

QUARTERLY MEMBERSHIP NEWSLETTER

RVAFinancial.com



January 2026

GRAND RE-OPENING RIBBON CUTTING & REMARKS FEBRUARY 17, 2026 1PM - 2 PM

1700 Robin Hood Road Richmond, VA 23220

GRAND RE-OPENING FEBRUARY 17, 2026

This February, we will be celebrating the Grand Re-opening of our **beautifully renovated lobby** at the TJA Credit Union Center.

Members and the community will be invited to celebrate this exciting milestone with us! Highlights of the day will include a special **ribbon-cutting ceremony** and **exciting member announcements**, proudly presented by the Metropolitan Business League.

Stay tuned and look out for your special invitation.



[Read more page 2](#) ▼

Inside This Issue:

City Hall Branch is CLOSED -
New Downtown Richmond
Branch opening soon!

Brand Refresh & Website
Launching January 2026

Richmond RV Show at the
Richmond Raceway - Jan. 30-Feb. 1

ITM Campaign Kick Off starts
February 1st!

Car Buying Workshop with
Deonte' Barkley - February 7th

Love Yourself Workshop with
Diamond Dilworth - February 14th

Community Outreach
Monthly highlights throughout

RVA's Leader of Financial Wellness

Founded on August 23, 1950, as the Richmond, Virginia Municipal Federal Credit Union, our organization was established to provide trusted financial services to employees of the City of Richmond—and more than seven decades later, we're still going strong. This grand re-opening honors both our proud history and our continued commitment to growth, innovation, and community service.

We will host a tour of our fully renovated branch, experience live demonstrations of our innovative Interactive Teller Machines (ITMs), and enjoy cookies, punch, and light refreshments throughout the event. As a special thank-you, all attending members will have the opportunity to participate in a \$100 gift card giveaway, awarded to one lucky member present during the celebration.

This event will be open to all members and the community, and we look forward to welcoming you as we unveil a refreshed space designed with you in mind.

We hope you'll join us for this exciting celebration—you won't want to miss it!

Our Brand Refresh: A Modern Look & Feel for a Bright Future

Our **colors, logo, overall look and service level** has been refreshed to reflect:

- Growth
- Innovation
- Member-centered service
- Forward-thinking

We're also excited to share that our **lobby** at Robin Hood Road has been completely renovated—and we can't wait for you to experience it.

Stop by today!

LAUNCHING
SOON

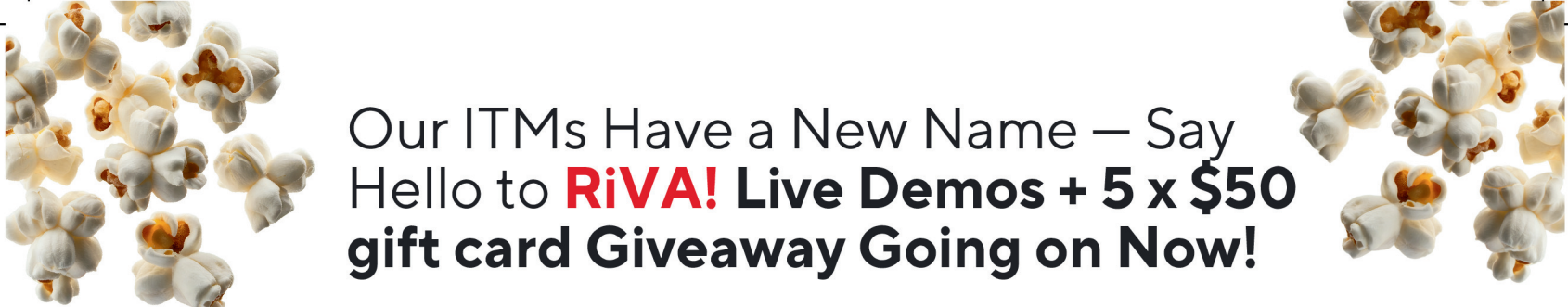
A New Website is coming in January 2026

Designed with you in mind:

- Faster access to essential services
- Enjoy simpler, clearer navigation
- A modern, refreshed layout
- A user-friendly experience across all devices

Stay tuned for the official unveiling!





Our ITMs Have a New Name – Say Hello to **RiVA!** Live Demos + 5 x \$50 gift card Giveaway Going on Now!

