



## CORONAVIRUS

# Here's how Velocity is responding to COVID-19

We are taking a number of actions in response to the health crisis of COVID-19 for the safety of our members and employees.

Our drive-thru, contact center and all remote access channels remain open and available to our members. Our branch lobbies are temporarily closed.

As the COVID 19 public health crisis continues to evolve, we want to assure you that we will be here for you. Even as more restrictions are put into place by state and local officials, know that financial institutions are considered **essential services** and you can trust that

**Due to the challenges presented by the COVID 19 crisis, Velocity has reduced interest rates for all personal loans by 3% across the board. We are also extending the time to first payment by up to 90 days.**

we will be open and here for you regardless of other restrictions.

Our drive-thru service, ATMs, contact center and all remote channels remain open to our members.

### Drive-thru services include:

- Cash withdrawals
- Check deposits
- Transfers
- Loan payments

- Transaction details
- New/replacement debit cards issued and PIN assistance

### Our ATMs are available 24/7, and offer many of the same functions:

- Cash withdrawals
- Balance information
- Mixed cash and check deposits
- Account transfers
- Loan payments

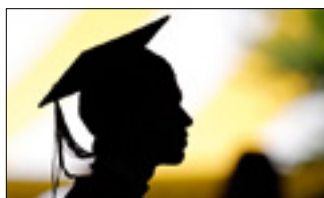
- Transaction details
- [Click here](#) for our ATM locations.

**Online banking** offers many of these same functions. Please ensure you have access to [online banking](#) and our [mobile app](#).

Keep in mind that as a federally-insured financial institution, all of your deposits are insured up to \$250,000 and [backed by the full faith and credit of the federal government](#).

For continued, current information on Velocity's COVID-19 response measures, please visit our Coronavirus preparedness [web page](#).

## SCHOLARSHIPS



## Graduating seniors invited to apply now for scholarships

As school will surely carry on in some form, Velocity's board of directors remains committed to offering scholarships to high school seniors and past winners continuing their college education through this year's **Velocity Credit Union Scholarship Awards**.

Applications are available online at [velocitycu.com](#). All applications must be postmarked by April 30. New applicants must be high school graduating seniors and members of Velocity for at least six months prior to the application due date. **Good luck to the class of 2020!**

## PRODUCT UPDATE

# Your new credit card is on the way

Some important changes are coming to your Velocity credit card in a few short weeks.

We have partnered with a new credit card processor — and with that comes the benefits of a contactless card. Contactless payment technology adds an extra level of security to your card-based transactions.

We're also upgrading our credit card rewards program to Velocity CURewards! (Visit [velocitycu.com/card-rewards](#) for more information.)

The changes are coming in April. Here's what you NEED to know:

- In mid-April, you will receive a new Velocity Mastercard® credit card.
- The new card will be issued with a new number (it will appear on the back of the card).
- DO NOT destroy your current card. It will remain active through



Sunday, April 26, 2020.

- First day to activate your new card is Monday, April 27, 2020.
- The new card will be active April 27, 2020.

Please be sure to check your mailbox regularly for your new

card, which will arrive in mid-April. And check your emails regularly for further information on our products and services.

Want to get timely email updates from us? Opt in at [velocitycu.com/opt](#).



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