

ARC CONNECTION

FEDERAL CREDIT UNION

A quarterly publication for members of ARC Federal Credit Union

WINTER 2022

A New Year and New Opportunities

WISHES FOR A JOY-FILLED, PURPOSEFUL 2022 FROM ARC STAFF & BOARD OF DIRECTORS



One year ago so many of us stood on the brink of 2021, hopeful for a reprieve from 2020. This year we may be slightly more jaded and hesitant to trust in the promise of a new year and new beginnings. The past two years have felt like a strange combination of “the

longest years”, while memories of BC (Before Covid) life tease us in our photos and memories from as recently as Christmas 2019.

An interesting study of those who lived through the Great Depression found that even in the wake of the stock market crash, Americans were not entirely down-trodden. A theme of despair, anger, and pity was widely felt, as many of us can certainly relate to in our own pandemic-centric world. However, a fuller account of the emotional life of Americans in the 1930’s looks different when factoring in survivor recollections and popular media of the time. An unprecedented genre of self-help books and success manuals were published in the decade following the stock market crash, reflecting the tempered hopes of many. One of the most famous and enduring was *Alcoholics Anonymous*, published in 1939.

The American spirit has always shown a dogged resiliency in the face of even the most challenging odds. Crises that seem unending find a way to fan the embers of determination into a flame and light the

way to overcome these trials. As bleak as our current outlook appears, never underestimate the strength of the human spirit to prevail - and come out stronger for having endured these challenges. Additionally, don’t underestimate the value of new skills and knowledge acquired as a result of these trials, whether they were the result of mandatory changes in lifestyle or discretionary ones.

The adage “this too shall pass” may sound hollow while waiting to come out on the other side of a global pandemic, so instead focus on the things in your life that you **can** control. The things that bring you joy, no matter small. ARC is here to help you keep “*finances*” on the list of things that you can control during this uncertain time, so that you can continue to find joy in the parts of life that truly matter. With a certified financial counselor on-staff and 24 hour access to online financial wellness courses, ARC will continue to be your banking and community partner. Our commitment to serve you in the months and years ahead, helping you meet your financial goals, is just as strong now as when we opened our doors in 1956.



Victor A. Gioiosa, Jr.

President & CEO

Supporting Local Trade Schools

ARC PARTNERS WITH JARI TO FINANCE KEYSTONE BARBER SCHOOL, LLC

ARC Federal Credit Union recently partnered with Johnstown Area Regional Industries (JARI) to provide Alysha Steele and her business, Keystone Barber School LLC, with the financing needed to purchase a commercial building in Altoona which the business had been leasing. As a young entrepreneur, Alysha faced challenges

in her attempts to obtain financing to purchase the property. ARC FCU, through its business lending program, was able to structure a loan with the assistance of JARI to provide Alysha and her business the capital she needed. Alysha graduated from Empire Beauty School in 2011 and has been passionate about hair for years. She holds her cosmetology license, Barber's license, barber's manager license, and barber's teacher license. Keystone Barber School strives to

provide opportunities for individuals in the Altoona area who wish to become a licensed barber. Currently, there is no access to local schooling, and Keystone Barber School will provide the proper resources and requirements to obtain a state barber license. ARC Federal Credit Union and JARI are pleased to have been able to partner on this project which not only assists a woman owned business but allows for revenue to remain in the Central PA area which otherwise would be spent at schools outside this area. This financing partnership, along with Alysha's vision and expertise, will allow Keystone Barber School to thrive and grow as a member of the Blair County business community for many years.

ABOUT JARI

JARI is a non-profit economic development organization that has been a devoted partner of the business community since 1974. Their experienced team works to assist companies of all sizes, from start-ups to mature businesses and are leaders in economic and workforce development. They provide value-added services and connections to the right people in government, commercial lending, equity investing, real estate and other regional, state and federal economic development groups.



Welcoming New Faces to the Credit Union

STAFF POSITIONS FILLED IN 2021 BRING NEW TALENTS TO ARC

ARC Federal Credit Union has been working diligently throughout the previous year to hire staff members for the roles of: IS&T Administrator, Assistant VP of Lending, Collections Officer, and Commercial Lending Assistant. We're happy to announce that in 2021, those four roles were filled so you may see some new smiling faces around the office!



