

FALL 2018
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Nickel Dime Quarterly

A Publication For Members of Del-One Federal Credit Union



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 **Del-One**
Federal Credit Union



A LETTER FROM OUR PRESIDENT

Dion Williams, President/CEO

With a new school year upon us, many conversations around the dinner table invariably will focus on report cards and grades. The primary purpose of a report card and grades is to benchmark performance and identify areas for improvement. Your credit union is no different. We also benchmark performance and seek opportunities to improve your experience as a member owner of the credit union.

The results for 2018 are very promising for Del-One. For the 7th consecutive year, Del-One has been recognized as a "Top Workplace" in Delaware. This distinction is based on employee surveys evaluating the credit union on a number of factors. In addition, Del-One was recognized as Delaware's "Best Credit Union" for the 7th consecutive year as voted by the public. While we are humbled by and proud of these recognitions, the credit union has also received national recognition for its performance.

Forbes named Del-One as the Best-In-State Credit Union in Delaware in 2018. In addition, Bauer Financial rated Del-One 5 stars this year, which represents its highest rating. What are the takeaways from these accolades?

First, there is a sense of pride that the recognitions cover the spectrum of employee perception, public perception and overall performance in relation to industry peers.

Next, we do not take any recognition for granted. As a member owner of Del-One, you are owed nothing less than our best efforts to earn your business every day. Whether you transact business in person or via technology, we are committed to a consistent, efficient and friendly service experience. We are committed to providing low fees, competitive rates, multiple service delivery channels and a service experience that leaves no question that you, as a

member, are an owner of the credit union!

As we look to the end of 2018 into 2019, we are excited to continue our investment in serving the member owners of Del-One. A Middletown branch is expected to open in the first quarter of 2019. Furthermore, a refreshed Web site is on the way. Del-One services multiple generations of members through multiple service delivery channels. That doesn't mean that any service delivery channel will become obsolete. Rather, Del-One service delivery channels will evolve to meet the needs of multiple generations of members today and in the future.

Del-One is your credit union. The success, past and present, coupled with bright prospects for the future would not be possible without an engaged staff, dedicated volunteers and the best members in the world ... all 64,000 of you and counting!

Thank you for making Del-One an award-winning credit union and please let us know how we can enhance your membership experience!

Dion L. Williams, CFP, MBA
President/CEO

BOARD OF DIRECTORS

Nancy Shevock, Chair
Steve Smith, Vice Chair
Bill Pfaffenhauser, Secretary
Robert Breezy Brown, Treasurer
Jerry McNesby, Director

Robert Baldwin, Director
William Hufnal, Director
Lisa Strusowski, Director
Trey Wallace, Director
Kevin Mitten, Associate Director

CONNECT WITH US:





#Winning

2018 READERS' CHOICE BEST CREDIT UNION & 2018 TOP WORKPLACE WINNER



Voted Delaware's Best Credit Union 7 Years in a Row by our Members! & Recognized as a Top Workplace 7 Years in a Row!

Del-One is proud to be the 2018 Reader's Choice Best Credit Union winner and the 2018 Top Workplace winner.

SEG SPOTLIGHT

Del-One FCU would like to thank the following organizations for becoming Select Employer Groups and welcome their employees to the Credit Union:

Trinity Logistics

Girl Scouts of the Chesapeake Bay

Schagrin Gas Company

Historical Vintage Car Club of Delaware

Marlings Emergency Water Removal

La Hacienda

Indian River High School (staff & students)

SEG OF THE MONTH

JULY - Avalanche Industries

AUGUST - Western Sussex Chamber of Commerce

SEPTEMBER - Town of Delmar





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The Leaves and Seasons are Changing

The fall brings the cooler crisper weather and the beautiful fall foliage. It's a season of change.

Fall is also a good time to do a complete review of your financial situation to ensure everything you have set in motion over the years is working in your best interest. Some areas to consider when reviewing your financial well-being:

- 1) Is the beneficiary information up to date on your life insurance, retirement plans, IRAs, etc.?
- 2) Are your accounts properly titled for both present and future purposes?
- 3) If you are over 70 years old or close to it, do you understand your Required Minimum Distribution obligations?
- 4) Are fees or other charges affecting your investments?
- 5) Have your goals or needs changed since you originally established your accounts?
- 6) Do you think you are making the best decisions for your future?

Taking the time to sit down and review your full situation can possibly provide you a better understanding of what your plans are today and what the best course of action may be for tomorrow. To arrange a time to review your full financial plan, call Robert Ziegler at (302) 643-3021 or email at robert.ziegler@lfg.com.

