

ARC CONNECTION

FEDERAL CREDIT UNION

A quarterly publication for members of ARC Federal Credit Union

SPRING 2022

Gioiosa to Retire as President of ARC

LONGTIME PRESIDENT/CEO ANNOUNCES RETIREMENT IN 2022



After nearly 19 years of distinguished service to ARC Federal Credit Union, Victor A. Gioiosa, Jr. (Vic) has recently announced plans to retire from his position as the Credit Union's President and Chief Executive Officer. The ARC Board of Directors has accepted Mr. Gioiosa's retirement request, effective April 1, 2022. They have appointed Stephen

Dalecki, current Chief Operating Officer (COO) and Executive Vice President (EVP), to succeed Gioiosa. Dalecki's selection has stemmed from a multi-year mentored leadership development program and succession planning process led by Gioiosa and the ARC FCU Board of Directors.

"On behalf of the Board of Directors, the management team, and all employees, we want to thank Vic for his leadership and impact over his many years with ARC," said Jack Musser, ARC FCU Board Chairperson. "Under Vic's leadership, ARC Federal Credit Union's assets have grown from \$41 million in 2003 to \$130 million. He has led us with heart and vision, and his contributions to the credit union and the community will always be valued and are worthy of admiration. We wish him a happy, healthful, and well-deserved retirement"

Under Gioiosa's tenure ARC FCU has grown from 9,200 member to 13,400 and has increased its loan portfolio from \$25 million to \$67 million. ARC FCU is the largest credit union in Blair County offering the most services to its members. A second office was opened in the Juniata section of Altoona in 2008, and a nine thousand square foot addition and renovation of the existing main office was completed in 2018. Over the years many new services and products were established such as Student Loans, Member Business and Commercial loans, and many digital services including mobile

banking, mobile deposits, and online loan applications. ARC FCU has received prestigious community awards such as the induction into the Blair Chamber Hall of Fame and was voted the Hometown Favorite three times - twice in the Bank category and once in the inaugural year of the Credit Union Category.

"It has been an honor to serve as President and CEO of ARC Federal Credit Union during this period of transformation and growth, I want to offer my sincere thanks to our employees whose hard work and dedication have allowed us to achieve so much," said Gioiosa. "I also want to thank our member-owners, the community, colleagues, and the committed Board of Directors for their ongoing support. I have worked with Steve for 17 years and I am confident he will be an excellent leader for ARC FCU. He will continue ARC FCU on its great path and achieve even greater accomplishments in the coming years.

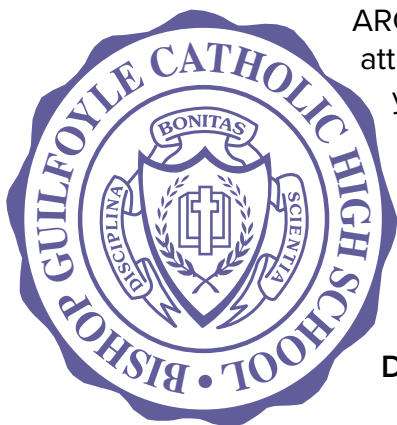
Dalecki started with ARC FCU as a Penn State University intern in 2005 and then continued to develop a wide range of knowledge in financial services at ARC FCU, including titles and responsibilities of Loan Officer, managing the marketing program, and managing the IT program. Dalecki was promoted to Chief Operating Officer (COO) in 2011 and ultimately to COO & Executive Vice President (EVP) in 2019.

"I want to congratulate Vic on his retirement and thank him for his 19 years of leadership," said Dalecki. "I feel fortunate to have been able to be mentored by Vic for my 17 years here. I value the confidence that he and the Board of Directors has in me as I accept this new role. I am honored and excited to have the opportunity to work with so many talented people at ARC and to continue what Vic has developed."



BG Scholarships Now Available

OPEN TO STUDENTS ATTENDING DURING 2021-2022 SCHOOL YEAR



ARC Federal Credit Union will offer **two (2) \$500 scholarships** to students attending Bishop Guilfoyle Catholic High School during the 2022-2023 academic year.

Awards will be based on academics, financial need, essay questions, and community activities. Applications are available in the lobby of both ARC branches. Please ask a Member Service Representative (MSR) for an application or for more details.

Deadline to submit an application is Monday, May 2, 2022.

What's Up with Wednesdays

ARC'S FOCUS ON TRAINING & MEMBER SERVICE IN PLACE FOR NEARLY TWO DECADES

It's no secret, or is it? Our credit union has slightly unusual hours on Wednesday mornings - but, why? Believe me, it isn't to let the staff catch up on their beauty rest. All our employees are here bright and early (or dark and early, depending on the month) putting in a full day's work on Wednesdays. However, since about 2005 our doors haven't opened to the public on Wednesday mornings until 11am.

