

PRESS KIT



Since its founding in 1939 by a handful of Bell Telephone Company of Pennsylvania employees, TruMark Financial has grown to be a leader in the credit union industry, providing outstanding member service to more than 119,000 members through a network of 23 branches. Visit trumarkonline.org/our-story to learn more about our story.

The credit union's field of membership now includes anyone who lives, works, worships, volunteers, or attends school in the Southeastern Pennsylvania counties of Bucks, Chester, Delaware, Montgomery, and Philadelphia.

As a credit union, TruMark Financial is not-for-profit and exists solely for the benefit of its members, who are the sole owners of the institution. After allowing for reserves and operating expenses, TruMark Financial returns profits to its members in the form of competitive rates, higher investment returns, and fewer fees while at the same time reinvesting its earnings to develop new products and services. All deposit accounts are insured to at least \$250,000 by the National Credit Union Share Insurance Fund of the National Credit Union Association, a U.S. government agency.

TruMark Financial's number one priority is the financial well-being of its members. All TruMark Financial employees are committed to the concept of member banking.


TruMark
Financial® Credit Union
Member banking is better banking®

Branch locations

TruMark Financial has 23 branch locations throughout Southeastern Pa.

Center City Philadelphia
1701 Market Street
Philadelphia, Pa. 19103

Chestnut Hill
8500 Germantown Avenue
Philadelphia, Pa 19118

Downingtown
370 W. Uwchlan Avenue
Downingtown, PA 19335

Doylestown
4381 W Swamp Road
Doylestown, Pa 18901

Eastern North Philadelphia
1900 N. 5th Street
Philadelphia, Pa. 19122

Fort Washington
335 Commerce Drive
Fort Washington, Pa. 19034

Gateway Shopping Center
115 E. Swedesford Road
Wayne, Pa. 19087

Horsham
301 Horsham Road
Horsham, Pa. 19044

Jenkintown
515 Old York Road
Jenkintown, Pa. 19046

Levittown
179 Levittown Pkwy
Levittown, Pa. 19054

North Wales
1200 Welsh Road
North Wales, Pa. 19454

Northeast Philadelphia
7306 Castor Avenue
Philadelphia, Pa. 19152

Park Ridge Shopping Center
2795 W. Main Street
Trooper, Pa. 19403

Parkwood
12377 Academy Road
Philadelphia, Pa. 19154

Phoenixville
23 Nutt Road
Phoenixville, PA 19460

Plymouth Meeting
1920 Butler Pike
Conshohocken, Pa. 19428

Richboro
984 Second Street Pike
Richboro, Pa. 18954

South Philadelphia
1931 S. Broad Street
Philadelphia, Pa. 19148

Springfield, Delaware County
1141 Baltimore Pike
Springfield, Pa. 19064

Upper Darby
1884 S. State Road
Upper Darby, Pa 19082

Trevose
1000 Northbook Drive
Trevose, Pa. 19053

Warrington
875 Easton Road
Warrington, Pa. 18976

West Chester
1052 Andrew Drive
West Chester, PA 19380

Fact sheet: TruMark Financial

Founded	November 1939
Headquarters	Fort Washington, Pa.
URL	trumarkonline.org
Company type	Non-profit cooperative financial institution offering a full line of financial products and services such as: savings and transaction accounts, online/mobile banking and bill payment, credit services, alternative investment options*, financial counseling, and insurance products**
Charter	State-chartered, Pennsylvania
Employee Size	More than 350
Regulatory agencies	Pennsylvania Department of Banking National Credit Union Administration (NCUA)
Deposits insured by	Deposits are federally insured to at least \$250,000 by the National Credit Union Share Insurance Fund (NCUSIF) through the National Credit Union Association (NCUA).
Member eligibility	Anyone who lives, works, worships, volunteers, or goes to school in Bucks, Chester, Delaware, Montgomery, or Philadelphia counties
Total membership	More than 119,200
Asset size	\$2.2 billion
Ranking by asset size	Sixth in the state of Pennsylvania Fourth in the Philadelphia area

*Securities offered through LPL Financial, Member FINRA/SIPC. Insurance products offered through LPL Financial or its licensed affiliates. The investment products sold through LPL Financial are not insured TruMark Financial Credit Union deposits and are not NCUA insured. These products are not obligations of TruMark Financial Credit Union and are not endorsed, recommended, or guaranteed TruMark Financial Credit Union or any government agency. The value of the investment may fluctuate, the return on the investment is not guaranteed and the loss of principal is possible.

