Prevention (CDC) by visiting cdc.gov.
• Do your homework when it comes to donations, whether through charities or crowdfunding sites. Don’t let anyone rush you into making a donation.