CRN-2144441-060718

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DEL-ONE SPONSORS PAVILLION AT DE TURF

Del-One Federal Credit Union recently donated \$250,000 to the Kent County Regional Sports Complex Corporation (DE TURF) in Frederica to build the Del-One Pavilion. DE TURF Executive Director, Chris Giacomucci, stated "we simply could not be more excited for the Del-One Pavilion at DE TURF. We have recognized, based on feedback from our visiting families and teams, a need for more shaded structures to accommodate the masses and the Del-One Pavilion goes a long way towards providing the best experience we can for our patrons which is what we strive for."

DE TURF is Delaware's premier sports facility, featuring 12 turf fields, perfect for field hockey, lacrosse, soccer, and more. The check presentation was held at DE TURF on Monday, July 16th, prior to opening ceremonies of the National Lacrosse Classic, which included over 3000 guests including 1800 athletes from 32 states. The evening was warm but the excitement was high as athletes and their families attended this event. Del-One President/ CEO Dion Williams stated "On behalf of the Board, staff and membership of Del-One Federal Credit Union, it's an honor to sponsor the Del-One Pavilion at the DE TURF. Del-One values community, corporate citizenship and bringing people together. The DE TURF is the embodiment of those values. We look forward to the continued growth of the Turf as it represents fellowship, sportsmanship, and competition while contributing to the local and state economy."

Pictured L-R: DE TURF Board Treasurer Dr. Sean Mercer, DE TURF Facility Chair Shelly Cecchetti, DE TURF Board Director John Paradee, Del-One CFO Ronald Baron, MD/DC Credit Union League VP of Engagement Leigh Philibosian, Del-One Executive VP/COO Paul Steelman, Del-One Board Director Bill Hufnal, DE TURF Executive Director Chris Giacomucci, Del-One President/CEO Dion Williams, Del-One Board Treasurer Robert (Breezy) Brown, DE TURF Board Chair Bill Strickland, Del-One Board Secretary Bill Pfaffenhauser, DE TURF Board Vice Chair Linda Parkowski, Del-One Board Director Robert Baldwin, DE TURF Board Secretary Cindy Small, Del-One Director of Member Advocacy Ruby Herrington, & Secretary of DelDOT Jennifer Cohan.

REGULATION D

Regulation D was imposed by the Federal Government effective **August 1, 2018**, and **limits the number of withdrawals and transfers** you can make per month from a savings account, which includes regular savings, money market, or club account, to a checking account or a third party.

Regulation D was established to assist members in saving money with the thought that money deposited into a savings account was meant to stay as savings.

A **six (6) transfer/ withdrawal** limit per month (money moving out of the account) has been placed on savings accounts at financial institutions, including Del-One FCU. Every transaction over 6, in violation of Regulation D, will be charged a **\$10 fee (per transaction)**.

[Click Here](#) for more information on which types of transactions are included in this regulation.

Additional tips to consider:

- If you were in the habit of keeping the bulk of your funds in your savings account and transferring the funds to your checking only when needed, **BREAK THAT HABIT** to avoid these fees.
- Instead, plan ahead and make one large transfer instead of several small transfers each month
- Balance your checking account on a regular basis to help limit the number of transfers needed from savings
- **DO NOT** set up ACH debits with merchants from savings accounts, only set them up with checking accounts

To view the updated fee schedule, please [Click Here](#).

BETTER LIFE CHECKING



Better Life Checking gives your balance a boost with three different tiers of dividends, up to 3% APY* on balances up to \$25,000, based on monthly qualifications.

Tier 1 pays 1%* if a member:

1. Completes at least 10 signature based debit card transactions (excluding PIN and ATM transactions)
2. Has at least \$100 monthly direct deposit or current Del-One loan balance
3. Receives eStatements

Tier 2 pays 2%* if a member:

1. Completes at least 15 signature based debit card transactions (excluding PIN and ATM transactions)
2. Has at least \$500 monthly direct deposit or \$5,000 aggregate Del-One FCU loan balance
3. Receives eStatements

Tier 3 pays 3%* if a member:

1. Completes at least 15 signature based debit card transactions (excluding PIN and ATM transactions)
2. Has at least \$500 monthly direct deposit

3. Has at least \$100,000 aggregate Del-One FCU loan balance OR at least \$100,000 aggregate Del-One FCU share balance

4. Receives eStatements

Within all tiers, ATM fees may be credited back up to \$25 per calendar month if a member meets qualifications.



*Annual percentage yield; conditions and restrictions apply. Rates are subject to change.

**NEW WAY TO
EARN 3%**

DEL-ONE MEMBERS TAKE ADVANTAGE OF FIRST FRONT DOOR GRANT PROGRAM



Del-One Federal Credit Union recently partnered with the Federal Home Loan Bank of Pittsburgh to offer members up to \$5,000 cash for down payment and closing cost assistance to purchase their first homes. For every \$1 contributed, qualified homebuyers could receive \$3 in First Front Door (FFD) grant assistance, up to a maximum of \$5,000. Several Del-One members were able to meet the eligibility requirements and take advantage of this amazing opportunity in 2018.

