



**2025 HOLIDAY CLOSURES**

**New Years Day,**  
Wednesday, January 1

**Martin Luther King Jr. Day**  
Monday, January 20

**President's Day**  
Monday, February 17

**Memorial Day**  
Monday, May 26

**Juneteenth**  
Thursday, June 19

**Independence Day**  
Friday, July 4

**Labor Day**  
Monday, September 1

**Indigenous Peoples Day** Monday, October 13

**Veteran's Day**  
Tuesday, November 11

**Thanksgiving**  
Thursday, November 27

**Day after Thanksgiving** Friday, November 28

**Christmas Eve**  
Wednesday, December 24, close at 1PM — Includes drive thru

**Christmas Day**  
Thursday, December 25

**New Year's Eve**  
Wednesday, December 31 Close @ 5 PM — Includes drive thru

**VELOCITY IN THE COMMUNITY**

**Velocity demonstrates a strong commitment to local impact**

At Velocity, we have a long-standing tradition of creating value and making an impact in our community. This year, we formalized our community framework, outlining our local partnerships and engagement opportunities — it's available to explore at [VelocityCU.com](http://VelocityCU.com).

Our key focus areas include early childhood learning, affordable housing, animal shelters, hunger relief, legal youth advocacy, higher education, and healthcare. Between 2020 and 2025, Velocity is proud to have contributed nearly half a million dollars to support meaningful nonprofits and emerging college students in the Greater Austin area.

2024 was a fantastic year for giving back. Our highlights included partnerships with United Way of Greater Austin, Central Texas Food Bank, Hand to Hold, and Operation Blue Santa.

**Teacher Donation Kit Workshop — United Way of Greater Austin**

As a long-time supporter of United Way, we embraced a unique corporate opportunity tied directly to community impact. Over 20 Velocity employees came together in a volunteer workshop to assemble 300 teacher appreciation kits for local elementary teachers and students.

**Donation Drive and Volunteer Day — Central Texas Food Bank**

The Central Texas Food Bank, a leader in hunger relief, extends its impact into schools, after-school programs, and other nonprofits. This year, Velocity collected more



**Teacher Donation Kit Workshop**

than 400 items in a company-wide food donation challenge and joined in a volunteer day at the Food Bank.

**NICU Champions — Hand to Hold**

As a new partner, Hand to Hold stood out for its dedication to supporting NICU parents from early planning to postpartum care. Velocity was honored to sponsor their NICU Champions event as a Helping Hand sponsor, reinforcing our commitment to families in need.



**Hand to Hold**

**Toy and Book Donation Drive — Operation Blue Santa**

Our cherished holiday tradition continued this year with members and employees donating nearly 300 items for Operation Blue Santa and Brown Santa of Williamson County, ensuring local children experience the magic of the holidays.



**Toy and Book Donation Drive**

We're grateful for the opportunity to make a difference and couldn't do it without your continued support. Here's to another year of giving back and building stronger communities together!

**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](mailto: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](http://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.

**Protect yourself from post-holiday scams!**

We don't contact members by email, text or phone to ask for personal account information — including card numbers, PINs, account numbers, online banking passwords, or one-time passwords. Never reveal this information to someone who contacts you. *Hang up and call us directly.*

## HOME LENDING



### Make a New Year's resolution to refinance your mortgage

Refinancing your mortgage can offer several key benefits and now is a great time to consider them:

**Lower monthly payments.**

If your loan's APR is higher than current interest rates, refinancing your mortgage can save you money over time. This can free up cash for other priorities, like investing, paying off debt, or funding home improvements.

**A shorter loan term.** Refinancing also provides an opportunity to shorten your loan term, potentially reducing the total interest paid throughout the life of the loan.

**Get cash.** If you've built up significant equity in your home, you may be able to access funds for major expenses through a cash-out refinance.

**Switch to fixed-rate.** If you're saddled with an adjustable-rate mortgage (ARM), refinancing can help you switch to a fixed-rate loan, offering stability and predictability in your payments.

We're happy to help you discover what benefits refinancing can provide for you. Visit us at [velocitycu.com/home-loans](https://velocitycu.com/home-loans).

NMLS #657886

# A letter from President Debbie Mitchell

Dear Velocity members, Happy New Year! As the holiday season comes to a close, I'm pleased to share with you a few highlights of 2024.

Our lives aren't getting any simpler, so we take our obligation to making your banking faster, friendlier, and more convenient more seriously than ever. To that end, we have enhanced a number of our products and services:

We continued the expansion of our **Mortgage Lending** department, adding staff and refining tools to help our members seeking conventional mortgages (including jumbo loans), refinancing, and home equity and improvement loans take advantage of the improving housing market and the gradual easing of inflation.

Members love our upgraded **Online Banking** experience. It puts all of their most-needed information, activity, and services



Debbie Mitchell

front-and-center in an easy to navigate, intuitive interface. Transferring money, paying bills, managing credit cards, and depositing checks has never been so easy! Even more mobile banking improvements are on the way.

For those of you who prefer branch visits, we've made that more convenient, too. Our **Interactive Teller Machines** (ITMs) have rolled out at our Cedar Park, North Austin, and South Austin (Slaughter Lane) locations, joining the downtown branch. The cutting-edge units allow members to conduct many formerly in-branch-only transactions in the drive-thru lanes from the comfort of their own vehicles, while still enjoying face-to-face service from our tellers.

On the community front, we're

especially grateful to continue giving back to the areas we serve by supporting **Operation Blue Santa** and **Habitat for Humanity's** "House That Credit Unions Built". Giving back to our community is one of our favorite things!

Meanwhile, we strive to provide our members with competitive loan and savings rates in this gradually-improving economy.

We continue to maintain a very healthy capital-to-asset ratio of over 14%. That means we're secure with a strong foundation for future success. Looking forward, we're planning more service enhancements, new account products, and improved online account opening.

Thank you for your trust and support as we continue to grow and improve our service to you.

All the best,  
Debbie Mitchell, President/CEO

## BOARD OF DIRECTORS

### Nominee and annual meeting date announced

The nominating committee has completed its evaluation of potential candidates for a position 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. This individual has been nominated to fill one position on the Velocity board of directors:



**John Chomout**

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

**The 2024 annual**

**meeting will be held at 12pm Tuesday, April 29, 2025 at Quarry Lake Headquarters.**

HURRY — ENDS JAN. 31!



# Jingle Bills?

## A Velocity Holiday Loan can help!

RATES AS LOW AS **8.49%** APR\*



Thru 1/31/25

SCAN THIS CODE TO APPLY AT [VELOCITYCU.COM](https://velocitycu.com)

\*With Member Rewards. Loans subject to credit approval. All loan rates based on creditworthiness and may vary.