We're excited to share a small change with a big local meaning! **Our Interactive Teller Machines (ITMs) now have a new name: RiVA!**



Hi! I'm
RiVA!

The name RiVA reflects our roots in the City of Richmond and our connection to the James River, symbolizing **movement**, **accessibility**, and **steady service**. The name is new, and this is a great time to get to know this new way of banking!

Have you met our friendly ITMs?

During regular banking hours, RiVA connects you with a live teller on screen, with help from an in-branch concierge if you need it. Outside of those hours, RiVA continues to serve you as an ATM, so you can bank when it's convenient for you.

Starting January 1st, members who visit will:

1. **Receive a live ITM demo** from our team, or **complete a member transaction**
2. **Snap a selfie** with **RiVA**
3. **Post it** to your social media and say "I popped in to meet **RiVA**" and tag **@rvafinancial**
4. **Be entered** into a drawing to win \$50 gift card! * 🎉
5. **Winners will be announced** on April 1, 2026 - **FREE popcorn every Friday!**

*Maximum of three entries per member.

Celebrating **75 Years of Service**

Last August, we proudly celebrated our **75th Anniversary** at our Annual Membership Meeting—a milestone honoring decades of service, commitment, and community impact.

Through the years, your support has helped us grow stronger and expand our mission across Richmond. Thank you for being part of our history and our future.



RVA's Leader of Financial Wellness



Car Buying Workshop

Hull Street Library
1400 Hull Street
Richmond, VA 23224

1st Saturday Every Month

Purchasing a car is a big step—let us walk you through it! Our monthly workshop covers:

- The **car buying** process
- Auto Loan **pre-approvals**
- Understanding credit
- What to expect on the **path to car ownership**

This free class is perfect for individuals or families looking to buy a car!

RSVP: EmpowermentCenter@RVAFinancial.com

NEW YEAR, NEW YOU: Start Fresh, Start Strong



The beginning of a new year is the perfect time to reset, refocus, and recommit to your financial goals. Our **New Year, New You** financial-wellness initiative helps members:

- Build stronger credit
- Boost savings
- Reduce financial stress
- Improve money habits
- Explore low-cost banking solutions
- Map out a personalized financial plan

**Begin
Your
Journey**

Whether you're starting your financial journey or leveling up, RVA Financial Federal Credit Union is here to empower you every step of the way.

Contact EmpowermentCenter@RVAFinancial.com or call (804) 404-7335 to get started today!

City Hall Branch Update

Our City Hall Branch **officially closed on December 5th** as we prepare for an exciting new chapter in downtown Richmond.

Your continued access includes:

- ✓ **ATM on the first floor of City Hall**
- ✓ **24/7 mobile deposits through our mobile app**
- ✓ **Full-service banking at the TJA Credit Union Center (1700 Robin Hood Rd.)**

Stay tuned for news about our upcoming Richmond location—big things are coming!



Employee Spotlight: **Donna Washington**



This quarter, we are thrilled to shine the spotlight on Donna Washington, a true cornerstone of our credit union and a beloved member of our team for an incredible 28 years.

Donna has long been the face of our membership, known for delivering superior service with a smile that instantly puts members at ease. For many in our community, Donna isn't just a familiar face—she's a trusted guide, a coach, and a steady source of encouragement on their financial journey.

Beginning her career as a City Hall Branch Teller, Donna built strong, meaningful relationships with generations of members through her warmth, professionalism, and unwavering dedication. She later transitioned to Branch Manager, then the Member Service Department at our Robin Hood Road office, where she continues to thrive—doing what she loves most: helping members make informed, confident financial decisions.

Donna has a rare gift for coaching members with patience and care, offering guidance that is thoughtful, empowering, and always delivered with genuine kindness. Her smiling, bubbly, and friendly personality lights up every room she enters, and her positive spirit is felt by everyone she encounters—members and teammates alike.

Respected, admired, and deeply loved, Donna represents the very best of who we are as a credit union. Her commitment, compassion, and authenticity have left a lasting mark on our organization and our community.

We are incredibly fortunate to have Donna Washington on our team and are honored to celebrate her legacy, her continued excellence, and the joy she brings to our credit union every single day.



ywca

In partnership with the YWCA

Love Yourself More Healthy Relationships Workshop February 14 | 10 AM–12 PM



TJA Credit Union Center, 1700 Robin Hood Road,
Richmond, VA, 23220

As we step boldly into 2026, RVA Financial Federal Credit Union is thrilled to bring you an exciting lineup of community events, member benefits, financial wellness resources, and important updates shaping your banking experience this year.

