

Why Wednesdays?

ADJUSTED SCHEDULE HELPS STAFF & MEMBERS SINCE 2005

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 recover from Daylight Savings. All our employees are here bright and early (or dark and early, depending on the month) putting in a full day's work every Wednesday. However, since about 2005 our doors don't open to the public on Wednesday mornings until 11 am. As much as we'd all like to say, "2005, was that like 5 years, ago?", the alarming truth is, we are talking about nearly 20 years ago. Readjust your readers while you let that math sink in.

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.

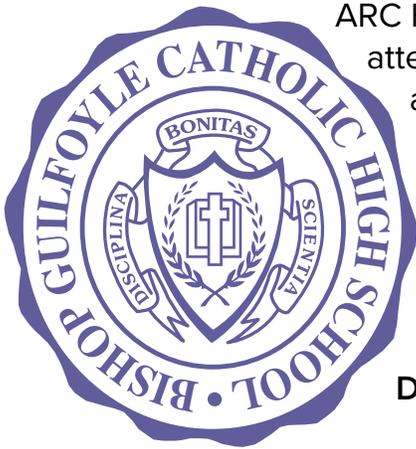
To provide additional times for you to do any in-branch banking you may need, we did extend our hours on other days of the week to compensate for our modified Wednesday schedule. We are open to the public for a total of 38 hours per week at our Juniata Branch and 45 hours per week at our 7th Ave Branch. 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 all 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

BG Scholarships Now Available

OPEN TO STUDENTS ATTENDING DURING 2024-2025 SCHOOL YEAR



ARC Federal Credit Union will offer **two (2) \$500 scholarships** to students attending Bishop Guilfoyle Catholic High School during the 2024-2025 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 Saturday, May 4, 2024.

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're happy to answer questions on our products and services, hours of operation, locations, favorite treats (usually baked goods, in case you were wondering), and anything in between that would not potentially risk your identity if your phone were compromised.

Text us to check on the status of a loan application or setup a time to open a new business account. All these features can help save you time, especially if you happen to stop in when we're busy. One important thing to keep in mind, though, is you'll only receive live responses during business hours. We are working to enable auto-responses to common questions outside of business hours, but we're not sure when that feature will be ready to go. Until then, we're doing our best to provide top-notch service while the doors are open, and following up ASAP when we're back in office again.



From the NCUA

CREDIT UNION BY-LAWS UPDATED TO IMPROVE MEMBER SERVICE

Periodically, the National Credit Union Association (NCUA) will issue recommended updates to credit union by-laws. These updates may be in response to any number of issues that arise: to help clarify vague areas of the by-laws that have come into question, to update portions that may not be keeping up with our rapidly evolving use of technology in the banking industry, to address new and emerging concerns for credit unions, etc.

Most of these do not directly affect members' day-to-day interactions with the credit union and are more focused on compliance and administration - both very exciting topics, we know. However, one of most recent updates includes a change that could potentially affect members directly, so we will provide the required Standard Disclosure from by the NCUA for this change. It addresses the steps that ARC may take in response to behavior that is illegal, threatening, abusive, or otherwise disruptive to credit union operations and/or any activity that causes a financial loss, is associated with fraud, and/or increased reputational or regulatory compliance risk to the Credit Union.

If you have questions on the included Standard Disclosure from the NCUA addressing the updates to our by-laws, please contact us using the methods below or stop into either branch during business hours. You can find our complete by-laws online at www.arcfcu.org/Rates/Fees-Disclosures#Disclosures

Call or Text: (814)946-0857

Email: memberhelp@arcfcu.org

STANDARD DISCLOSURE: We may terminate your membership in ARC Federal Credit Union in one of three ways. The first way is through a special meeting. Under this option, we may call a special meeting of the members, provide you an opportunity to be heard, and obtain a two-thirds vote of the members present at the special meeting in favor of your expulsion. The second way to terminate your membership is under a nonparticipation policy given to each member that follows certain requirements. The third way to terminate your membership is by a two-thirds vote of a quorum of the directors of the credit union for cause.

Cause is defined as follows: (A) a substantial or repeated violation of the Membership & Account Agreement with us; (B) a substantial or repeated disruption, including dangerous or abusive behavior, to the credit union's operations; or (C) fraud, attempted fraud, or a conviction of other illegal conduct that a member has been convicted of in relation to us, including in connection with our employees conducting business on behalf of us.

Before the board votes on an expulsion, we must provide written notice to your mail address (or email if applicable) on record personally provided the written notice. We must provide the specific reasons for the expulsion and allow you an opportunity to rebut those reasons through a hearing if you choose. It is your responsibility to keep your contact information with us up to date, and to open and read notices from us. Unless we determine to allow otherwise, there is no right to an in-person hearing with the board. If you fail to request a hearing within 60 calendar days of receipt of the notice, you will be expelled. You may submit any complaints about your pending expulsion or expulsion to NCUA's Consumer Assistance Center if the complaint cannot be resolved with the credit union.