**Insurance products are not deposits of TruMark Financial Credit Union and are not protected by the National Credit Union Share Insurance Fund (NCUSIF). They are not an obligation of, nor guaranteed by, TruMark Financial Credit Union and may be subject to risk. Any insurance required as a condition of an extension of credit by the TruMark Financial Credit Union need not be purchased from Insurance Services at TruMark Financial, LLC and may be purchased from an agent or an insurance company of the member's choice. Insurance Services at TruMark Financial, LLC is a limited liability company. Business conducted with Insurance Services at TruMark Financial, LLC is separate and distinct from any business conducted with the TruMark Financial Credit Union.

Federally insured by NCUA



Community outreach

TruMark Financials' philanthropic efforts and social responsibility focus allow the credit union's employees and members to interact with one another to give back to the community. The credit union is best known for educational outreach through its Building Financial Futures initiative. In 2018, TruMark Financial provided \$66,000 to 12 schools for personal financial resources as well as \$11,600 in scholarship funds through the Financial Jeopardy event. Additionally, the credit union delivered 126 school financial literacy courses, reaching 3,061 students.

In 2018, TruMark Financial staged four Financial Reality Fairs at area high schools and one at a local college, introducing approximately 1,100 students to personal financial concepts. A Financial Reality Fair is an interactive financial simulation providing an opportunity for participants to experience the impact of some of life's financial decisions in a safe learning environment. Participants identify their career choice and starting salaries then complete a budget sheet requiring them to live within their monthly salary while paying for basics such as housing, utilities, transportation, clothing, and food. Additional expenditures such as entertainment and travel are factored in as well.

TruMark Financial employees are encouraged to volunteer and provide support in local communities. On select Fridays, employees wishing to "dress down" in jeans pay \$5 to the charity selected for that particular week. In 2018, employee dress down days raised \$11,975 for 14 charities. Employees are also encouraged to volunteer in the community, receiving time off for volunteer hours. In 2018, employees volunteered 1,006 hours to 48 different community groups.

In addition to increasing the number of Financial Reality Fairs, the credit union has started community outreach efforts involving the membership philanthropic efforts. In 2018, career clothing was gathered for three different charity organizations, dog food was amassed for five animal shelters, children's books were accumulated for dispersion across the five-county Philadelphia area, employees participated in Giving Tuesday as well as a Random Acts of Kindness Day, children's winter outerwear was collected, and food was collected for Hunger Awareness month. In 2019, in addition to its continued community outreach efforts, TruMark Financial will be a sponsor of the Susan G. Komen® More Than Pink Walk™.

Products and Services

TruMark Financial offers a variety of low or no-fee products and services

Deposit Accounts

- Savings accounts
- Checking accounts
- Money Market accounts
- Certificates of Deposit (CDs)
- Individual Retirement Accounts (IRAs)
- Club accounts
- College Savings Accounts
- Other savings accounts
 - Custodial, Estate, Individual Development Accounts (IDAs), Restricted Burial, Trust

Loan Services

- New and used vehicle loans
- Mortgages
 - Adjustable rate mortgages (ARMs), fixed-rate mortgages, jumbo mortgages, vacation/investment home financing
- Home equity loans and lines of credit
- Signature loans
- Share-secured loans
- Convenience line of credit
- Stock-secured loans
- Visa® credit cards
- Student loans
- Loan payment protection
 - Credit life and disability insurance, GAP insurance

Convenience Services

- Visa debit card
- Customize My Card – customizable debit and credit cards
- Debit and credit card rewards program
 - CURewards®, CashRewards
- Online/mobile banking
 - e-Statements
- Mobile app with mobile deposit
- Mobile wallet - Apple Pay®, Google Pay®, and Samsung Pay®
- Online Bill Payer
- Direct deposit
- Text banking
- Account Management by Phone
- Member Service Center (1-877-TRUMARK)
- Remittance services
- Money orders

Products and Services (cont.)

