

YOUR VELOCITY PARTNER



Nico Ramsey

I am thrilled to be joining the Velocity marketing team as the new **community relations specialist**. My goal is to make a positive impact in our community through financial education and service.

I've been with Velocity for a few years; I've had the pleasure of serving as a branch associate and recently spent time in human resources as a learning and development trainer.

I look forward to meeting you soon, so we can work together on events that promote financial literacy and a happy, healthy financial lifestyle.

If you have any questions, please do not hesitate to call my direct line or send me an email. My contact information is listed below.

Thank you for helping make Velocity Credit Union the exceptional financial institution it is today!

Nico Ramsey
512.469.7049
Nico.Ramsey@velocitycu.com

The year in review

New branch • New online banking • New community relations specialist

2016 was a great year for Velocity! From the opening of a new branch to our new online banking product, Velocity made great strides to be the preferred credit union of the greater Austin area.

Additionally, Velocity added a new face to the marketing team — Nico Ramsey, formerly of the Round Rock

branch, will serve as your contact and our community relations specialist.

Coming up on our 70th year, there is absolutely no way we would be here without you! Please enjoy this newsletter that details our accomplishments this past year and the exciting places we are headed in 2017.

NEW HOPE BRANCH

Branching out with new beginnings

Velocity debuted its newest and most innovative branch this summer in Cedar Park.

The new layout accommodates "branch associates" — Velocity team members who perform teller and banker functions all from the convenience of their "pods." This one stop shop has proven to be our most efficient concept yet to help members do all their banking all at once.

If you haven't checked out the new location, stop by for a cup of coffee and meet the New Hope team! The



Velocity's New Hope branch in Cedar Park is our most innovative yet.

branch is located at the intersection of 183 A and New Hope Dr. Branching out is a continued initiative for Velocity. As we continue to grow, we

want to meet your needs no matter what part of the area you're in. Who knows? We could be building in a neighborhood near you!

ONLINE BANKING

"I thought I wouldn't like the new system but I actually love it."

Banking in your PJ's just got more comfortable

Velocity online banking ... by now, you already know there's an app for that! In July, Velocity introduced totally new and still totally free online banking to its list of free products and services. Even though we may be a little biased, we can't help but say the upgrade is totally awesome!

Person to person (P2P), touch ID, and the ability to do (almost) everything from any device are just a few of the features that our members love about the new interface. Don't just take our word for it, look at what our members are saying:

1. "I am so happy you guys switched online banking platforms. The look, feel and experience is immensely better. I have been waiting six years for this and couldn't

be happier. The few times I go into the Braker branch have been extremely pleasant with Letty and Sandra assisting with my needs. Please keep up the community feel and keep upping the interest rates on your CDs and savings!!"

2. "Been members for many years. Appreciate webpage redesign. Much easier to use. Glad for member-to-member transfer option.

3. "I thought I wouldn't like the

new system but I actually love it. Thank you, all staff, for being the example of great customer service and the hard wiring of excellence."

This new upgrade also allows us to add new features as technology advances and demand grows. We are always open to — and encourage — suggestions on how we can make your banking life easier! If you have an idea, give us a shout!

PEOPLE HELPING PEOPLE

Velocity participated in 24 events this year benefiting various causes throughout the greater Austin area! Since 1947, "People Helping People" has always been a core value of Velocity Credit Union. Here is a list of some of the events we proudly took part in:

- CASA Superhero Run
- Buddy Walk (Down Syndrome Association)
- Hounds for Heroes (Austin Dog Alliance)
- Blue Santa & Brown Santa
- Central Texas Food Bank
- Run with the Heroes (Special Olympics Texas)
- Austin Zoo Gala
- Fight like a Girl 5k
- Austin Cops for Charity

Velocity staffers took part in the 2016 Run with the Heroes to benefit Special Olympics Texas.



COMING IN 2017 Free Financial Literacy Classes

Never stop learning! From budgeting 101 to credit repair and then some, Velocity

Credit Union is gearing up to offer a new collection of free financial literacy courses to help better the fiscal strength of our community. Be on the lookout for more information in the coming months.

