

THE CLEARWAY

Trusted For What Matters Most

A Publication Exclusively for Members of Clearway Credit Union

NEW LOOK!

Same Great Service

New!

**60 MONTH
AUTO LOANS**
as low as **4.00%**

APR*



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2025 YEAR IN REVIEW

From record loan growth to a bold rebrand...

A LETTER FROM OUR CEO

"Growth, for us, is not about getting bigger for the sake of it. It's about extending our impact..."

**ADVENTURE
READY RATES**
as low as **5.35%**

APR*

*Recreation Loans for
Every Kind of Fun*



*Scan to
Learn
More*

A MESSAGE FROM THE CEO

As you may have seen, we've officially introduced our new name—Clearway Federal Credit Union. While our name has changed, our purpose has not. In fact, this next chapter is about strengthening who we've always been.

At our core, we remain a member-owned, not-for-profit financial cooperative committed to serving you—our members, our neighbors, and our communities. That commitment continues to guide every decision we make.

This rebrand represents more than a new name. It reflects a clear direction for the future—one focused on growth, accessibility, and opportunity—while staying firmly rooted in the values that have defined us since the beginning.

We are making intentional investments to better serve you today and tomorrow. This includes plans for a new branch in Malvern, designed to meet the evolving needs of our members while expanding our presence in the community. At the same time, we are working with the NCUA to expand our Field of Membership, allowing us to reach more individuals and families who need access to safe, affordable financial services.

This effort is especially important as we continue our mission to serve the unbanked and underbanked in our region—providing pathways to financial stability, opportunity, and long-term success.

Growth, for us, is not about getting bigger for the sake of it. It's about extending our impact—helping more people, strengthening our communities, and ensuring we remain a trusted financial partner for generations to come.

Thank you for being a part of this journey with us. We are honored to serve you and excited about what lies ahead.

*With Gratitude,
Tammy
Passafiume*

President/CEO
Clearway Credit Union

ESCROW: WHAT IT IS AND HOW IT WORKS

An escrow account isn't just a line item on your mortgage—it's a tool designed to make homeownership smoother, more predictable, and far less stressful.

Each month, a portion of your payment is set aside to cover major expenses like property taxes and homeowner's insurance. Instead of scrambling to pay large bills once or twice a year, escrow spreads those costs into manageable monthly amounts—while your lender handles the payments for you.

But escrow isn't "set it and forget it." Costs change, and so does your escrow account. If your property taxes increase, your insurance premium shifts, or there was a shortage in the previous year, your monthly payment may adjust. When that happens, it's easy to

feel caught off guard—but these changes reflect real expenses, not changes to your loan terms or interest rate. Annual escrow analyses are designed to keep things accurate, sometimes resulting in a higher payment, other times a refund or reduction.

This is where Clearway Credit Union steps in as more than just your lender—we are your partner. If your payment changes or something doesn't make sense, our team can walk you through your escrow analysis line by line, explain exactly what changed and why, and help you understand your options. Whether it's deciding how to handle a shortage, reviewing your insurance coverage, or exploring whether you qualify to manage taxes and insurance on your own, we are

here to help you make informed decisions—not just accept changes.

The real advantage of escrow is simplicity—but the real advantage of working with Clearway Credit Union is clarity.

When you take the time to review your escrow account with an expert, you may uncover opportunities to better manage your monthly costs, adjust your strategy, or simply gain peace of mind knowing everything is working as it should. If something changes, don't guess—connect early.

A quick conversation can turn confusion into confidence and help you get the most out of your home financing.

A CREDIT UNION BUILT ON STRENGTH & FORWARD VISION

From record loan growth to a bold rebrand...

\$78.7M

Total Assets

22.08%

Capital Ratio

9,120

Members Served

FINANCIAL STRENGTH BY THE NUMBERS

While the financial world faced rapid shifts, Clearway stood its ground with a formidable **\$78.7 million** in total assets. The credit union's stability is underscored by a rock-solid **22.08% capital ratio**, far exceeding industry "well-capitalized" standards.

The heart of the 2025 success story lies in member support. The institution achieved a record loan growth of 6.68%, with total loans to members exceeding \$55.4 million.

"Our best financial investment has always been in loans to our members," noted Board Chair Cecilia Ashcraft, highlighting the credit union's commitment to providing modifications and deferments for those facing financial hurdles.

INNOVATION MEETS COMMUNITY

"2025 wasn't just about spreadsheets; it was about the member experience," said President/CEO

Tammy Passafiume as she revealed several "forward-thinking" initiatives:

- **A Fresh Identity:** Following extensive demographic studies, the credit union is finalizing a major renaming and rebranding effort to be fully unveiled in early 2026.
- **New Headquarters:** A prime location has been selected for a new Malvern Branch and headquarters to better serve the growing community.
- **Digital Transformation:** The credit union moved to cloud computing, upgraded to Windows 11, and completed an "AI Readiness Assessment" to ensure future technologies remain secure.
- **Member Perks:** The new Round Up Savings Program now allows members to grow their savings effortlessly by rounding up debit card purchases to the nearest dollar.

