

Making Cents

July 2009

For the Members of Dover Federal Credit Union

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Thanks to You!

Dover Federal Exceeds \$250 Million in Assets

Thanks to our members, Dover Federal has become the first credit union in Delaware to exceed \$250 million in assets. All of us sincerely appreciate the support of our members. We will continue to work hard to earn your business!

Holiday Reminder

All branches will be closed on Monday, September 7 in honor of Labor Day.

Credit Cards – Business As Usual

If you've heard in the media about some changes to credit card regulations, consider that with a Dover Federal Visa®: **Everything stays the same!**

Many banks and credit card companies are projecting to make sweeping changes to recoup their lost income due to new regulations. You may soon see card companies increasing rates, eliminating grace periods, charging higher annual fees, and hiking fees. Consider switching to Dover Federal because:

- Our rates have always been fixed with **no surprises or sudden increases**
- Fees for late payments **have remained lower** than at banks or credit card companies

- **No annual fees** are charged for our credit cards
- The 25-day grace period will continue as usual

You can always count on our steady, enduring focus on keeping financial services at the best rates, lowest fees and maximum convenience for our members at Dover Federal.

For more details, please visit our web site at www.doverfcu.com, call **888-818-3328**, or stop by any Dover Federal branch office.

Sincerely,

David Clendaniel
President/CEO

Dover Federal Dedication to Members

When I went to purchase a car with no credit history, the dealership was going to give me a 17% interest rate. After speaking to a few friends, I was advised to try to go through Dover Federal. I filled the loan application out online and was contacted by a loan officer, Barbara Guy, within five hours of sending my application!

Ms. Guy explained everything to me in easy to follow terms, she made sure that I understood everything that I was signing, and explained the payment process to me in great detail.

Before this loan I was very satisfied with Dover Federal, but since this loan I LOVE Dover Federal! Without a doubt I will go through the credit union for every loan now and forever.

Thank you to the entire Dover Federal team for being such a joyful and helpful bunch to work with. Also thank you to Ms. Guy for all of her hard work, dedication, and politeness that she gave to me during this process.

Jamie Fenske

See How Much You Can Save

With a healthier financial plan

Reaching your financial goals – and becoming more financially healthy – begins with a plan. Dover Federal has a special opportunity to help you get ahead. No matter where you are on your financial track, you can save even more when you switch your secured loan from another financial institution to us.

Switch your loans to us and earn a \$50 gift card!*

Instead of cashing out your savings or sacrificing your spending plan, you can make your loan payments and still keep your hard-earned money. For details, visit us online at www.doverfcu.com, call **1-888-818-3328** or stop by a nearby branch today!



* All offers subject to membership eligibility and loans are subject to credit approval. \$50 gift card offer valid July 1 to September 30, 2009. Allow 3 to 4 weeks for delivery. Qualified members must refinance a secured loan of at least \$10,000 to receive special offer. Offer excludes mortgage loans. Refinances of existing Dover Federal loans are not eligible for the gift card offer. Cannot be combined with any other offer. Certain terms and restrictions apply. See Credit Union for details.



Youth Resources and Fun Available Online

Online Games for Kids

Visit us online and check out FREE Online Games for kids like Asteroid Field, Breakaway, Falling Coins and more! Simply click on the games link from our home page.

Getting Started for Young Adults

Young adults will appreciate the tips and information they'll find on the "Getting Started" portion of our web site by clicking on the Money to the Max link. Teens will learn about getting a car loan, how to save money, open a checking account and more.

Youth Savings Challenge

During the month of April, our youngest members were offered special incentives for making deposits into their savings accounts. Congratulations to all our participants! And a special congratulations to these lucky winners:

- New Castle: Kaitlyn M, age 7
- Smyrna: Andray S, age 8
- N DuPont: Vanessa G, age 6
- Dover AFB: Jaxson M, age 1
- Saulsbury Road: Avery S, age 7
- Milford: Devin W, age 10

Race In for Savings

Enterprise Car Sale

If you're in the market for a gently used vehicle, check out all of the great cars, trucks and vans at the Enterprise Car Sale!

- \$250 with trade-in vehicle*
- \$100 Gas Card with no trade-in**
- Rates as low as 3.95% APR***

When:

Preview: Thursday, July 9, 2009
11:00 a.m. - 5:00 p.m.

Car Sale: Friday, July 10, 2009
11:00 a.m. - 5:00 p.m.

Saturday, July 11, 2009
9:00 a.m. - 1:00 p.m.

Where: Dover Federal Credit Union
1075 Silver Lake Blvd.
Dover, DE



Need another reason to race in?
Take measures to protect your identity
and stop by on **Saturday, July 11**
from 9 a.m. to 1 p.m. for

FREE Shred Day!

Bring in up to two file storage size boxes
with personal papers (statements, tax
information, bills, etc.) for secure
shredding and disposal.

*After appraising your vehicle's condition and verifying its mileage, Enterprise will determine the Blue Book® Trade-in Value. Accurately appraising the condition of the vehicle is an important aspect of determining the Blue Book Trade-in Value. If a Blue Book Trade-in value is not available, Enterprise will determine a fair and competitive trade-in value for customer's vehicle. Additional \$250 is not available on a vehicle if a Blue Book Trade-in Value is not available. Customer is responsible to any extent vehicle loan pay-off exceeds Enterprise offer. Customer must provide required proof of ownership/registration and all other necessary paperwork to transfer title. Offer valid only on Enterprise vehicles purchased from 7/9/09 - 7/11/09 and financed through Dover Federal Credit Union. Restrictions apply. Cannot be combined with any other offers.

