

Making Cents

July 2010


For the Members of Dover Federal Credit Union

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New Branch is Almost Finished!

If you haven't heard yet, Dover Federal is expanding and will be opening a larger, more convenient branch in New Castle later this summer! More details to come.



Holiday Reminder

Dover Federal Credit Union will be closed on **Labor Day – Monday, September 6th.**

Stress-Free Summer Loans with a

1% Rebate!*



Receive up to **\$300 Cash Back!**

Seize Your Chance to Get the Cash You Need

This summer, watch the sunrise from your backyard or slip behind the wheel of your car with the extra cash your family needs. College tuition, bill consolidation, health expenses, or home repairs can be pricey and stressful. Yet, with a Dover Federal Credit Union Closed-End Home Equity or Vehicle Loan, you and your family get peace of mind and help with budgeting since you always know in advance what your payment will be until the loan is paid off.

Plus, when you finance a Closed-End Home Equity Loan or Vehicle Loan with us between July 1 and August 31, 2010, you'll get a 1% rebate (up to \$300) on your loan!*

Apply today by calling 302-678-8000 or 888-818-3328, visiting www.doverfcu.com, or coming into any nearby branch location.

*Offer valid July 1, 2010 through August 31, 2010. Refinancing of existing Dover Federal vehicle or home equity loans is not eligible for cash incentive. The cash incentive will be 1.00% of loan proceeds, up to a maximum of \$300 and will be paid at closing. Cash incentive cannot be used to lower the amount financed. Subject to membership eligibility and loan is subject to credit approval. Must retain vehicle or home equity financing at Dover Federal for a minimum of 180 days to earn full cash incentive. Tax reporting of rebate is member's responsibility. Dover Federal is an equal opportunity lender. See Credit Union for details.

Youth Savings Challenge Winners

During the month of April, our youngest members were offered special incentives for making deposits into their savings accounts. Congratulations to all of our participants!

And, a special congratulations to Summer S., age 9, who won a Dover Federal Gift Card. Her money-saving tip was: "Instead of spending birthday or Christmas money, I put it in my piggy bank and then into my Kids Club Account."

Other tips came from:

- Ruth G, age 10: "Let it grow! That is your (seed) of investment; water with continuous depositing!"
- Jeremiah G, age 12: "Remind yourself to be diligent concerning your goal to save."

- Brittany S, age 13: "Follow the Dave Ramsey program."
- Luis G, age 18: "Keep a budgeting plan when you make purchases, if you keep track of what you are spending you will be able to put aside a good percentage."
- Hannah G, age 16: "Pick up pennies found on the ground - they add up!"

National Youth Savings Winner, too!

Also, a Dover Federal youngster was selected as one of the 10 NATIONAL credit union winners by CUNA! **Our winner was Ra'Queice D, age 11, and he won \$100!** Ra'Queice is going to put his winnings in a savings account so he can eventually get an iPod!

2009 Annual Meeting Recap

Dover Federal Credit Union had another successful Annual Meeting going over all of the success that came about in 2009. Also, two of Dover Federal's finest were recognized for their hard work and dedication. Congratulations to both of our Dover Federal Credit Union teammates!

Dover Federal Director Named Credit Union Volunteer of the Year

Russell McCready, Board Director at Dover Federal Credit Union, was named Credit Union Volunteer of the Year by the Delaware Credit Union League at their Annual Meeting, held April 29-May 1, 2010. Mr. McCready has served on Dover Federal's Board for 32 years, including the past three years as Chairman of the Board. Additionally, he has served as both 1st and 2nd Vice Chairman, and on the Personnel Policy and Systems Committees. In April 2010, he was elected Treasurer.



Russell L. McCready, Delaware Credit Union League Volunteer of the Year

Dona Palermo Named as Delaware Credit Union Volunteer of the Year

Dona Palermo, Training Coordinator for Dover Federal Credit Union, was named 2009 Credit Union Professional of the Year by the Delaware Credit Union League at their Annual Meeting, held April 29-May 1, 2010. Chosen for her innovations in learning techniques, as well as her commitment to the credit union community both locally and nationally, Dona displays professionalism in everything she does.



Dona Palermo, Delaware Credit Union League Professional of the Year

Community Corner

Members Help Dover Federal Credit Union Achieve \$300 Million in Assets

Despite economic uncertainty, Dover Federal Credit Union was recently recognized as the first credit union in the state of Delaware to grow past \$300 million in total assets. The accolade is a sign of the confidence that more than 36,000 members have in the credit union's strength and ability to meet their financial needs.

Walker Road Gets Clean-Up by Dover Federal Team

In efforts to clean America's highways, 18 Dover Federal Credit Union employees and family members recently gathered for the semi-annual "Walker Road Clean-Up," part of the credit union's Adopt A Highway sponsorship. Twice per year, the credit union team picks up trash and other debris along Walker Road to help beautify the local community.