We will confirm any expulsion with a letter with information on the effect of the expulsion and how you can request reinstatement. Expulsion or withdrawal from membership does not relieve a member of liability to the credit union, and we may demand immediate repayment of the money you owe to use after expulsion, subject to any applicable contract terms and conditions.

For additional information on expulsion and a copy of our expulsion policy, see Article XIV of our Bylaws.

Notice of 2024 Election

ARC FEDERAL CREDIT UNION ANNUAL ELECTION OF OFFICIALS

The 2024 Annual Meeting will be held at 9:30am on Wednesday, August 28th, 2024, at 1919 7th Ave, Altoona, PA at the Main Office of ARC Federal Credit Union. The 2024 election of officials will be conducted by ballot box. All elections shall be determined by plurality vote and shall be conducted by ballot boxes, except where there is only one nominee for each position to be filled. When there is only one nominee for each position to be filled and thus there is no contest in the election, then the election will not be conducted by ballot.

There are three 3-year vacancies on the Board of Directors. Nominations of candidates are made by the Nominating Committee or by petition of the membership. There will be no nominations from the floor at the Annual Meeting. The following individuals were appointed to the Nominating Committee: Jack Musser, Chris Reighard, Amy Mearkle, and Steve McCloskey. The Nominating Committee has presented its nominations to the Secretary of the Credit Union and they include the following individuals: Matt McConville, Brendan Moran, and Jim Steinbugl.

Jim Steinbugl: 3 year term - Jim has spent the last two decades in the institutional investment management industry. Currently, Jim is a Director of Investments at the Pennsylvania State University, helping to manage the University's endowment fund. Previously, he worked in a similar role at the Johns Hopkins University in Baltimore, Maryland. Jim holds a BS in Finance from the Pennsylvania State University. Jim currently resides in Altoona with his wife Megan and their daughter Evelyn.

Brendan Moran: 3 year term - Incumbent Director. Brendan Moran, Esq., is the Senior Counsel at Sheetz, Inc. and has been a member of the legal department at Sheetz since 2019. Prior to Sheetz, Attorney Moran was a School Solicitor representing local Districts for six years. Attorney Moran has served on the ARC Supervisory Committee since 2016. In addition, Attorney Moran is currently the President of the Altoona Area School District Foundation, and the Vice Chairman of the Blair County Drug and Alcohol Partnership Board. Attorney Moran resides in Altoona with his wife, Jamie, and two daughters.

Matt McConville: 3 year term - Incumbent Director. Matt has served on the Board of Directors since 1998. He has served as Chairman of the Board, Vice-Chairman of the Asset Liability Committee, and Chairman of the

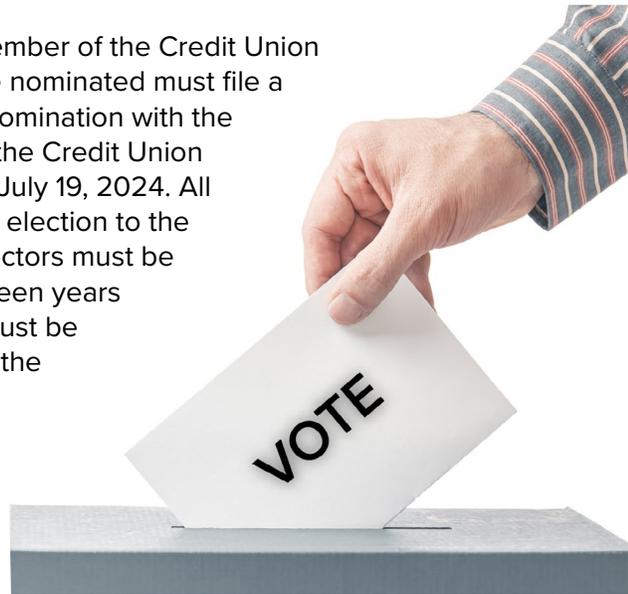
Scholarship Committee. Matt is a Licensed Funeral Director and Licensed Insurance Agent. For the past 18 years, he has worked as the Operations Manager for Stevens Mortuary, Inc.

Any other member of the Credit Union wishing to be nominated must file a Petition for Nomination with the Secretary of the Credit Union on or before July 19, 2024. All nominees for election to the Board of Directors must be at least eighteen years of age and must be a member of the Credit Union.

The nominee further must not have been convicted of a crime

involving dishonesty or breach of trust unless the NCUA Board has waived the prohibition for the conviction. The member must also sign a certificate that he/she is agreeable to nomination and will serve if elected to office. Petitions for Nomination are available in the lobby of the Credit Union during regular business hours commencing June 14, 2024. Each nominee by Petition must obtain the signatures of one (1%) percent of the membership. The period for submitting nominations by Petition begins on June 14, 2024 and closes on July 19, 2024. Petitions received after July 19, 2024 will not be accepted and the petitioner will not be eligible for nomination for the position of Director.

The Secretary of the Credit Union shall cause the nominations by Petition along with those of the Nominating Committee to be posted in a conspicuous place in the Credit Union at least thirty-five (35) days prior to the Annual Meeting.



Holiday Closings

MAY 27 - 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.