

ARC CONNECTION

FEDERAL CREDIT UNION

A quarterly publication for members of ARC Federal Credit Union

SPRING 2023

Waiting on Spring Weather

PRESIDENT/CEO STEVE DALECKI ADDRESSES RECENT CHANGES IN OUR MARKET



As we wait for the warmer weather that spring brings, my mind excitedly jumps between all of the activities that I plan to enjoy and projects that I plan to accomplish this spring. However, changes within the financial industry and the development of new products and services for our

membership have certainly not waited on the warmer weather.

We have all probably heard about the recent failure of two large banks, Silicon Valley Bank and Signature Bank, as these failures have certainly garnered much attention from regulators, the media, and the banking industry. So how does this impact ARC, if at all? Simply stated, ARC couldn't be much more different than these two banks were. Our depositors are "you", our members-owners, versus SVB deposits primarily coming from large tech and venture capital firms. Additionally, ARC has ample liquidity, is well capitalized, and has the capacity to borrow funds should our membership demand. ARC will remain vigilant to our members who trust us with their finances and continue to operate in a safe, sound, and secure manner. This continued conservative management, regulatory oversight, and your deposits being insured up to \$250,000 keeps ARC financially stable and a safe place for our community to bank. Our staff, management, and I are always available to discuss details of ARC's financials should you ever desire.

After years of historically low interest rates, today's rising rates, which are intended to combat inflation, are affecting us all - uncertain markets, slowing economy, and increased loan and deposit rates. Please know that ARC was well prepared for this

significant change in rates and is still well positioned for any significant future adjustments. Of course, higher rates do provide good news for savers, but it can be a challenge for borrowers who have become accustomed to low rates. These rising interest rates have affected many of us already by increasing the monthly payment of your new car loan or for those who have recently bought a new home. ARC recognizes this impact to our membership and will work to keep our loan rates as some of the best in the area while also finding a way to finally be able to reward our depositors with some higher deposit rates.

For some exciting news, and in response to your requests, ARC will be offering college student loans again, in time for the fall 2023 semester. We've also been developing services to provide more convenient banking solutions and have remained committed to financial wellness initiatives by expanding ARC's financial education program in our local schools.

In conclusion, ARC is healthy and well-positioned to weather unforeseen changes to the banking industry. Plus, we've been hard at work, continually developing new services and products to make sure that banking at ARC is always a great experience for our members. Thank you for your support and trust in our dedicated staff. Enjoy the spring weather... once it finally gets here.

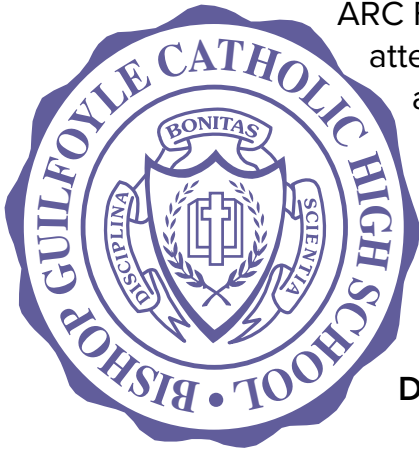
Sincerely,



Steve Dalecki
President & CEO

BG Scholarships Now Available

OPEN TO STUDENTS ATTENDING DURING 2023-2024 SCHOOL YEAR



ARC Federal Credit Union will offer **two (2) \$500 scholarships** to students attending Bishop Guilfoyle Catholic High School during the 2023-2024 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 1, 2023.

Student Loans - Tell A Friend!

GUESS WHO'S BACK, BACK AGAIN?

Back by popular demand, ARC has re-opened our student lending program. We have helped many area students bridge the gap between federal funding and the cost of tuition when they decided to enroll in higher education.

This program is unique in several ways, making it an ideal choice over other private borrowing alternatives. Our student loan is actually a line-of-credit that you can draw from each semester if your approved federal funding, grants, and scholarships don't meet your full tuition costs. As such, you aren't required to go through a full application process each year, simply an annual review to make sure you continue to meet program requirements.



Updated Fee Schedule

CHANGES EFFECTIVE JUNE 1, 2023

Please note the following changes in our current fee schedule that will be effective June 1, 2023:

The Courtesy Pay fee of \$25 will be charged “per presentment”. This means that each time an item is presented to your account for payment which causes the account to overdraw beyond available funds, if you meet Courtesy Pay requirements, your account will be charged the \$25 Courtesy Pay fee and the item will be paid.

The NSF (Non-Sufficient Funds) fee of \$25 will be charged “per presentment”. This means that each time an item is presented to your account for payment, if funds are not available, and you do not meet requirements for any overdraft or Courtesy Pay protection, your account will be charged the \$25 NSF fee and the item will be returned unpaid.