Business Services

- Business savings accounts
- Business checking accounts
 - Visa debit card, overdraft protection services
- Business Maximizer money market accounts
- Remote deposit capture
- ACH
- Merchant Services
- Business loans
 - Commercial mortgages, lines of credit, and Visa credit cards
- Government banking
- Non-profit banking
- Other Business Services

Insurance Services**

- Property and casualty insurance
 - Automobile
 - Homeowner's
 - Renter's
 - Personal liability
 - Business
- Accidental death & dismemberment
- Term life insurance
- Whole life insurance

Investor Services*

- Tax-advantaged annuities
 - Fixed
 - Immediate
 - Variable
- Mutual funds
 - Features include growth, income, value, tax-advantaged
- Bonds
 - Corporate
 - Government
 - Municipal
- Managed accounts
- Life and health insurance
- Unit investment trusts
- Brokerage services
- Objective advice
- Retirement planning
- College planning

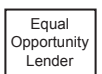
Other Member Benefits

- Visa gift cards
- Free budgetary counseling
- Birthday dollars (age 12 and under)
- Free notary service
- Overdraft protection services
- Automatic transfer
- Loan payment protection options
- Online banking and bill pay

*Securities and advisory services offered through LPL Financial, a registered investment advisor, Member FINRA/SIPC. Insurance products offered through LPL Financial or its licensed affiliates. TruMark Financial Credit Union and TruMark Financial Investor Services are not registered broker/dealers and are not affiliated with LPL Financial. The LPL Financial Registered Representatives associated with this site may only discuss and/or transact securities business with residents of the following states: DE, NJ, NY, and PA.

**Insurance products are not deposits of TruMark Financial Credit Union and are not protected by the National Credit Union Share Insurance Fund (NCUSIF). They are not an obligation of, nor guaranteed by, TruMark Financial Credit Union and may be subject to risk. Any insurance required as a condition of an extension of credit by the TruMark Financial Credit Union need not be purchased from Insurance Services at TruMark Financial, LLC and may be purchased from an agent or an insurance company of the member's choice. Insurance Services at TruMark Financial, LLC is a limited liability company. Business conducted with Insurance Services at TruMark Financial, LLC is separate and distinct from any business conducted with the TruMark Financial Credit Union.

Federally insured by NCUA



Representatives and contacts

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Leonard V. Doughty III, Vice President
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R. Terence Brunt, Secretary
Joseph J. Bily, Director
Joseph J. Ciaranca, Director
Daniel Dillard, Director
William A. Tollok, Director

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James P. DeBow, Vice Chairperson
Kathleen Wells, Secretary
Suzette E. Adams, Alternate
William Donehower, Alternate

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Vincent Market, Executive Vice President, Chief Operating Officer
Kelly Botti, Senior Vice President, Chief Risk Officer and Corporate Counsel
Gerard DeVita, Senior Vice President, Chief Financial Officer
Elizabeth Kaspern, Senior Vice President, Retail and Member Services
Patrick O'Halloran, Senior Vice President, Chief Information Officer
Steve Olson, Senior Vice President, Chief Lending Officer
Karen Sweeney, Senior Vice President, Chief Human Resources Officer

News Media Contacts

Christine Woods
Vice President, Public Relations and Government Affairs
1-877-TRUMARK, ext. 6395
215-396-6395
cwoods@trumark.org

Randi Marmer
Assistant Vice President, Public Relations
1-877- TRUMARK, ext. 6392
215-396-6392
rmarmer@trumark.org

Member banking is better banking[®]

Dedicated to its membership, TruMark Financial's board of directors, senior management, and employees adhere to the following Core Purpose, Core Values, and Visionary Goal to continually offer TruMark Financial's members the best service in member banking:

Core Purpose

To help members reach their financial well-being

Core Values

- Integrity: To earn members' trust, we will hold ourselves accountable to the highest level of integrity
- Service: To achieve member satisfaction, we will perform extraordinary member service
- Soundness: To continue the benefits of membership for future generations, we will ensure the credit union is financially sound

Visionary Goal

To be the first place our members turn for all their financial needs