Jacqueline Harris, a first-time home buyer who qualified for the program, was both anxious and excited about this opportunity to purchase her own home. Ms. Harris stated, "Buying a home can seem intimidating, especially with a down payment and closing costs." She was thankful for the assistance this grant provided. Ms. Harris said that even though she is still young and at the beginning of her career, she was still able to take advantage of what this program could offer. "Although I had money in savings, the \$5,000 I received from the grant helped alleviate some of those costs. If it weren't for the FFD grant, I would not be able to purchase a home as soon as I did." Ms. Harris was also grateful for the ease of the process, as well as the required first-time home buyer counselling that was involved, which "did not take long at all and provided crucial information about the home-buying process". She also stated she appreciated her "team at Del-One" who "worked with me and made sure to keep communication open throughout the entire process. "If I had a question or concern, I knew I could call or send an email and someone would be more than happy to help me." John Ellis, attorney for Ms. Harris from the law firm of Curley, Dodge, Funk and Street, LLC, stated, "What I can say is that it was a smooth transaction. Del-One was well prepared as well as our office. The First Front Door program is certainly an excellent program for First-Time Homebuyers and those that need a lift".

Realtor Terri Favata, currently with Keller Williams Central Delaware (previously with Coldwell Banker Resort Realty in Milford), has been an agent for over 23 years with experience in all aspects of real estate in Kent and Sussex County. Ms. Favata's client, Morgan McKenzie, was also able to take advantage of the First Front Door grant program through Del-One FCU. Ms. Favata was impressed with the program, which made it possible for her client to get the home she wanted. She felt the process for obtaining the grant and the mortgage through Del-One was easy, with open communication throughout the process. Ms. Favata stated she would recommend both the grant program and Del-One to future clients searching for their first new home. Morgan McKenzie found out about the grant opportunity through an email from Del-One, and was surprised with how simple it was to obtain. "The process is very straightforward and a simple step-by-step process. There were plenty of people along the way that always offered to assist me with any questions I may have had. Donna Sierra-Frye at Del-One was fantastic with always reaching out to check on my progress with the grant process and was always willing to answer any questions I had". Ms. McKenzie also stated she would absolutely recommend Del-One to others who are looking for their first home. "I have already recommended Del-One to a couple of family members and friends that are starting their home searching journey. Del-One's First Time Home Buyers Mortgage is also fantastic, with only 5% down and no PMI it is one of the best deals around!"

Del-One President / CEO Dion Williams stated, "As part of Del-One's mission to be a financial partner for life for its member owners, there is no better example than helping a member realize the dream of home ownership. Del-One is proud to work with local realtors and the Federal Home Loan Bank of Pittsburgh in making those dreams a reality for our members." First Front Door is an annual grant program and will be available again in 2019. Del-One FCU offers a unique set of mortgage products specifically designed to assist first-time home buyers, along with extremely competitive interest rates. Contact Del-One today at (302) 739-4496 or visit www.Del-One.org for more information.



Pictured: (L-R) Del-One's Mortgage Loan Officer Donna Sierra-Frye, Del-One member and grant recipient Morgan McKenzie, Realtor Terri Favata, & Del-One's Director of Mortgage Lending Todd Smith.

Pictured: (L-R) Del-One's Director of Mortgage Lending Todd Smith and Mortgage Loan Officer Donna Sierra-Frye, Del-One member and grant recipient Jacqueline Harris, and Del-One President/ CEO Dion Williams

SHARES	DIVIDEND RATE	APY ^B
Regular Shares		
\$100+	0.20%	0.20%
Christmas & Vacation Clubs & WINcentice Savings	0.20%	0.20%
I.R.A. Shares	0.40%	0.40%
Money Market ⁴		
\$5,000.00 - \$24,999.99	0.40%	0.40%
\$25,000.00 - \$49,999.99	0.50%	0.50%
\$50,000.00 - \$99,999.99	0.60%	0.60%
\$100,000.00 - \$249,999.99	0.70%	0.70%
\$250,000.00+	0.75%	0.75%
Share & I.R.A. Certificates ⁵		
6 Month	0.50%	0.50%
12 Month	1.75%	1.76%
18 Month	2.00%	2.02%
24 Month	2.00%	2.02%
36 Month	2.25%	2.27%
42 Month	2.05%	2.07%
60 Month	2.90%	2.94%
Regular & Student Life Checking		
\$500+	0.10%	0.10%
Better Life Checking		
\$.01 - \$25,000.00 Tier 1 ⁶	1.00%	1.00%
\$.01 - \$25,000.00 Tier 2 ⁷	1.98%	2.00%
\$.01 - \$25,000.00 Tier 3 ⁸	2.96%	3.00%
All BLC Tiers \$25,000.00+	0.20%	0.20%
BLC Qualifications Not Met	0.10%	0.10%
Business Checking		
\$1,000+	0.10%	0.10%

