



Winter 2021

Lobby Hours:
By Appointment Only

Drive Thru Hours
only available at TJA CU Center location
Monday - Friday 8:00am - 5:00pm
Saturday 9:00am - 12:00pm

Locations:

**Thomas J. Amiss
Credit Union Center**

1700 Robin Hood Rd.,
Richmond, VA 23220

City Hall

900 E. Broad St., 16th Floor,
Richmond, VA 23219
Inside of Richmond City Hall

www.rvafinancial.com

**Need assistance?
Want to apply for a loan?**

Call us!
(804) 359-8754

Mon - Fri 8am - 11pm
Saturday: 8am - 5pm

Holiday Closings:

January 1 - New Year's Day
January 18 - Martin Luther King, Jr Day
February 15 - Presidents' Day

**ENTER FOR A
CHANCE TO WIN!**



**ENROLL IN
E-STATEMENTS
FOR A CHANCE TO WIN A
WEBER GRILL**

See back for details

HAPPY NEW YEAR!!!! 2021 is here.....

2020 will go down in history books. It brought about many changes. Changes in the way we communicate (virtual), the way we celebrate (drive-thru), the way we visit (FaceTime), the way we shop (on-line), the way we dine (carry out). Just about every aspect of living changed in 2020. The world was under "stay home" safeguards, and we literally stopped. March 13th, 2020, the governor of Virginia issued stay home orders. On March 16th, RVA Financial deployed approximately 90% of our staff home with equipment to continue providing service to our membership. Initially, our thoughts were that this would be over in two weeks. But, as you know, nine months later, COVID-19 cases are still on the rise.

However, in spite of all the challenges we've faced, there have been a number of improvements here at RVA Financial to mention. We've taken this "time-out" to make some "beautification" changes to our Robin Hood Road location. We've painted the building and repaved the parking lot. We moved the renovations inside with fresh paint, new floors, and more office space providing more member privacy and safety with established social distancing requirements.

Not only have we been busy making "cosmetic" changes, but we have also made a few operational changes. Our member service hours were extended. You can now reach a representative Mon - Fri from 8a - 11p and Sat 8a - 5p. If you have ACH deposits "pending," you can post those items to your account using our mobile app on your cell phone or tablet. We've made additional enhancements to our mobile app. Deposit personal checks and have "near" real-time funds availability with our remote deposit capture feature. Transfer funds to family or friends using our "Pay Anyone" feature, set up account alerts and debit card controls. Just to name a few.

We have been here for the community and our members. WE EMPOWER RVA. We've kept the same mission. There's just a different approach. We've all heard the new phrase...social distancing. Instead of the old way of in-person interaction, we've had to either call, FaceTime, Zoom, Microsoft Team meetings, text, or email. Everything went electronic. Virtual meetings and conferences became the norm. Celebratory gatherings became drive-thru or parade like. Our ways of life changed. Currently, our Robin Hood Road location is accepting in-person visits by appointment only. We have plans to launch our "virtual" branch. We contacted each member that protected their loan with unemployment payment protection to remind them of this coverage. Courtesy emails and calls were made to help alleviate some "financial" pressure in case income was impacted due to unemployment. Most of our consumer loans (excluding mortgage loans) received a courtesy 60-day payment advance. We are there for our members during their time of need. In lieu of expending funds for our annual meeting (which became a virtual meeting), we were able to donate those funds to 3 local charities (Richmond's Feed More, VCU Children's Hospital, and the Mayor's Academy). Our commitment to our members and community remain unchanged. Our goal is to provide financial justice to our members. We're in this together. We're here for you. While the way we get there looks different, the mission is the same.....**WE EMPOWER RVA!!** Same mission...Different approach.

We Empower RVA

Since 1950, we have served Richmond and the Metro Richmond area. As a non-profit financial cooperative, we are here solely to empower you and our wonderful community.



RVA Financial is an Equal Housing and
Equal Opportunity Lender.



Your savings federally insured to at least \$250,000 and
backed by the full faith and credit of the United States
Government. NCUA is a U.S. Government Agency.

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One (1) Prize Winner will be selected on or about March 5, 2021 by a random drawing from all qualified entries received by a participating credit union between January 1, 2021 and February 28, 2021. Eligible members can enter the contest by enrolling for e-Statements through It's Me 247 Online Banking by clicking on "Info Center" and then "eStatement Options" and completing the enrollment. No purchase necessary. See your credit union for complete details, including contest rules, restrictions and alternate method of entry. Void where prohibited by law.