



CREDIT UNION GIVE BACK SWEEPSTAKES

Velocity members and local charities win big in recent debit card promotion

A pair of happy Velocity members received unexpected, pre-Christmas windfalls by participating in our **Credit Union Giveback Sweepstakes** promotion.

To qualify, members simply had to use their **Velocity Rewards Debit Cards** at least four times per week over a set time period to gain entries into a random drawing among all participating credit unions (no-purchase-necessary entries were also available).

Velocity's two winners each received a **\$5,000 award!**

In addition to giving back to our members, Velocity was able to award **\$2,500** to each of the following four charitable organizations:

Central Texas Food Bank
centraltexasfoodbank.org

As the largest hunger-relief charity in Central Texas, Central Texas Food Bank helps to nourish hungry people and lead the community in the fight against hunger.

United Way for Greater Austin
unitedwayaustin.org

One in 10 households in the



Austin area is considered low-income. United Way for Greater Austin spurs systems-level change to fight poverty and help shape our metro area into a community that works for everyone.

Operation Blue Santa
bluesanta.org

This campaign provides toys and food for families in need during the holiday season. This year, more than 8,000 families will experience the goodwill that Operation Blue Santa catalyzes.

Austin Humane Society
austinhumanesociety.org

As the longest-standing no-kill, non-profit pet and adoption center in Austin, the Austin Humane Society is dedicated to saving Austin's homeless cats and dogs, educating our community about responsible pet ownership, and reducing pet over-population.



You might be a future winner

With Velocity rewards cards, you earn points whenever you make signature-based purchases. Redeem those points for dining, merchandise, gift cards, travel rewards — even CASH with our Points-to-Cash option. There's no charge for the Rewards option on the credit card, and a low, \$20 annual fee for debit.

Add rewards to your card by calling 512.469.7000 or visit velocitycu.com/conveniences/card-rewards for information on how to apply.

Congratulations to our member winners and these wonderful community organizations!

UPCOMING HOLIDAY CLOSURES

In observance of the federal holidays, Velocity Credit Union will be closed:

Mon., Jan. 17: Martin Luther King, Jr. Day

The civil rights leader's "I Have a Dream" speech was not his first at the Lincoln Memorial. He spoke about voting rights during the Prayer Pilgrimage for Freedom on May 17, 1957 before a crowd estimated at up to 30,000 people.



Mon., Feb. 21: Presidents Day

At 5 years of age, future President Franklin D. Roosevelt met President Grover Cleveland. Cleveland said "I am making a wish for you. It is that you may never become president of the United States". How'd that work out?

Mon., May 30: Memorial Day

Flag etiquette on Memorial Day is unique. At sunrise, a flying flag should be quickly raised to full-staff then slowly lowered to half-staff to honor men and women who have fallen in the line of duty. Then, at noon, the flag should be quickly raised to full-staff to salute all of those who have served.



DOWNTOWN CONSTRUCTION UPDATE

Our new downtown branch and drive-thru lanes are complete and open, but construction continues in the area around 12th and Sabine Streets.

We ask everyone to exercise caution when driving in the area and to observe all signs regarding traffic flow and branch and drive-thru access. We appreciate your patience and look forward to seeing you!

COMPLAINT NOTICE

If you have a problem with the services provided by this credit union, please contact us at: **Velocity Credit Union, P.O. Box 1089, Austin, TX, 78767; 512.469.7000; contact@velocitycu.com**. This credit union is incorporated under the laws of the State of Texas and under state law is subject to regulatory oversight by the Texas Credit Union Department. If any dispute is not resolved to your satisfaction, you may also file a complaint against the credit union by contacting the Texas Credit Union Department at: **914 East Anderson Ln., Austin, TX, 78752-1699; 512.837.9236; www.cud.texas.gov**.

Documents available to members

Upon request, members are entitled to review or receive a copy of the following credit union documents: Balance Sheet & Income Statement, Summary of the most recent annual audit, written board policy regarding access to the articles of incorporation, bylaws, rules, guidelines, and board policies, and Internal Revenue Service Form 990.

A letter from President Debbie Mitchell

Dear Velocity members,
Happy New Year! As the holiday season wraps up and we close out 2021, looking forward to a more normal 2022, I'm pleased to share with you a few highlights of the past year.

We are grateful for your patience as, together, we weathered the second year of the global COVID pandemic.

I am again happy to report that we are ending this year in a strong financial position ensuring continued stability no matter what the future holds.

We were able to maintain our high level of service in 2021 even as we dealt with closures, ever-changing medical guidance and unexpected resurgences, as well as a necessary shift to remote



Debbie Mitchell

work. Modern technology — including our mobile apps, online banking, and our new VelocityLIVE interactive

teller machines (ITMs) — complemented our strong commitment to service and positive, hopeful attitudes in handling your transactions with as little inconvenience as possible.

In the midst of all of the uncertainty, we tackled our biggest and most complex project in years. We completely overhauled our core computing system — the technology that enables almost every transaction we conduct for you. This months-long process can

be difficult in the best of times; the pandemic's sudden shift to remote work and other unexpected circumstances made the process especially challenging.

We hope that from your point of view, it was relatively seamless.

As we look forward to better times and a return to more structured workflow, our branch lobbies have reopened and many of our employees have returned to our headquarters at Quarry Lake Business Center in Northwest Austin.

Thank you for your grace under pressure during the past year, and your loyal membership as we continue to grow and improve.

All the best,
Debbie Mitchell, President/CEO

VELOCITY IN THE COMMUNITY



Velocity helps Habitat for Humanity raise the roof

Last Fall, Velocity continued its commitment to the community by joining other members of the Austin Chapter of Credit Unions and their partners to sponsor **The House that Credit Unions Built**.

The partnership with **Habitat for Humanity** resulted in the construction of a safe, accessible and affordable new home. The future homeowner is Crystal, a single mom. Her children, Justin, 10, and Bailey, 9, will be able to grow up in a stable home with their own rooms and safe space to play. Crystal will be able to care for herself and her family without the anxiety that comes with housing insecurity.

You can find out more about how to help Habitat for Humanity at austinhabitat.org.

BOARD OF DIRECTORS

Nominees and annual meeting date announced

The nominating committee has completed its evaluation of potential candidates for positions on the Velocity board of directors. This process included interviewing and carefully screening the candidates' qualifications in accordance with the nominating process specified in the credit union's bylaws. The individuals shown here have been nominated to fill two positions on the Velocity board of directors.

Nominations for vacancies may be made by petition signed by one (1%) percent of the membership with a minimum of (20) and a maximum of five hundred (500). Members desiring to petition for a place on the ballot shall first have submitted an application and resume to the nominating committee before the prescribed cut-off date and have appeared before the nominating committee for personal interview.



John Chomout

- Retired Sergeant, Austin Police Dept.
- Velocity Board of Directors (2008-present)
- Velocity member for more than 30 years.



Xavier Zarate

- Program manager for the City of Austin Economic Development Department.
- Velocity member for 20 years.

The 2021 annual meeting will be held online at 12pm Tuesday, April 26, 2022.



OPERATION BLUE SANTA

Thanks to the generosity of our members, employees, and Velocity, we donated more than **\$5,000** to ensure that area families in need had a joyous holiday season.

Jingle Bells turned into Jingle Bills? Take care of them with a **Velocity Personal Loan!**



RATES AS LOW AS
6.49% APR*

*As low as 6.49% up to \$40,000.00 with maximum term of 60 months. Rates from 6.49% up to 14.99%.

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