



Dover Federal CREDIT UNION

1075 Silver Lake Blvd. | Dover, DE 19904

February 8, 2018

WOW! It's hard to believe that 2017 has come and gone. Thank you for your membership and continued support of Dover Federal Credit Union! Dover Federal underwent significant change in 2017, but we continue to focus on our 4 key drivers – Culture, Community, Financial Literacy and Legendary Service.

With the goal of providing legendary service to our members, Dover Federal Credit Union performed a computer upgrade on January 16, 2018. More specifically, we underwent a Core Operating System Conversion, in which we replaced our nearly 25-year old legacy system. In total, 41 different systems integrate into the core operating system and had to be aligned accordingly. While difficult, Dover Federal's 140 team members invested nearly 20,000 hours into the deployment of the new system. The conversion was long overdue and necessary to remain viable in an ever changing, advanced and technologically driven world.

While critical components of our upgrade were very successful, and performed according to plan, there were unexpected issues with online banking. We are aware that the conversion temporarily impacted online account access for some account holders and truly apologize for any inconveniences it caused. Because of the increased call volume from members who were needing assistance logging into their account online, we simultaneously experienced a higher than normal call volume which caused increased hold times and at times an inability call into the credit union. I realize how frustrating this has been and can assure you this is only temporary. Our team has been working diligently to expedite and resolve each and every member's request.

Dover Federal values each and every one of our members. As we continue to put steps in place to improve each and every experience you have with us, both now and in the future, I want to thank you for your patience and support as we place investments into making a better future for Dover Federal Credit Union.

As a member-owned financial cooperative, our mission is to serve you. We will continue to make enhancements to our products and services, that are designed and implemented around our number one priority – YOU! As we celebrate our 60th Anniversary in 2018, we reflect on where we've been, how we've grown and the opportunities that are in our future.

Respectfully,

Chaz Rzewnicki, CEO