Why would we deprive ourselves of the chance to see your smiling faces for those extra two hours on Wednesdays? The answer is simple - we want to make sure we continue to keep you smiling! We block off time Wednesday mornings and focus on training to provide the best products, services, and member service for you.

To provide additional times for you to do any in-branch banking you may need, we did extend our hours on other days of the week to compensate for our modified Wednesday schedule. We are open to the public for a total of 38 hours per week at our Juniata Branch and 45 hours per week at our 7th Ave Branch. You can review schedules for each branch in the column to the right. If you cannot make

it into a branch office, we are also available via call or text at (814)946-0857 and we offer a wide variety of online products at your fingertips. Checkout our extensive network of free ATMs (including Sheetz ATMs) at cudollar.com. Making use of these services will save you time, money, and keep you connected to your finances faster and easier than ever!

7TH AVE BRANCH

	Lobby	Drive-Thru
Monday	9am-5pm	8am-5pm
Tuesday	9am-5pm	9am - 5pm
Wednesday	11am-5pm	11am-5pm
Thursday	9am-5pm	9am-5pm
Friday	8am-6pm	8am-6pm
Saturday	8am-12pm	8am-12pm

JUNIATA BRANCH

	Lobby	Drive-Thru
Monday	9am-5pm	9am-5pm
Tuesday	9am-5pm	9am - 5pm
Wednesday	11am-5pm	11am-5pm
Thursday	9am-5pm	9am-5pm
Friday	9am-5pm	9am-5pm
Saturday	Closed	Closed

Hometown Favorite Credit Union Loan Special

GET 0% APR FOR 12 MOS. ON A CREDIT CARD BALANCE TRANSFER

As a “thank you” for voting ARC the Hometown Favorite Credit Union in 2021 we are offering, for a limited time, 0% APR* for 12 months on credit card balance transfers. Use this opportunity to move balances from high interest rate cards to an ARC Visa credit card, where you won’t be charged any interest for the first year!

The average credit card balance in the United States is currently \$5,525 with an average APR* of 16.13%. Let’s crunch some numbers for the “average credit card”. Assuming you pay \$225 per month toward a card with a \$5,525 balance, you’re being charged a 16.13% interest rate, and you don’t add any new debt to the card once you start paying it off, it will take you 31 months to pay off your card. You will also end up paying an additional \$1,225 in interest over those 31 months. That means you paid \$6,750 to purchase \$5,525 worth of goods

and/or services with that card. Ouch.

Let’s take that same balance, move it to an ARC Visa Credit Card during this special, and pay the same \$225/month for 12 months at 0% interest. After one year, your card balance will decrease to \$2,991. If you were still using the card with the 16.13% APR*, your balance after 12 months of payments would still be \$3,576. Note below that we added in a 3% transfer fee for the promotion, so your starting balance with ARC was \$5,691. You would end up saving over \$750 following the \$225/month pay-off model by transferring your balance to an ARC credit card.

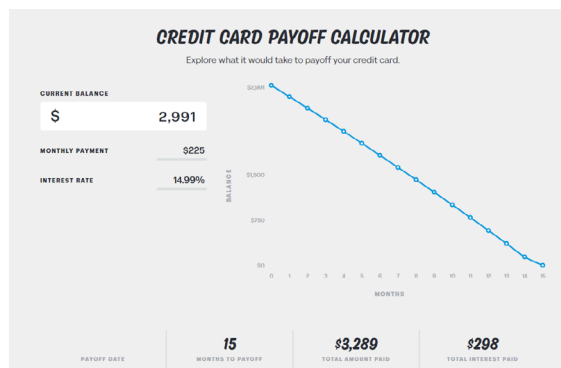
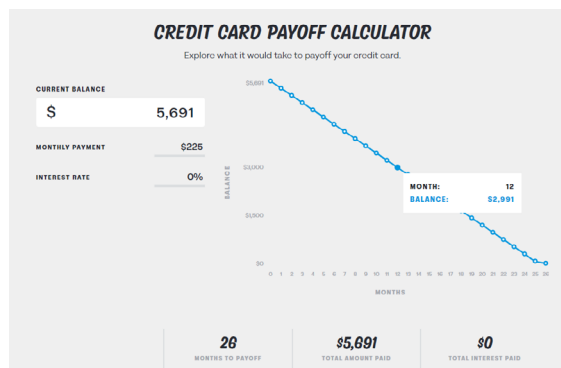
(Click the images below or scan this QR code with your phone to go to our Banzai calculators and figure out your own pay-offs.)



WHAT DOES A LOWER INTEREST RATE MEAN FOR ME?