If you have any questions on these or any of our fee schedule items, please reach out to our Member Service Representatives (MSRs). They are available at both branches during regular business hours. Stop in, call, text or email us and we'll be happy to help.

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

Account Printout/Photocopies	\$ 1.00/page
Account Research	\$ 20.00/hour
Bad Address Fee	\$1.00/month
Business Debit Card	\$5.00/card
Cashier Checks	\$3.00 each
Cleared ACH/Share Draft (check) Return	\$25.00/item
Copy of Draft (check) up to 7 Years	\$2.00/item
Counter Checks (4 per sheet)	\$4.00/sheet
Courtesy Pay Fee (per presentment)	\$25.00
Dormant Account (after 2nd year)	\$5.00/month
Escheat Fee	\$75.00
Express Card Shipping Fee	\$20.00/card
Fresh Start Checking Maintenance Fee w/out Direct Deposit	\$10.00/month
Fresh Start Checking Maintenance Fee w/Direct Deposit	\$5.00/month
Garnishment Fee	\$75.00 + Attorney Fee
IRA Rollover/Transfer Fee	\$25.00
Mailed Receipt Fee	\$1.00
Money Market Withdraw (3 free/month)	\$10 ea. after 3rd w/draw
Money Orders	\$2.00 each
Non-Member Check Cashing Fee	\$5.00
NSF Fee (per presentment)	\$25.00
Online Banking/Bill Pay Access	FREE
Overdraft Transfers (6 free/month)	\$3 ea. after 6th transfer
Prepaid Everyday Spend (formerly General Purpose) Card	\$5.00
Prepaid Gift Card	\$3.00
Replacement Credit/Debit Card (up to 2 per calendar year)	FREE
Replacement Credit/Debit Card (> 2 per calendar year)	\$15.00 each
Return Deposit Item	\$25.00/item
Stop Pay of ACH if Presented	\$25.00
Stop Pay of Cashiers Checks/Money Orders	\$25.00
Stop Payment (single check or series)	\$25.00
Subordination Agreements	\$250.00
Wire Fee Domestic Outgoing	\$30.00
Wire Fee Domestic Incoming	\$15.00

Call or Text: (814)946-0857

Email: memberhelp@arcfcu.org

Google, and Facebook, and Texting

OH MY!

At ARC Federal Credit Union, we strive to provide the best possible service and experience to our members (you!). One way we can improve is by hearing your feedback, both positive and negative. This is where Google and Facebook reviews come in!

Leaving a review on Google or Facebook is a quick and easy way to share your experience with others

and help us improve our services. These reviews also play an important role in attracting new members to our credit union. When people search for a financial institution in our area, they often rely on these reviews to help them make a decision - much like we all do when shopping online.

So we're encouraging our members to take a few minutes to leave a review on Google and/or Facebook. Here are some reasons why it's important:

- Your voice matters. Your review can help us identify areas where we are doing well and where we can improve. Your feedback is important to us and we value it greatly.
- Help other potential members. Your review can help potential members make an informed decision about whether our credit union is right for them. Sharing your experiences can help others make the best choice for their financial needs.
- Recognition. Your review can also help recognize

our staff members for their hard work and dedication. A positive review can go a long way in boosting morale and motivating our team.

- Trust and transparency. Reviews help build trust and transparency between ARC and our members. When you leave a review, you help create a more open and honest dialogue between us.

Remember, your feedback is important to us and we appreciate your support in helping us improve our services. You can also request to have a link for a review texted to you when you message us. Both ARC Federal Credit Union branch phone numbers are text-enabled and can receive messages. You can start a conversation on our website using the chat form in the bottom right or just send a message directly from your phone. Use (814)946-0857 or (814)296-2455 to reach us. Employees monitor and respond to the messages during business hours. After hours we do have some pre-programmed auto-responses enabled.

The image shows a mobile app interface for ARC Federal Credit Union. At the top, it says "ARC Federal Credit Union". Below that, a light blue bubble says "Enter your information and our team will text you shortly." There are three input fields: "Name*", "Mobile Phone*", and "Message*". Below the fields is a small "Send" button. At the bottom, there is a small text block: "By submitting, you authorize ARC Federal Credit Union to send text messages with offers & other information, possibly using automated technology, to the number you provided. Message/data rates apply. Consent is not a condition of purchase. [View is subject to terms.](#)"

 Text us

Holiday Closings

APR 7 - Good Friday (Close at 12pm)

MAY 29 - Memorial Day

JUNE 19 - 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.