LOOKING AHEAD TO 2026

Supporting our members with fast, reliable service is always a priority. That's why we've partnered with

LSI to provide onshore call center support. These agents are specially trained to protect your information and can assist with a variety of questions and basic transactions on your behalf. This service is also a key part of our disaster recovery plan—because LSI's centers are located across the United States, service remains uninterrupted even if a weather event impacts our local offices

This same commitment to care and reliability extends beyond day-to-day service and into the communities we serve.

With over 13,500 students reached through Financial Reality Fairs and a scholarship program now open to both seniors and undergraduates, the credit union remains a pillar of local education.

"Together," says Passafiume, **"we are strengthening our communities and empowering brighter financial futures."**

HAVE YOU CHANGED YOUR PHONE NUMBER OR EMAIL LATELY?

Update your contact information with us. Just call 501-332-6530 or go online and go to "Settings" to update information.

NOMINATING COMMITTEE SEEKS MEMBERS

The Nominating Committee is seeking passionate members to apply for two open Board of Directors positions for the 2027 election, encouraging individuals with diverse backgrounds to join. To apply, call 501-332-6530 to request a Volunteer Application from Tammy, Pam, Rachel submit it by August 21, 2026, for consideration.

WITHHOLDING NOTICE FOR MEMBERS WITH IRAs

IRA payments are subject to federal income tax withholding unless you opt out, and you can adjust your preferences by completing a form with your financial institution before receiving the payment. While withholding may help cover your tax liability, it doesn't change the amount owed, and insufficient withholding could result in penalties.

UPDATE ON SAFE DEPOSIT BOX SERVICES

We will be phasing out our safe deposit box program as part of our ongoing efforts to align services with member needs.

Over time, usage has declined, while the cost and complexity of maintaining the program have increased due to evolving federal compliance requirements. This change also allows us to better utilize space in the design of our future Malvern branch, focusing on services that reflect how our members bank today. If you currently have a safe deposit box, we ask that you please make arrangements to retrieve its contents at your earliest convenience. Our team is here to assist you through this transition. Thank you for your continued trust as we work to serve you and our community more effectively.

LOCATIONS:

Malvern

7333 Hwy 270
Malvern, AR 72104

Hot Springs Central

4032 Central Ave.
Hot Springs, AR 71913

Hot Springs Grand

115 E. Grand Ave.
Hot Springs, AR 71901

Mailing Address:

P.O. Box 1080
Malvern, AR 72104

Phone:

501-332-6530
FAX: 501-332-8361

HOURS:

Lobby and Drive Thru

Monday, Tuesday, Thursday:
8:00 AM – 4:15 PM

Wednesday: 9:00 AM – 4:15 PM

Friday: 8:00 AM – 5:00 PM



Trusted For What Matters Most

P.O. Box 1080, Malvern, AR 72104

HOLIDAY HOURS

Juneteenth

Friday, June 19, 2026
(Open until 5 PM on Thursday, June 18th)

4th of July

Friday, July 3, 2026
(Open until 5 PM on Thursday, July 2nd)

Labor Day

Monday, September 7, 2026

Columbus Day

Monday, October 12, 2026



**Used auto loans
for vehicles up
to 10 years old**



New 60-Month Auto Loan Rates As Low As

4.00% APR*

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THANK YOU, CHERI!



How long have you been a member of (or connected to) Diamond Lakes Federal Credit Union?

I have been a Member Service Advocate since 2010 with DLFCU. I worked for Hot Springs FCU since 2007. When we merged, I became a

full-time employee with DLFCU, so I have been with DLFCU 18 years, and this Feb 2026 will be 19 Yrs of service.

What initially led you to join or work at the credit union?

I was looking for a new career opportunity when a friend told me this HSFCU was looking for a part-time teller. I came and applied on a Friday and was

interviewed on the next Monday and was hired then.

What has been the most rewarding part of your career?

I enjoyed helping members that are new to Credit Unions, and I enjoy helping those who are new to Debit Cards and Checking Accounts. I enjoy the various special services that we offer. I don't mind helping the older member who don't understand how the system works with end of month processing with fees for checking account. I just enjoy working with people. It is rewarding to me to help someone.

What are you most looking forward to in retirement? Do you have any plans or activities you are excited about in this next chapter?

Rest and Relaxation, working in my Church and doing some Traveling.

What advice would you offer someone early on in their career?

To be diligent, be consistent, be flexible, be available, have the mindset that I am here to work and to learn. It doesn't matter how much you think you know, you are there to learn that company way. Learn all you can learn from the season workers. Be respectful of those who have authority over you and be gracious to others. Listen to Learn and Learn to Listen.

Is there anything else you would like to share with fellow members?

Diamond Lakes FCU is a wonderful place to work and to do business. We are the Credit Union that cares about its members. We are here to help and to assist the unbanked or those who are underprivileged as well.