On May 21st, 2021, Wally Zapotoczny was hired to the ARC staff in the newly-created role of Information Systems & Technology Administrator. Wally handles ARC's many and varied tech-related questions and concerns for both hardware and software. This role is valuable to the day-to-day operations of the credit union and we had prioritized finding a candidate for this position. On-site information technology resources and departments are invaluable as we continue to exist in a landscape that grows more digital by the day.

On October 4th, 2021, ARC hired Michele Banks as our Assistant VP of Lending, also a newly-created role. Among other responsibilities, Michele will be assisting our current VP of Lending with managing day-to-day departmental tasks as well as providing support to our loan officers by approving/closing loans when there is a high volume of loan applications. We are happy to add this role to our staff due to continued high demand in our loan department and the need for additional loan department staff.



On November 22nd, 2021, Amber Ruggles joined our team as ARC's Collections Officer. Amber will be handling member contact for delinquent and/or charged-off accounts at the credit union. She will help setup repayment plans and monitor payments to hopefully keep members from remaining in a "delinquent" status too long and damaging their credit. Please reach out to Amber if you are concerned about payments that may be overdue with the credit union so you can work on a payment plan that fits your current financial situation.

On November 29th, 2021, Heidi Krumenacker was brought on as ARC's Commercial Lending Assistant. Heidi works with our VP of Commercial Lending to keep loan closings for our business members progressing during the commercial loan process. She is also available to ARC business members for ongoing loan servicing and business account support. Heidi plays a vital role in our growing commercial lending department.



ARC Collects Stockings for the Troops Donations

DONATIONS FOR CARE PACKAGES SHIPPED ABROAD

For the third year, both ARC Federal Credit Union branches collected Stockings for the Troops donations in the month of November. This project, organized by Military Families Ministry, USA, sends care packages and cards in Christmas stockings to service members stationed abroad during the holidays. Items collected include snacks like granola bars, beef jerky, and gum. Non-food items like toothbrushes, chapstick, and card games are also collected. These care packages

are especially meaningful to our troops around the holidays, when many of them may be missing home more than usual.

Visit MilitaryFamiliesMinistry.com to learn more about the organization and the work they do supporting active-duty service members, veterans, and their families in our area and at their other chapters across the country.

Don't Miss Out On These Member Rewards

THERE ARE MORE REASONS THAN EVER TO LOVE BEING A MEMBER OF ARC FCU

Your credit union membership is about the trust and care of community, built around where you live, work and play. That's why ARC Federal Credit Union membership saves you money through exclusive member-only offers through our trusted partners. Through Love My Credit Union Rewards, credit union members have saved over \$2 billion with offers like:

- » Save on [TurboTax and H&R Block](#) this tax season.
- » Members can **save up to \$360 on their wireless bill** by switching to no-contract wireless.
- » Members can **save up to 35% on IdentityIQ** credit report monitoring and identity theft protection.
- » Exclusive discount from the **TruStage Home & Auto Insurance Program**.
- » Members save on **SimpliSafe**, the #1 expert pick for home security.
- » Exclusive access to the **Love My Credit Union Rewards Powersports, RV & Boat Buying Program**.
- » Save 40% on a 1-year membership to **Sam's Club**.
- » Build your credit history with rent and save up to 30% with **Rental Karma**.
- » Save \$40 on **Calm**, the #1 app for meditation and sleep.
- » Save on your **Travel and Entertainment** needs like Car Rentals, Hotels, Theme Parks, Movie Tickets and more!

Learn all about how your ARC Federal Credit Union membership gets you all these exclusive savings and more at [LoveMyCreditUnion.org](#). Check them out and start enjoying credit union member benefits you never knew you had.



**MORE SAVINGS.
MORE POSSIBILITIES.**



\$3,000 College Scholarship

ANNUAL SCHOLARSHIP AVAILABLE TO GRADUATING 2021 SENIOR

ARC will offer one \$3,000 scholarship to a 2022 high school graduate pursuing higher education. Starting January 31, applications will be available in both ARC lobbies, online at [www.arccu.org](#), and in area high school guidance offices.

The award is based on financial need, academics, essay questions, leadership, community services, and a personal interview. Deadline to submit an application is March 4, 2022.



Holiday Closings

JAN 17 - Martin Luther King, Jr. Day
FEB 21 - Presidents' Day



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.