Join us for our first thoughtful and empowering workshop on the **importance of healthy relationships**—whether with partners, friends, coworkers, or yourself.

- **Free and open to the public**
- **Limited to first 25 participants**

This meaningful session promotes self-worth, strength, and emotional wellness for individuals of all ages.

RSVP: Diamond Dilworth at Marketing@RVAFinancial.com or call (804) 362-2039.

Free CPR Group Lessons March 13 | 8 AM–12 PM

Your safety matters. Join us for **free, hands-on CPR training**, open to the entire community. This class empowers participants with lifesaving skills and is a great resource for families, caregivers, workplaces, and youth organizations.

Space is limited—arrive early!

VDH VIRGINIA
DEPARTMENT
OF HEALTH
Protecting You and Your Environment



TJA Credit Union Center, 1700 Robin
Hood Road, Richmond, VA, 23220



Sponsored by the Virginia Department of Health

RVA's Leader of Financial Wellness

Credit Builder Loan:

Build Credit.

Build Savings.

Build Confidence.

Looking to establish or improve your credit? Our popular **Credit Builder Loan** is designed to help members achieve long-term financial strength.

How it works:

- We deposit **\$1,000** into a secure CD on your behalf
- You make **monthly payments** over time
- We **report your payment history** to all credit bureaus
- When your loan is paid off, you receive:
 - ✓ **Your \$1,000**
 - ✓ **Plus any interest earned**

This program empowers members to reach key financial milestones—whether preparing for a car loan, mortgage, or simply building responsible credit habits.



SavvyMoney:



FREE Credit Monitoring for All Members

Stay on top of your financial health with **SavvyMoney**. Access SavvyMoney within your online banking account to receive:

- Real-time credit monitoring
- Free credit reports & scores
- Alerts for suspicious activity
- Personalized tips to boost your score
- Loan savings opportunities tailored to you

This **free member benefit** makes it easier than ever to protect your financial identity and plan ahead.



RVA's Leader of Financial Wellness

Everyday Banking That Works for You

Direct Deposit & Checking Accounts

Simplify your daily money management with:

- Fast and reliable **direct deposit**
- No hidden fees
- Convenient **mobile banking**
- Free **Mastercard debit card**
- Hundreds of **CO-OP Network ATMs**
- Friendly member service whenever you need it

**Banking should feel easy—
and with us, it is.**



Community Spotlight: **Feed More Volunteer Event**

*Communities
**MAKE
CHANGE***

In December, our team spent the day volunteering at **Feed More**, supporting their mission to fight hunger and nourish families across Central Virginia.

Together, we helped sort, prepare, and distribute essential food items to those in need. Thank you to Feed More for the incredible work you do every day—RVA Financial Federal Credit Union is proud to stand beside you.



**FEED
MORE**

Fraud Awareness: Protect What Matters Most



Fraud attempts continue to increase nationwide—stay alert and safeguard your personal information.

Remember:

- We will **never** contact you to request account numbers, passwords, or sensitive information.
- Do not click unfamiliar links or respond to suspicious emails.
- Enable account alerts in your mobile banking app.
- Report anything unusual immediately.

**Your security is
our top priority.**



Dreaming of hitting the road this year?

Come visit our booth at the **Richmond RV Show!** Adventure awaits with **rates as low as 6.24% APR*** for qualified borrowers.

Whether you're exploring scenic national parks, planning weekend getaways, or preparing for the ultimate road trip, our team is ready to help you **get pre-approved** and on your way.

Kick off the new year with freedom, flexibility, and unforgettable adventures!



**Come Join us at the
Richmond RV Show
January 30–February 1**

RICHMOND RACEWAY COMPLEX
Richmond Raceway Complex
600 E. Laburnum Ave.,
Richmond, VA 23222

RAIN OR SHINE-INDOOR/OUTDOOR
Friday, JAN. 30, 10am–7pm
Saturday, JAN. 31, 10am–7pm
Sunday, FEB. 1, 11am–5pm

Get Pre-Approved Today!

RVA Financial
FEDERAL CREDIT UNION

Special rates as low as 6.24% APR*
for this event only
Call or stop by for details!
804-359-8754. www.rvafinancial.com

*APR = Annual Percentage Rate

Subject to credit approval. Terms & conditions apply.