Back Row (L-R): Jimmy Bullock, Linda Bullock, Jenn Ulrich, Denise Breedlove, Dottie Hopkins, Dona Palermo, Bill Johnson, Karen Simpson, Richard Bromley; Front Row (L-R): Sothy Vasquez, Cinnamon Curry, Susan Brauner, Cassey Hough, Rita Sberanko, Anne Swierc; Front: Angelina Robinson; Not pictured: Jordan Carter, Carole Langiu (photographer)

Safe. Secure. Visa.

The last thing you need to do is worry about card security. And with your Dover Federal Credit Union VISA® card, you don't have to. Your Dover Federal VISA® card offers multiple layers of security to help prevent, detect, and resolve fraud.

Fraud Prevention Tools

The *3-Digit Security Code* on the back of every card provides Internet and phone security by helping verify that the customer is in possession of the card.

With *Verified by Visa* your identity is confirmed through a personal password while shopping at participating online merchants.

Real-Time Fraud Detection

Using best-in-class solutions for *Real-Time Fraud Monitoring*, we screen your account 24/7 to detect suspicious card activity outside your normal pattern.

We'll Fix It

Our *Zero Liability** policy means you don't pay for unauthorized use of your credit card.

Access to *Identity Theft Assistance* helps you regain control of your account if you suspect you have been a victim of card fraud.

*VISA's Zero Liability policy covers U.S. issued cards only and does not apply to ATM transactions, PIN transactions not protected by VISA, or certain commercial card transactions. Cardholder must notify issuer promptly of any unauthorized use. Consult issuer for additional details or visit www.visa.com/security.

Share the Money Savings at Dover Federal

In response to the economic hardships of the past few years, many American families changed their spending habits; saving as much money as possible and getting as much from every dollar spent. Some tightened their belts using coupons, putting off buying the “extras”, or opting for a “stay-cation” in the local area. And a lot of people took advantage of the lowest interest rates in years to refinance homes and lower monthly mortgage payments.

Do you know that your choice to belong to Dover Federal saved you money every day? Because we are a not-for-profit financial cooperative, our first obligation is to you — our member/owners. We know that you trust us to be fiscally responsible with your money. We follow sound financial management practices, and don't take unnecessary risks in order to make huge profits. Any, and all, profits that remain after the bills are paid are returned to you — our member/owners — in the form of higher dividends, lower loan rates, more services and fewer fees.

In 2009, we provided \$5,384,705 in direct financial benefits to over 36,000 members* - saving each member household at least \$284. And, the more our members used our services, the more they saved; high-use member households received \$320 in direct member benefits! That's a lot of savings!



But, there's more to financial success than saving money. That's why we have experts available at every branch to help you make the most of your money; from helping you pick the savings plan that will get you to your goals faster, to helping you decipher which loan product will best meet your needs and your budget. And, a visit to our Retirement and Investment Center, with a complimentary consultation, will help you prepare for life's many challenges.

When you joined Dover Federal, you became a part of our family. Let Dover Federal become part of yours — share the membership benefits with your family. Help them on their way to financial success — the Dover Federal Way!

*Source: Credit Union National Association

Corporation of the Year Nomination

Dover Federal Credit Union has been nominated for Corporation of the Year, an Excellence in Business Award, by the Central Delaware Chamber of Commerce. Also nominated were Sam's Club and Delaware State News. We would like to thank our members for making the Credit Union such an excellent business! For all the latest news on Dover Federal visit www.doverfcu.com.

Governor Jack Markell (right) presents the proclamation of Dover Federal's nomination for Corporation of the Year to David Clendaniel, President/CEO of Dover Federal Credit Union.



Privacy Policy

Dover Federal Credit Union wants you to know about the information we collect about you, and how this information might be used. If you have any questions, after reading this notice, please contact us at 302-678-8000.

Information We Collect:

We collect nonpublic personal information about you from some or all of the following sources:

- Information we receive from you on membership or other application forms (such as name, address, Social Security Number, assets and income)
- Information about your transactions with us, our affiliates, or others (such as account balance, payment history, parties to transactions, and credit card usage)
- Information we receive from a consumer reporting agency (verifying information you provide on applications or other forms)

Information We Disclose:

In order to provide you with high quality competitive products and services that meet your financial needs, we may disclose all of the nonpublic information about you as described above to companies that perform marketing services on our behalf or to other financial institutions with whom we have joint marketing agreements. To protect our members' privacy, we work only with companies that agree to maintain strong confidentiality protections and limit the use of information we provide. We do not allow these companies to sell the member information we provide to other third parties. We may also disclose information about you under other circumstances as permitted or required by law. If you terminate your membership with Dover Federal Credit Union, we will not share information we have collected about you, except as permitted or required by law.

How We Protect Your Information:

We restrict access to nonpublic information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations and leading industry practices to safeguard your nonpublic personal information.