Let’s say you have an average/fair credit score when the promotional period for the special ends in 12 months. Your rate for anything from the promotional balance transfer will go to the Cash Advance rate in your card agreement. (This rate varies based on credit score, but it is 3% higher than the rate for normal purchases with your card.) For an average borrower (600-649 credit score) the Cash Advance rate is 14.99% APR*. Within 15 months you would pay off the remaining \$2,991 at the new rate of 14.99% (assuming a credit score between 600-649) with monthly payments of \$225. This means you will pay off your entire balance in a total of 27 months. **You would save 4 months of payments and \$761 in interest just by switching to an ARC FCU credit card during this special promotion.**

We want to help you make the most of your income, so what are you waiting for? Talk to a loan officer or apply online now to start saving money on your credit card payments! If you need additional help getting your finances under control, ARC has a certified financial counselor on-staff. Email memberhelp@arcfcu.org to make an appointment today and take advantage of this free member benefit.



Balance transfers completed from 2/22/22 through 8/31/22 will receive 0% promotional APR* for 12 months from date of first balance transfer. After the promotion time frame expires, the remaining balances will migrate to the Cash Advance APR* applicable on your account. A fee of 3% of the balance transferred, not less than \$5, will be assessed. It is your responsibility to verify that the credit cards are paid in full. ARC is not responsible for any remaining balance(s) or additional charges with regard to such account(s), nor for any charges resulting in any delay in the payment and transfer of balances. Must meet eligibility and membership requirements. Post-promotional APR* based on creditworthiness. *APR=Annual Percentage Rate.

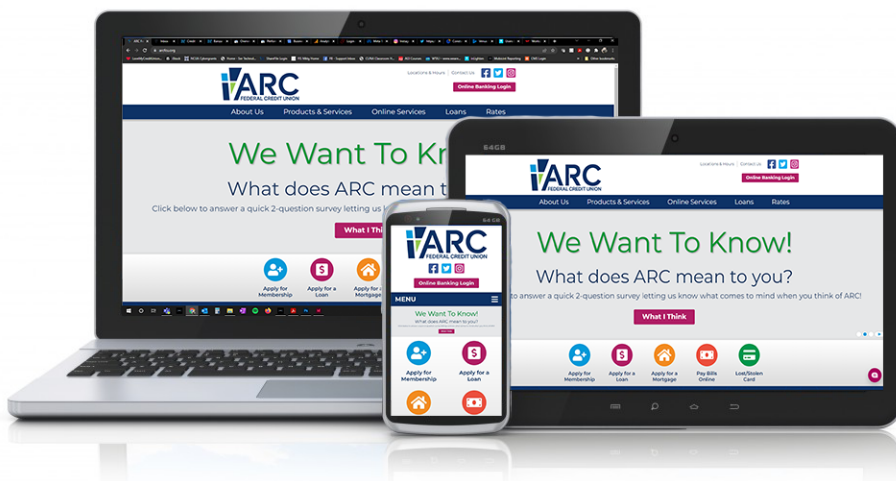
Deposits From Your Dining Room

MAKE THE MOST OF YOUR TIME WITH MOBILE DEPOSIT

Quick, easy, and secure is more in-demand than ever. We're here to meet those needs with our mobile deposit and online banking features. These features are free, fast, and secure - designed to improve your banking experience with the credit union. We hope that you've had the opportunity to use services like [online banking](#), [bill pay](#), our [mobile app](#), and [mobile deposit](#) if you're not already taking advantage of them.

If you have questions on any of these features, please contact the credit union. One of our Member Service Representatives (MSRs) will be happy to help you setup and/or navigate your online services.

Since July of 2020 ARC has also enabled our phone lines to receive text messages. You can initiate conversations two ways: by entering a cell phone number and your message into the chat pop-up in the bottom right corner of our website (hover over the pop-up then click 'close' if you don't need it), or by sending a text from your phone to (814)946-0857 or (814)296-2455. Incoming messages are monitored during business hours, if you message us outside of regular business hours you'll receive an auto response, but rest assured that we will get back to you once we open again if your issue is unresolved. You can also email us at memberhelp@arcfcu.org.



Take Advantage of Texting

HELP US HELP YOU WHEN USING OUR TEXT OPTION

Member service and security are top priorities for us at ARC. Providing the option to have members text OR call us at (814)946-0857 and (814)296-2455 when you need something is one more convenient way to serve you! If you do choose to send us a text, please remember - electronic means of communication like texts and emails that

are not encrypted should never contain any of your sensitive personal information like an account number. When you message us, if we need to confirm that information with you we will ask to call you first. We will never ask for it via text, and because we want your information to stay safe, we ask that you never send it to us when texting us.



We'll text you.

Enter your information, and our team will text you shortly.

Name
John A Member ✓

Mobile Phone
(555) 555-5555 ✓

Message
Can I apply for a loan online?

By submitting you agree to receive text messages at the number provided. Consent is not a condition to receive goods/services. We may use automated technology. Message/data rates apply.

Send

Podium • use is subject to [terms](#)

Holiday Closings

APR 15 - Good Friday (Close at 12pm)

MAY 30 - Memorial Day

JUNE 20 - Juneteenth



Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States government. Insured by NCUA.