



ALWAYS IMPROVING

# New location on the way along with new looks for our branches, logo, and website

Over the next few months, we're giving the Velocity experience a complete makeover! Many of our branches will undergo updates, including fresh paint, new carpet, updated landscaping, and more. We're also excited to announce a **brand-new Southwest Austin location** at the corner of Brodie Lane and Davis Lane, set to open early in 2026.

As part of this refresh, we're modernizing our logo and website to match our updated branch designs. During the transition, you may see both the old and new logos in various materials. Rest assured, your account number, online banking, and phone numbers will stay the same. Keep reading more on our upcoming updates and what to expect moving forward.

## Frequently Asked Questions

**Q: Why are you updating your branch locations?**

**A:** We're updating our branches to create a more modern, welcoming experience for our members. These improvements, along with new services, will help us better serve your needs and enhance your overall experience.

**Q: When will your new logo and website debut?**

**A:** You might already be seeing our new logo and updated brand colors; full updates will roll out through the Fall. Our building signage, ATMs, brochures, emails, forms, monthly statements, and website will all be updated by the end of the year.

**Q: Will my account number or login to online banking change?**

**A:** No. Account numbers, online banking access, and other personal information remain unchanged.

**Q: Can I continue to use my Velocity checks, debit, and credit cards?**

**A:** Yes, you can continue to use your existing Velocity checks, debit, and credit cards. When it's time to reorder checks or your debit/credit



Velocity President/CEO Debbie Mitchell (second from right) joins with members of our architectural and contracting firms in breaking ground on our newest branch, located at the southeast corner of Brodie Lane and Davis Lane. The facility is slated to open early next year.

card is near expiration, we'll send you checks and new cards with the updated logo.

**Q: Can I still use the same phone numbers, website URL, and email addresses to contact my Member Services Representative?**

**A:** Yes, all of our contact information—including phone numbers, website URL, and email addresses—will remain the same. You can continue to reach out just as you do now.

**Q: What if I have more questions?**

**A:** If you have any further questions, please feel free to ask your Branch Manager or call our Contact Center at 512.469.7000 (or toll-free at 800.933.2029).



We're turning the page on our look! Our new logo and colors, coming soon, are indicative of upgrades and updates across our organization.



## LOCK IN SECURITY WITH THE FREE VELOCITY CARDLOCK APP

• Turn your Velocity cards on or off • View account details and transactions in real time as they happen • Report your card lost or stolen, and more!

AVAILABLE AT YOUR PHONE'S APP STORE.

## 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.

# Velocity grants scholarships to high school grads

2025 marks the 32nd year that Velocity Credit Union has awarded scholarships to student members in the Austin area who are pursuing higher education.

We presented a total of 12 scholarships to graduating high school seniors and past recipients who are currently in college. This year, the awards totaled \$42,000. Over the life of the program, the credit union has awarded scholarships of \$532,000.

The following students excelled in their commitment to education and are taking their love of academics to the next level — college! Please join us in celebrating the following Velocity members:



Thao Duong



Sophia Vitela



Eve Taylor

**Thao Duong**, who plans to attend the University of Texas at Austin to study Human Development and Family Science; **Sophia Vitela**, attending the University of Texas at Austin to study Climate System Science; and **Eve Taylor**, headed to Savannah College of Art and Design to study

Art History and Art Design.

Velocity's Board of Directors also awards an ongoing scholarship to assist past winners who are continuing their undergrad education. This year, seven scholarships were awarded to previous ongoing scholarship recipients.

"We had a number of outstanding submissions this year," said Debbie Mitchell, Velocity president and CEO. "The level of academic achievement and commitment to the future displayed by the applicants is remarkable."

"We are proud to have them as Velocity members and we are honored to be able to support their ongoing academic endeavors."

## VOLUNTEER OPPORTUNITY

### Help us provide cooling relief to your neighbors in need

Annual drive distributes fans to older adults, those with disabilities, pets, and families throughout Central Texas

Extreme temperatures are on the way and some of our vulnerable friends and neighbors could suffer without help.

**Family Eldercare** is doing its part by purchasing, collecting, and distributing fans to persons without air conditioning and at risk for heat-related illnesses. Velocity is proud to once again sponsor this important effort.

35 years ago when the service organization launched the community-wide event, Family Eldercare distributed 20 fans.

Today, it gives out more than 7,000 fans per year, impacting some 10,000 lives across 13 counties.

The group depends on volunteers, community partnerships, and donations to provide these resources, and this is where all of us come in.

This year's **Summer Fan Drive** runs through Sept. 15, 2025. The Family Eldercare website lists drop-off event dates and locations. It's easy to help — you can also donate directly by visiting [summerfandrive.org](https://summerfandrive.org).



Our Funds Availability Policy was updated on June 9, 2025. As required by recent amendments to **Regulation CC (Availability of Funds and Collection of Checks)** issued by the Federal Reserve Board and the Consumer Financial Protection Bureau.

#### What's Changed:

As part of inflation-related adjustments mandated every five years, certain dollar amounts related to the availability of deposited funds increased as follows:

Item	Previous Amount	New Amount (Effective June 9, 2025)
Minimum amount available the next business day for certain check deposits	\$225	\$275
Cash withdrawal amount subject to delay	\$450	\$550
Exception hold threshold for large deposits	\$5,525	\$6,725
Exception hold for new accounts	\$5,525	\$6,725
Repeatedly overdrawn threshold	\$5,525	\$6,725

These changes help ensure that the availability of your deposited funds keeps pace with inflation.

**No Action Required:** You do not need to take any action. Your account automatically reflects the updated availability limits as of June 9, 2025.

## SAFETY FIRST

### Protect yourself from scams

At Velocity, the security and safety of your accounts are our utmost priority. We strive to maintain the highest standards of security to ensure that your banking experience is not only convenient, but protected from fraud and scams. Here are some important security measures and precautions you can take to keep your money safe:

■ **Beware of Calls from Velocity Credit Union:** Members could receive calls from individuals claiming to be from Velocity Credit Union, asking for permission to enable online banking sign-in alerts. Velocity will *never* call you to request such sensitive information. If you receive such a call, do not provide any personal or account information and immediately report it to our Contact Center at 512.469.7000

■ **Text Notifications:** If you receive any unexpected text messages claiming to be from Velocity, exercise caution. *Do not respond to these messages or click on any links provided.* Instead, contact our Contact Center immediately to verify the authenticity of the message.

■ **Request for One-Time Passcode:** Velocity will *never* request a one-time passcode sent to you via text message or any other means. If you receive a request asking for this passcode,

treat it as suspicious activity and do not share the code with anyone, including individuals claiming to represent Velocity.

■ **Protection of Username and Password:** Your online banking username and password are confidential and should *never* be shared with anyone, including Velocity employees. We will *never* ask you to provide your username or password via phone, email, or any other channel.

■ **Avoid Remote Access Requests:** Be cautious of requests asking you to visit a website where an employee claims they need to remotely access your computer. Velocity will *never* make such requests. If you encounter such a situation, do not provide access—contact us immediately to report the incident.

In addition, we recommend regularly monitoring your account activity (try our free **CardLock app!**), setting up transaction alerts, and updating your contact information with us to ensure timely communication regarding your account security.

If you ever have concerns about the security of your Velocity Credit Union account or suspect any fraudulent activity, please reach out to our dedicated Contact Center team. We are here to assist you and ensure that your account remains safe and secure.