You May Opt Out:

If you prefer that we do not disclose nonpublic information about you to nonaffiliated third parties, you may opt out of those disclosures; that is, you may direct us not to make those disclosures (other than disclosures permitted by law). Non-member joint account holders, co-borrowers, and guarantors may exercise this right to opt out. For joint account holders, we will treat an opt-out request as applying to everyone listed on the account unless you direct us otherwise. If you would like to exercise your right to opt out, please sign and mail the form below to:

Dover Federal Credit Union
1075 Silver Lake Blvd.
Dover, DE 19904

OPT-OUT REQUEST FORM:

I am exercising my right to opt out as permitted by law.

Name: _____
(NOTE: Anyone listed on the account may elect to opt out on the account on behalf of all account holders.)

MEMBER NUMBER: _____
Please list any additional member numbers for which the opt-out will apply:

Signature: _____

Date: _____

Upcoming Financial Seminars

■ **Wednesday, July 14th**
Organizing Your Finances

■ **Wednesday, August 11th**
Credit Cards: When to Switch and Save

All seminars are from 11 a.m. to 12 p.m. at the Dover Air Force Base, Building 204, 3AS Auditorium. To register, please call **302-677-6930**.

Keep in mind, you **MUST** be able to access the base in order to sign-up for the classes.



Serving the military, Delaware families, and you...since 1958

CALL US:
KENT COUNTY: 302-678-8000

TOLL FREE: 888-818-3328

LOAN-BY-PHONE
Apply for a Loan 24-hours a day, 7 days a week at 800-589-5309

MAX PHONE ACCESS
24-Hour Member Account Access by Phone at 800-818-3328 or 302-678-8024

CLICK:
Visit our website at **WWW.DOVERFCU.COM** for online account access, to apply for a loan, and for other online services.

VISIT:
DOVER BRANCHES

DOVER AIR FORCE BASE
Building 264, Chad Street
Lobby and Drive Thru
Mon-Thurs: 9am-5pm
Friday: 9am-6pm

SAULSBURY ROAD
225 Saulsbury Road
Lobby and Drive Thru
Mon-Thurs: 9am-5pm
Friday: 9am-6pm
Saturday: 9am-noon

NORTH DUPONT HIGHWAY
255 N. DuPont Highway
Lobby and Drive Thru
Mon-Thurs: 9am-5pm
Friday: 9am-6pm
Saturday: 9am-noon

SMYRNA BRANCH
7 West Glenwood Avenue
Mon-Thurs: 9am-5pm
Friday: 9am-6pm

NEW CASTLE BRANCH
4 Quigley Boulevard
Delaware Credit Union League Building
Mon-Thurs: 9am-5pm
Friday: 9am-6pm

MILFORD BRANCH
643 N. DuPont Boulevard
Mon-Thurs: 9am-5pm
Friday: 9am-6pm

ROUTING NUMBER
231176648



Dover Federal is Seeking Candidates for Board of Directors

A 9-member volunteer board of directors elected by credit union members governs Dover Federal Credit Union. There will be three vacancies on the board in 2011 resulting from the normal process under which existing board members will complete their terms of office. The Board Development committee is now seeking candidates among the members of the Credit Union who may be interested in serving on the board of directors. Current board members are permitted to stand for reelection. The information below summarizes questions traditionally requested concerning board service.

Eligibility

Dover Federal membership is required. You must be a primary account holder of a Dover Federal share account.

Meeting Requirements

Attendance is required at regular board meetings, normally held on the third Monday evening of the month beginning at 5:00 p.m., at the Dover Federal headquarters in Dover, DE.

In addition, attendance at two special annual planning meetings is required. In the spring there is a three-day retreat within the nearby vicinity and one all-day event held in Dover in the fall.

Directors are usually appointed to at least one committee that requires, depending upon committee assignment, attendance at a working meeting on either a monthly, bimonthly, or quarterly frequency.

Compensation

Federal law provides that directors are not authorized to receive compensation for their services. Expenses associated with participation in regular board and committee meetings, to include travel expenses to attend regular meeting activities, are not reimbursed.

To Seek Consideration for Service on the Board of Directors

Eligible members interested in serving as a Dover Federal director may forward a resume or letter containing qualifications and biographical data for consideration by the nominating committee to **nominations@doverfcu.com** or mail it to the following address:

Dover Federal Credit Union
Attn: Board Development Committee
1075 Silver Lake Blvd.
Dover, DE 19904

BOARD OF DIRECTORS

CHAIRMAN
Charles W. Miller

TREASURER
Russell L. McCready

1ST VICE CHAIRMAN
Richard Myles Standish

SECRETARY
Bonnie Yeomans

2ND VICE CHAIRMAN
Kathleen L. Adams

DIRECTORS

Mary E. Frey-Foss
Janie Libby
Pamela J. Marecki
Connie Welde

ASSOCIATE DIRECTORS
Jerry Artesona
Michelle Mack-Williams

SUPERVISORY COMMITTEE

CHAIRMAN
Connie Welde

MEMBERS
Jerry Artesona
Rob Easton
William E. Torian

DIRECTORS EMERITUS:

Joseph J. Brown, Jr.
Richard A. Gaidis