



member | CONNECT

WINTER 2023



STEPHANIE'S STORY: "AFENA HAS MY BACK AS A SINGLE-MOM, AS A WOMAN, AND AS AN ENTREPRENEUR"



Stephanie was feeling overwhelmed, frustrated, and worried when she came into her local Afena branch recently. As a single mother and hard-working

entrepreneur, she was already spread thin with her daily to-do list and responsibilities. It was important to her to spend what little spare time she did have at home with her daughter making good memories. Unfortunately, recently Stephanie had been spending all of her extra time and energy trying to find a way to make sure they would have a safe and reliable vehicle to make it through winter.

The situation was especially frustrating because Stephanie already had a car that she loved and had taken wonderful care of, but due to some challenging personal circumstances, she was no longer able to afford her nearly \$700 monthly car payment. As she stood at the teller window that day, her eyes welled with tears as she explained that she had no idea what she was going to do; another local financial institution had just turned her down for a small \$5,000 loan that she had planned to use to purchase a less expensive vehicle.

Luckily, the teller that she was working with (Toni) listened with empathy and kindness, *and* she had a deep knowledge of Afena's financial products and services that she was able to use to help. Stephanie explained, "I was telling Toni that I felt stuck and didn't know what I was going to do. She asked if I'd thought about refinancing my vehicle through Afena. I didn't even know that was an option! It was wonderful. I met with the loan officer, Tiffany, that very day, and she was able to help me to the fullest extent. I was amazed by the entire experience."

Tiffany was able to refinance Stephanie's vehicle through Afena, which brought her monthly payment from \$699 down to \$417—a savings of \$282 a month! With the money she saved, Stephanie was able to purchase new tires for her car to ensure her family is

extra safe this winter. With the time and energy she saved, she has been able to focus her full attention on her daughter and their home.

Stephanie described the process of working with Afena as excellent, stating, "It was easy, quick, and I received wonderful customer service from everyone involved. I really do love my credit union, because it's a place that I can truly trust and lean on for support."

In fact, Stephanie believes the trust and support that she's received from Afena are qualities that set the credit union apart from other financial institutions in the area. "When I first came into Afena a few years ago, I needed a loan for a business goal of mine, and they were willing to work with me and believe in me. I had worked with my other credit union for 6-7 years and they weren't willing to give me a loan to help me achieve my goals, but Afena was. Because of that, I ended up opening an account and staying

"Having the credit union have your back as a woman, as a single-mom, as an entrepreneur—it's just so important. I'm trying to do things on my own and make my own way, and they helped me do that. Afena helped me put the loan in my name, save hundreds of dollars every month, and they stood up for me to support me...that means everything."

a member—because they believed in me and were willing to help. Afena has helped me to be who I am and to feel supported, especially right now during one of the hardest times in my life," she said.

"The entire experience was just...incredible and truly life-saving," Stephanie said. She continued, "Having the credit union have your back as a woman, as a single-mom, as an entrepreneur—it's just so important. I'm trying to do things on my own and make my own way, and they helped me do that. Afena helped me put the loan in my name, save hundreds of dollars every month, and they stood up for me to support me...that means everything."

www.afenafcu.org

GRAND OPENING SCHEDULED FOR NEW NORTH BRANCH AND CORPORATE HEADQUARTERS

Afena FCU will hold a grand opening ceremony on Wednesday, May 17

Afena Federal Credit Union's new corporate headquarters is on target to be completed in the Spring of 2023. The new building is conveniently located along the North end of the bypass in Marion and has made a tremendous contribution to the on-going revitalization efforts in the area.



"Afena Federal Credit Union was born and raised right here in Grant County, and that is exactly where our corporate headquarters will stay," said Karen Madry, the CEO and President of Afena. She continued, "We believe this new location will allow Afena to provide greater service to our current members, as well as to help us attract new members who we know will benefit substantially by joining the Credit Union."

As Grant County's only CDFI (Community Development Financial Institution) Afena is committed to working with members of all income levels and backgrounds to help them achieve their financial dreams. "While other financial institutions may only see a credit score or an account balance, at Afena we look at your whole story," said Madry. "I believe that our continued growth and success as an organization speaks to the critical need for the work we are doing."

The building will include a full-service branch and the very latest in interactive banking technology, as well as feature nearly 10,000 square feet of space to provide ample room for future growth. The project is slated for completion this Spring, and Afena is planning to hold a grand opening celebration for community members and credit union partners on Wednesday, May 17, 2023. Stay tuned for additional details this Spring!

IMPORTANT MEMBER NOTICE

Visa Debit Cardholders Only. When you use your Visa Check Card at certain merchants and you do not enter a PIN, transactions may be processed as either a Visa Check Card transaction or a transaction on the STAR, PULSE, NYCE, COOP, or ACCEL/Exchange network. One or more of these networks may be displayed on the back of your debit card. Merchants must provide you with a clear way of choosing to make a Visa Check Card transaction if they support this option.

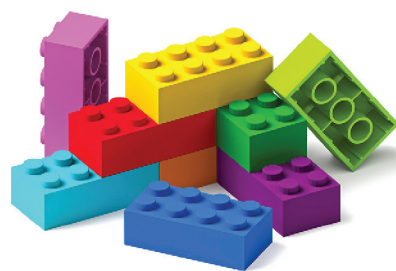
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Building Together

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SAVE THE DATE AFENA FEDERAL CREDIT UNION

2023 ANNUAL MEETING THURSDAY, APRIL 22



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