



DOVER FEDERAL CREDIT UNION

# MAKING CENTS

Winter 2017

## A Message from Our CEO



Happy New Year! As your new CEO, it's with **pride** and **honor** that I have been selected to lead Dover Federal and guide the **Best Credit Union** in the State of Delaware with endless opportunities that will provide financial empowerment to our most valuable resource – **YOU**, our member.

On Nov. 1, I assumed the leadership role, as David Clendaniel announced he will be retiring in early 2017, after 27 years of service. With more than 15 years of diversified Credit Union experience, spanning across the areas of Sales, Service, Lending, Collections, Operations, Compliance, Branch and Call Center Administration, I most recently served **YOU**, our member, in the role of Vice President of Member Services.

During my first weeks in this position, I, along with a strong, energetic and ambitious executive team identified an incident that involved the use of a Drop Box account. While we have no reason to believe that any information was compromised, we have sent out a notification to members who may have been affected, out of an abundance of caution. With a new leadership team in place, we will perform our due diligence to serve as your advocate. We will continue to review and evaluate our policies and procedures, system capabilities as well as identify cost saving measures. During this review process, my goal is to improve operational efficiency, reduce overhead cost while implementing a memorable member experience with every interaction.

The credit union philosophy of "People Helping People" is not only what guides my professional life but also my personal life. When I was just 16, I began my Credit Union career, through my high school's co-op program. By the age of 19, a promotion entailed to the position of Assistant Branch Manager, and has evolved from there. My family and I moved from Michigan in 2014 to Delaware, and made a commitment to Dover Federal Credit Union and the good work they do.

As CEO, I will influence the future growth of Dover Federal, prepare for the evolution of the financial industry as well as continually seek to improve our members' experience. Together, we will do **GREAT THINGS** at **Dover Federal Credit Union**.

Chaz Rzewnicki  
Chief Executive Officer

The Dover Federal Way • LOCAL PEOPLE • LOCAL DECISIONS • The Dover Federal Way • LOCAL PEOPLE • LOCAL DECISIONS • The Dover Federal Way • LOCAL PEOPLE • LOCAL DECISIONS



In 2017, Dover Federal will be issuing **EMV Chip Cards**. These cards will provide you with an extra layer of security. As your cardholder provider, we have an obligation to provide you with the latest in card fraud protection while providing a secure and seamless purchase experience.

Get your cards in an **INSTANT!** Beginning in February, branches will offer **INSTANT ISSUE** cards.

A home is one of your most important purchases. Trust our mortgage partner,



Lock in a **GREAT Rate TODAY!**

### New Purchase or REFI Programs:

- Low Down Payment Options
- FREE Online Application
- Quick and Easy Closing



LOCAL MORTGAGE LENDER NMLS ID# 149532

Dover Federal Credit Union's 59th ANNUAL MEETING will be held on March 21, 2017,  
at the Modern Maturity Center, 1121 Forrest Ave., Dover, DE 19904.

RSVP on or before March 1, 2017, by calling 302-678-8000, ext. 3024 or e-mailing [AnnualMeeting@doverfcu.com](mailto:AnnualMeeting@doverfcu.com)

# CardValet

LOCKDOWN your Debit & Credit Cards from the palm of your hand with the **CardValet App** from Dover Federal.

-  **Lock and Unlock Missing Cards**
-  **Set and Control Spending Limits**
-  **Get Real-Time Purchase Alerts**
-  **Limit Transactions to Location**

Get control of your card today with CardValet and a **Dover Federal Debit or Credit Card!**



## Getting It All Together for RETIREMENT



Before retirement begins, gather what you need. Put as much documentation as you can in one place, for you and those you love. It could be a password protected online vault; it could be a file cabinet; it could be a file folder. Regardless of what it is, by centralizing the location of important papers you are saving yourself from disorganization and headaches in the future.

What should go in the vault, cabinet or folder(s)? Crucial financial information and more. You will want to include...

- **Financial Statements**
- **Life Insurance Information**
- **Social Security Basics**
- **Real Estate Documents**
- **Tax Returns**
- **Healthcare Benefit Information**
- **Beneficiary Designation Forms**
- **Pension Matters**
- **Estate Planning Paperwork**
- **A List of Your Digital Assets**

This will take a little work, but you will be glad you did it someday. Consider this a Saturday morning or weekend project. It may lead to some discoveries and possibly prompt some alterations to your financial picture as you prepare for retirement.

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Citations:  
1 - [fpanet.org/ToolsResources/ArticlesBooksChecklists/Articles/Retirement/10EssentialDocumentsforRetirement/](http://fpanet.org/ToolsResources/ArticlesBooksChecklists/Articles/Retirement/10EssentialDocumentsforRetirement/) [9/12/11]  
2 - [cbsnews.com/8301-505146\\_162-57573910/planning-for-retirement-take-inventory/](http://cbsnews.com/8301-505146_162-57573910/planning-for-retirement-take-inventory/) [3/18/13]

## BOARD of DIRECTORS

**Chair:**

Jeannette Schuler

**1st Vice:** Kathleen Adams

**Treasurer:** Constance Welde

**2nd Vice:** Brian Lessard

**Secretary:** Lonnie Dye

**Directors:**

Russell McCready, Donnell McNair, James DiDonato, Francis Daniels

**Director Emeritus:** Joseph Brown Jr.

## Become a Preferred Business Partner



We offer business owners a **NO COST, NO OBLIGATION** partnership at Dover Federal!

**You AND Your Employees** have access to:

- ✓ Lower Rates
- ✓ Employee Appreciation Events
- ✓ Financial Literacy Seminars
- ✓ **FREE** Financial Planning

Don't do your finances alone when you have a partner that wants to serve you every step of the way!

To find out more, contact our Community Relations team:  
**[tkuhn@doverfcu.com](mailto:tkuhn@doverfcu.com) or 302-678-8000 ext. 3113**

HOLIDAY HOURS

Our offices will be **CLOSED** on these holidays:

As always, account access is available at [www.doverfcu.com](http://www.doverfcu.com)



MARTIN LUTHER KING JR DAY

**MON. JAN. 16**

PRESIDENTS' DAY

**MON. FEB. 20**