**\$100.00 gas card will be issued within 30 business days upon purchase (or financing) of vehicle. Offer valid only on Enterprise vehicles purchased from 7/9/09 - 7/11/09 and financed through Dover Federal Credit Union. Offer void when 7-Day Repurchase Agreement is activated. No cash advances. Cannot be combined with any other offers. Not valid on previous purchases.

***APR = Annual Percentage Rate. Loan subject to credit approval. Rates based on credit score and is subject to change. Offer valid only on Enterprise vehicles purchased from 7/10/09 - 7/11/09 and financed through Dover Federal Credit Union. Must set up direct deposit and automatic payment to qualify. See credit union for complete details.

The "e" logo, Enterprise, and "Haggle-free buying. Worry-free ownership." are trademarks of the Enterprise Rent-A-Car Company. All other trademarks are the property of their respective owners. ©2009 Enterprise Rent-A-Car Company.

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.



It's Your Future

Make Sure You're Ready

What are you saving for? Retirement? College? A new home? No matter what your objectives are, there are some basic investment principles that can help you reach your goals.

Save Early, Save Often

Time is your friend when it comes to investing. Beginning as early as possible on your savings and investment program gives it time to grow through the miracle of compound interest. A good place to start is by taking advantage of any retirement plans your employer may offer. Make sure you are investing enough to qualify for the maximum amount of matching funds available.

Dollar Cost Averaging

Another great way to stay on track is to utilize dollar cost averaging. This simply means you invest a set amount each month in a particular investment or portfolio. That way, when prices are low, you'll buy more of an investment, and when it's higher you'll buy less, avoiding the risk of making a large investment



and having the price drop right after your purchase.

Diversify Your Portfolio

The old adage to not put all your eggs in one basket is good advice. Different types of investments perform differently based on the economic climate. For example, stocks typically do well when bond values are declining, and vice versa.

Keep Your Risk Tolerance in Mind

Are you a risk taker or will you lie awake at night worrying about an investment? The amount of time you have to reach your goal also factors into the equation. You can afford to take more risk if you have longer until retirement, while investors nearing retirement age typically require more stable and liquid investments.

Complimentary Financial Planning Assessment

Members of Dover Federal Credit Union have access to a Complimentary Financial Planning Assessment. For a no-cost, no-obligation meeting, contact the Dover Federal financial advisor, John Kotzun, at **302-678-8356** to set up an appointment.

John Kotzun is a registered representative of CUNA Brokerage Services, Inc., member FINRA/SIPC. He is also a licensed representative of CUNA Mutual Insurance Society. Representatives are registered, securities are sold, and investment advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member FINRA/SIPC, a registered broker/dealer and investment advisor, 2000 Heritage Way, Waverly, Iowa 50677, toll-free (866) 512-6109. Nondeposit investment and insurance products are not federally insured, involve investment risk, may lose value and are not obligations of or guaranteed by the financial institution. CBSI is under contract with the financial institution, through the financial services program, to make securities available to members. CUNA Brokerage Services, Inc. is a registered broker/dealer in all fifty states of the United States of America. The Representative may also be a credit union employee that accepts deposits on behalf of the financial institution.

Dover Federal in the Community

Challenge Program for High School Students

As a sponsor of The Challenge Program, Inc., Dover Federal recently donated a total of \$5,000 to students in the Lake Forest, Caesar Rodney, and Polytech high schools. The Challenge Program, Inc. was designed to motivate students by providing financial incentives for successes they achieve while in school, as well as to build a bridge between high school students and the business community. Congratulations to all of the 2009 Challenge Program award recipients!

Adopt-A-Highway Clean Up

A big "thank you" to our valued employees that recently helped beautify our community by cleaning up Walker Road as part of the Adopt-a-Highway program. Your hard work and dedication in this effort are greatly appreciated!



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: _____

Learn About Home Equity Loans

A Home Equity Loan can provide an economical source of funds for nearly any purpose, including home improvements, college expenses, debt consolidation or major purchases. By using your home as collateral, you'll enjoy a low interest rate, plus the interest portion of your payments may be tax-deductible.*

Determining Your Home's Value

The first step in finding out if you qualify for a home loan is to determine your home's value. A good place to start is at a web site like zillow.com or by looking at your local newspaper for similar properties in your area. Your lender will look at your home's LTV (loan to value ratio) which simply means determining how much equity you have in the property. For example, if you have a home worth \$100,000 and owe \$75,000 on a mortgage, your loan to value ratio is 75%. The lower your LTV, the more equity you have to borrow against.

Different Types of Home Equity Loans

There are two basic types of Home Equity Loans.

1. **Traditional Second Mortgage:** offers fixed interest rate and equal monthly payments over a specific length of time. With this type of loan you will receive the full amount of your loan in one lump-sum payout.
2. **Home Equity Line of Credit (HELOC):** a variable rate loan that offers the flexibility of having funds available as you need them, up to your approved limit.

Questions?

Want to know more? Contact us at **888-818-3328** or stop by any branch location and we'll be happy to help!

* Consult your tax advisor for details



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



Perfect for Your Busy Summer

Dover Federal makes it easy to manage your finances and pay bills 24-hours a day from any online computer at **www.doverfcu.com**.

My Account Online Access:

Review account activity and handle routine transactions such as loan payments, account transfers, withdrawals and more.

FREE Online Bill Payer:

Save time, checks and postage by paying bills electronically. One-time or recurring payments can be made to nearly anyone with a few clicks of the mouse.

Get the Scoop

Sign Up for E-Mail News from Dover Federal

You can receive the latest information on what's new at Dover Federal simply by visiting **www.doverfcu.com** and clicking on "E-Mail Signup" on the left bar. We respect your privacy, so at any time you may choose to unsubscribe to this service at any time.

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