



Michael S. Ostrowski
President and CEO

Thank you for being a
member of Arrha
Credit Union.

We wish you and your
family a very Happy
New Year filled with
much joy, health, and
prosperity!

Dear Members,

As many of you know, the winter newsletter is my favorite one to write. It gives me the opportunity to say thank you to our members for their loyal patronage and wish you all a very Happy New Year! Undoubtedly, 2020 was a year we all will remember. However, I am thankful. Thankful for our members and staff. When COVID-19 happened, our staff rallied together and sat down to figure out a way to ensure they had everything readily available. They rearranged and moved any paperwork or details from the teller line, right next to their drive-up area(s). The goal is to make the process as efficient as possible for you, while still answering questions thoughtfully. It's a balance. It is not about when it's convenient for us, but when it's convenient for you, our members.

We are considered an essential business. We have not shortened our hours and do not plan to shorten our hours. It is important that during these times we take care of each other. While being safe for our members and staff that means we do even more, not less. We are continuing to practice routine cleaning of high-touch surfaces to ensure our members and staff stay safe and healthy. We are all following the guidelines. Our goal is to keep everyone safe and healthy. It is important that during these times, we continue to take care of each other, smile, and laugh together to lighten the burden that we are all feeling. A positive attitude is so needed during this time. **We thank you for your continued patience!**

We will continue to concentrate on keeping you, our members,' financial needs first and keep them safe with easy processes and technologies. For example, we have been helping members during this pandemic to download our free mobile app and sign up for free online banking. The response that we hear is, "wow, I didn't know it was that easy...wish I had done this sooner." They now know how to pay family or friends using Popmoney. This is attractive because it's contactless technology. The other requests that we've been getting are to learn how to make a deposit of a check using a mobile device, transferring between accounts, signing-up for e-Statements to receive touchless mail, and signing-up for

direct deposit. We are glad that we recently invested in the latest cutting-edge technology. Our members appreciate our positive attitudes, helping them to use technology (step-by-step over the phone), and our quick response. I believe the future will be a balance between technology, flexibility, and member service.

This pandemic has also created an opportunity for the consumer. It is a good time to refinance as well as rates are at an all-time low for mortgages. I believe with COVID-19, it is even more important that you have someone to go to locally for all your financial needs. We offer commercial lending services, including the Paycheck Protection Program (PPP) portion of the CARES Act. We have everything in place for deposit products and lending services. This move was perfect because area businesses are looking for someone who can help them locally, in their backyard, not someone across the state or country. Tony Franco, our new Vice President of Commercial Lending, has been busy helping local, area businesses with their PPP loans and local financial needs. You can reach Tony at afranco@arrhacu.com or call him at 413-205-2015. If you know someone who is a business owner, please refer them to Tony. I would greatly appreciate it.

We can do anything the banks can do...just better. We are strong because of your support, referrals, and patronage. Please accept the thanks and gratitude from staff, volunteer directors, and myself for doing business with us. Here's to another caring year, together!

Sincerely, *Michael S. Ostrowski*

Michael S. Ostrowski, President & Chief Executive Officer

2021 Anthony J. Serafino Scholarships

2021 Anthony J. Serafino Scholarships are now available! Visit arrhacu.com for more information.

The Annual Meeting of Members

New business will include: election of 4 Directors, approval of Directors' expenses for the prior year, and approval of the officers' reports. Proof of identification required. Credit Union members must be in good standing to participate. RSVP by Monday, March 22, 2021 to 413-205-2012 or email awaddell@arrhacu.com. **Board of Directors Election:** In accordance with the Bylaws of Arrha Credit Union, the Board of Directors will be accepting nominations from its general membership for open board positions in the upcoming term. Arrha Credit Union's Board of Directors is comprised of 11 member-volunteers responsible for developing and setting the credit union's strategic direction. If you would like to be considered by the Nominating Committee, you are requested to submit a letter of intent, endorsed by an existing member, no later than Friday, March 5, 2021 by close of business, and mail to Nominating Committee, Attention Michael Ostrowski, Arrha Credit Union, 145 Industry Avenue, Springfield, MA 01104.

April 6, 2021

Time and location to be determined due to COVID-19.

Arrha Credit Union Congratulates & Appoints Acting CFO, Lucas Manzi, To Permanent Position



Michael S. Ostrowski, President and CEO of Arrha Credit Union, congratulates acting CFO, Lucas Manzi, to permanent position. Manzi was recently promoted to acting Chief Financial Officer. Prior he was the Accounting Department and Finance Manager at Arrha Credit Union. "Lucas is a valuable contributor and rising star at Arrha," states Ostrowski. "The board of directors, senior team, and staff are thrilled to have Lucas officially assume the CFO position," states Ostrowski. "I am excited to assume the CFO role on a permanent basis," said Manzi. "I look forward to working with Mike and the team as we continue to grow and bring innovative ideas and products that matter and make a positive difference to our members and communities," states Manzi. Manzi is a recipient of the 2019 Credit Union Difference Maker's Award presented by Cooperative Credit Union Association at the 2019 Credit Union Marketplace Experience. "Manzi received one of the Difference Maker's Awards for his great attitude, positive team efforts, and innovative practices that he does within our credit union and efforts involved in the community," states Ostrowski. Lucas is a member of the Arrha Asset-Liability Committee. His background is in accounting and leading a team to achieve its goals. He has a Bachelor of Business Administration in Accounting from the University of Massachusetts, Isenberg School of Management in Amherst, Massachusetts.



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Our Mission

Assist our members in reaching their financial goals by providing superior products and services in a personalized manner.

Holiday Closing

Monday, January 18 - Martin Luther King Day
Monday, February 15 - President's Day

Branches:

145 Industry Avenue, Springfield, MA 01104
63 Park Avenue, West Springfield, MA 01089
1-413-732-9812
TOLL-FREE 1-877-732-9812
FAX: 1-413-737-7635
LOAN DEPARTMENT FAX: 1-413-886-0156
Email: memberservice@arrhacu.com

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Lost/Stolen ATM/Debit Card:

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1-800-472-3272

Routing Number: 211885917

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