



We're excited to announce that Arize Federal Credit Union is transitioning our card servicing to Velera, effective May 5, 2025. This change will help us offer you enhanced service and support for your debit and credit cards. Please read below for important dates and what this means for you:

### Key Dates to Know

- **April 21 – May 5**  
Temporary Card Ordering Delays: The issuance of new or replacement debit, credit, and ATM cards during this time will be delayed. Card orders during this time will be delayed by 2-4 weeks.
  - If you receive a replacement card in April (ahead of your current card's expiration at the end of May), be sure to activate it promptly to avoid any hiccups.
  - All Arize branches will still be able to print cards onsite if needed.
- **April 30**
  - Scorecard Rewards Program Ends on April 30: You will stop earning reward points on your Arize credit card through the Scorecard program on April 30. The new rewards program will be implemented, and you will begin earning points on May 5.
  - After June 30, any unused Scorecard reward points will automatically transfer to our new rewards platform through Velera – Dream Points.
- **May 5**
  - The new rewards program will be implemented, and you will begin earning points on May 5.
  - Velera Goes Live: Card servicing transitions to Velera. All card support and servicing will now be handled through Velera's enhanced platform. You may notice improved functionality and faster service.
- **June 30**
  - Last Day to Redeem Scorecard Credit Card Reward Points: After June 30, any unused points will automatically transfer to our new rewards platform through



(877) 342-5975



1145 Benner Pike | State College, PA 16801  
650 Science Park Rd | State College, PA 16803  
9902 Shaner Blvd | Huntingdon, PA 16652



ArizeFCU.org

Federally Insured by NCUA | Equal Housing Partner



Velera – Dream Points.

More information on Dream Points redemption options will be shared soon!

You'll continue earning rewards at the same rate: **1 point for every \$1 spent.**

### What You Need to Do

- ✓ **Plan Ahead** – If you think you may need a new or replacement card, request it **before April 21** due to the delays in card ordering.
- ✓ **Watch for More Info** – We'll send reminders and additional details as we get closer to the transition date.

We appreciate your patience and support as we make this exciting upgrade. If you have questions, please contact us at 877-342-5975 or stop by any Arize branch.



(877) 342-5975



1145 Benner Pike | State College, PA 16801  
650 Science Park Rd | State College, PA 16803  
9902 Shaner Blvd | Huntingdon, PA 16652



ArizeFCU.org

Federally Insured by NCUA | Equal Housing Partner