



In light of the ongoing global health concerns, we wanted to reach out to our members and let you know that your well-being and the well-being of our staff members is our top priority.

Starting March 18, 2020, all of our branch lobbies will be closed, but available by appointment only. In order to schedule an appointment, please call our Contact Center at 800-367-5026. The drive-thru will remain open during our normal business hours and offer expanded banking services. [See drive-thru hours on our website.](#)

Also effective March 17, 2020, we will close the doors at our Bayou Walk location. Bayou Walk members will be able to visit any of our other locations for continued service. [See Carter's other branch locations.](#)

We are taking steps to minimize health risks to our members, our staff, and to the communities we serve. We are following appropriate safety procedures as outlined by the Center for Disease Control. We are taking care of our staff members so that our staff can continue to take care of you.

If you have been negatively impacted by illness due to the virus and need additional assistance related to your account, please contact us at 800-367-5026. You can also text us using these numbers: <https://www.cartercu.org/About-Us/Locations-Hours/Text-Us>

As new developments emerge, we will share information with you in the following methods:

- Website ([www.cartercu.org](http://www.cartercu.org))
- Facebook ([@CarterCreditUnion](https://www.facebook.com/CarterCreditUnion))
- Instagram ([@CarterCreditUnion](https://www.instagram.com/CarterCreditUnion))
- Twitter ([@CreditCarter](https://twitter.com/CreditCarter))

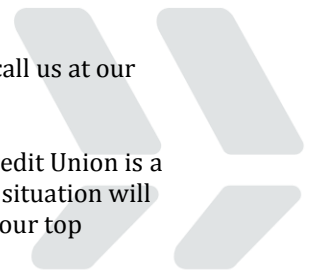
We encourage you to manage your money from home, we offer a full range of banking solutions that are available 24/7:

- Online Banking ([www.cartercu.org](http://www.cartercu.org))
- Mobile Banking App, including Remote Deposit Capture
- Expanded ATM Services. (<https://www.allpointnetwork.com/locator.aspx>)

For members not signed up for digital banking, please contact our Contact Center Agents at 800-367-5026 between the hours of 8 am and 6 pm for account information.

To apply for a loan from the comfort of your home or office, visit [www.cartercu.org](http://www.cartercu.org) or call us at our Contact Center 800-367-5026.

We understand this is a difficult time for everyone, but please be assured that Carter Credit Union is a sound Credit Union and will be here for your continued service. We sincerely hope this situation will pass quickly, but until that time your safety and the safety of our staff members will be our top priority.



we're greater together.

**Bert Kouns**

6885 Bert Kouns  
Shreveport, LA 71129  
(318) 688-3620

**Bayou Walk**

6652 Youree Drive  
Shreveport, LA 71105  
(318) 797-7618

**Mansfield**

7288 Hwy 509  
Mansfield, LA 71052  
(318) 872-2711

**Minden**

918 Homer Road  
Minden, LA 71055  
(318) 382-8400

**Magnolia**

45 Hwy 79 North  
Magnolia, AR 71753  
(870) 234-1964

**Bossier**

2901 Meadow Creek  
Bossier City, LA 71111  
(318) 746-6447

**Springhill**

100 W. Church St.  
Springhill, LA 71075  
(318) 539-3502

**Coushatta**

2415 Red Oak Road  
Coushatta, LA 71019  
(318) 932-5053