NCUA

RVA's Leader of Financial Wellness



Inspiring Young Minds at Junior Achievement's Finance Park

On November 20th, our team had the privilege of volunteering at Junior Achievement's Finance Park, supporting local teens as they explored smart financial decision-making in a real-world simulation environment.

Throughout the day, students stepped into the roles of adults with jobs, budgets, and responsibilities. Our staff helped them:

- Create and manage realistic monthly budgets
- Make informed choices about housing, transportation, food, and savings
- Understand the trade-offs involved in everyday financial decisions
- See how good money management can open doors to future opportunities



It was a **wonderful, hands-on experience** for everyone involved. We were honored to cheer on these young learners as they built skills that will serve them for years to come.

At RVA Financial Federal Credit Union, we believe financial education is a key part of empowering the next generation, and we're proud to partner with organizations like Junior Achievement that share this vision.

Thank You for Growing With Us!

2026 is already shaping up to be a transformative year, and we're honored to have you with us every step of the way.

Together, we're building a stronger financial future for Richmond.

THANK YOU!

Stay Connected Stay Informed

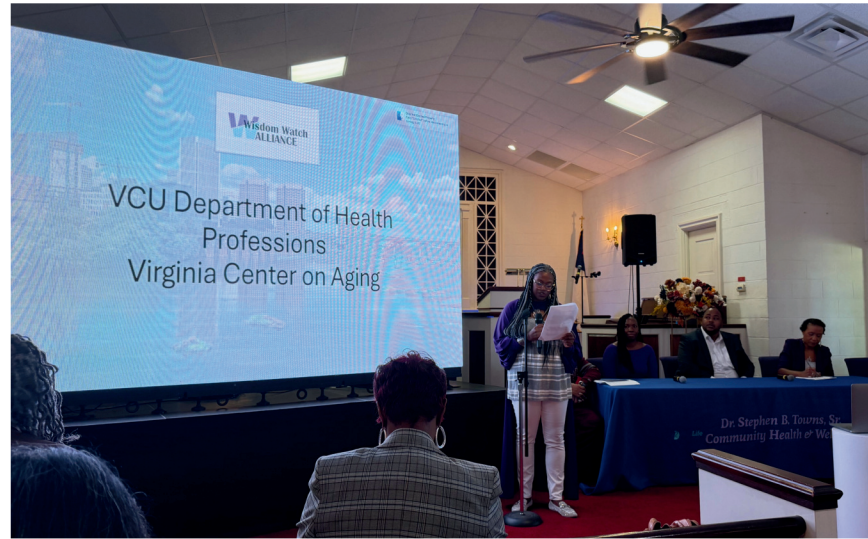
As part of our commitment to environmental sustainability, we primarily communicate through email.

If you choose to opt out, please note that you may **miss important announcements, special promotions, and community updates.**

And always remember:
We will never contact you to obtain account information.



Dementia Awareness Panel **Wisdom Watch Alliance**



On October 18th, RVA Financial Federal Credit Union participated in the Dementia Panel hosted by **Wisdom Watch Alliance at Real Life Ministries.**

We joined local leaders to discuss dementia's impact on families, caregivers, and communities, reinforcing our commitment to supporting wellness and education throughout Richmond.



RVA's Leader of Financial Wellness

Welcome Aboard



Briande Ross
Universal Underwriter
Joined August 2025



Mia Mallory
Vice President of Strategic Marketing, Communications, & Community Engagement
Joined August 2025



Angelica Bargman
Marketing Specialist
Joined December 2025



Roy Corum
Senior Vice President of Information Technology & Innovation
Joined December 2025

Spreading Joy This Season!



Our credit union was honored to sponsor **Mary Scott Preschool's 2025 Toy Drive**. We proudly adopted a class and donated toys to help make the season a little brighter for these amazing children.

We're grateful for the opportunity to support our community, and we believe that our kindness helped make the magic happen.

Thank you to everyone who contributed to this meaningful cause. Together, we're building a community where generosity grows and every child feels the joy of the season.

Connect & Follow Us on Social Media!

Be the first to hear about exciting updates, events, promotions, financial tips, and community impact stories! Following us on social media is one of the easiest ways to stay engaged and receive:

- **Real-time updates** on events, promotions, and new services
- **Exclusive member campaigns** (like our ITM selfie giveaway!)
- **Financial education tips** to support your money goals



SCAN OR TOUCH
ON YOUR PHONE

