



Dover Federal

CREDIT UNION

1075 Silver Lake Blvd. | Dover, DE 19904

Message from our CEO:

On January 16, 2018, Dover Federal Credit Union performed a computer upgrade on our core computer system. Our upgrade was designed to invest in our membership and provide you with the advancements that you deserve from a financial partner. This upgrade was long overdue in order to compete and remain viable in an ever changing, advanced and technologically driven world.

Our intention in performing this upgrade was to ensure that each and every financial transaction, electronic transmittal and operational logistic, which dictate the functionality of our organization, perform in a more secure setting, while capitalizing on efficiencies, for the benefit of our member-owned financial cooperative. By operating on an advanced platform, we will have the ability to develop our product and service line to provide a better member experience for our 48,000 members and their associated accounts.

While the most critical components of our upgrade were undoubtedly successful, and performed according to plan, there were some unexpected interruptions that we experienced. We are aware that the upgrade temporarily impacted online account access for some account holders. However, during this time every member continued to have full access to the funds in their account thru their debit, ATM and/or credit cards, in our branches as well as over the phone. Because of the increased call volume from members who were needing assistance logging into their account online, we simultaneously experienced an increase in our call volume. 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 members request.

We are in business to serve you. 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