JUMBO TERM SHARE CERTIFICATE RATES

TERM	A.P.R. ^A \$50,000 Certificate	A.P.Y. ^B	A.P.R. ^A \$100,000 Certificate	A.P.Y. ^B
6 Month	0.60%	0.60%	0.70%	0.70%
12 Month	1.85%	1.87%	1.95%	1.97%
18 Month	2.20%	2.22%	2.30%	2.32%
24 Month	2.20%	2.22%	2.30%	2.32%
36 Month	2.35%	2.38%	2.50%	2.53%
42 Month	2.20%	2.22%	2.35%	2.38%
60 Month	3.00%	3.04%	3.00%	3.04%

NMLS#543572
Effective 10/1/18.
Rates subject to change. Early withdrawal penalties may apply. Rates accurate as of above listed date.
Other terms and rates available.
Members may contact any CU staff member for further information on applicable fees and terms.

LOANS	APR ^A
Share Secured	3.00%
Current Share Rate Plus	
Signature* Rates as Low as	9.24% ^C
VISA®	0% Intro
As Low as 11.25% up to 17.25%	
New Vehicle* ¹ Rates as Low as	4.25% ³
Used Vehicle* ² Rates as Low as	4.74% ³
New Motorcycle* Rates as Low as	5.00%
Used Motorcycle* Rates as Low as	5.74%
New Boat* Rates as Low as	7.25%
Used Boat* Rates as Low as	7.74%
HOME EQUITY LOANS	
Variable Rate*	LTV ≤ 85%
Rates as Low as	4.50% ^D
Fixed Rate First Lien ^C	LTV ≤ 85%
Rates as Low as...	
5 Year	4.25%
10 Year	4.50%
15 Year	4.74%
20 Year	5.15%
Fixed Rate Second Lien*	LTV ≤ 85%
Rates as Low as...	
5 Year	5.00%
10 Year	5.25%
15 Year	5.50%
20 Year	6.00%
Fixed Rate Second Lien*	LTV ≤ 86% to 100%
Rates as Low as...	
5 Year	6.74%
10 Year	7.00%
15 Year	7.05%
20 Year	7.20%

*Rate includes up to .25% discount for having or opening a CU checking account with direct deposit, or a CU checking account with auto pay, not lower than floor rate.

A) A.P.R. = Annual Percentage Rate
B) A.P.Y. = Annual Percentage Yield
C) Rates may vary based on credit worthiness.

D) Rates based on the Prime Rate of 9/27/2018 (10/1/18 for VISA)

1. New Vehicles include: Auto, Truck & Van

2. Used Vehicles include: Auto, Truck & Van

3. Rates may vary based on term, down payment, and credit worthiness.

4. Minimum balance of \$5,000 to avoid fee.

5. \$500 minimum balance.

6. Pays if member completes at least 10 signature based debit card transactions, has at least \$100 monthly direct deposit or current Del-One loan balance and receives eStatements.

7. Pays if member completes at least 15 signature based debit card transactions, has at least \$500 monthly direct deposit or \$5000 aggregate Del-One loan balance and receives eStatements.

8. Pays if member completes at least 15 signature based debit card transactions, has at least \$500 monthly direct deposit, has at least \$100,000 aggregate Del-One loan balance OR \$100,000 aggregate Del-One share balance and receives eStatements.

IMPORTANT INFORMATION

MEMBER SERVICE

(302) 739-4496 or
webmaster@del-one.org

24/7 ACCOUNT ACCESS

(302) 739-2391 or
(800) 308-2020

LOANS-BY-PHONE

(302) 739-4496

VISA® PHONE NUMBERS

(866) 795-1421 for
VISA® Credit Cards Lost /Stolen
VISA® Customer Service
VISA® Fraud
VISA® Dispute
VISA® PIN Change

INTERNET ADDRESS (24/7)

www.Del-One.org

BRANCH HOURS

*Wilmington**
9:00 AM to 5:00 PM, MON-FRI
9:00 AM to 12:00 PM, SAT

Downtown Dover
9:00 AM to 5:00 PM, MON-FRI

Dagsboro & Newark
9:00 AM to 5:00 PM, MON-THU
9:00 AM to 6:00 PM, FRI

Smyrna, Milford*, Seaford*, West Dover*,
New Castle*, and Georgetown*
9:00 AM to 5:00 PM, MON-THU
9:00 AM to 6:00 PM, FRI
9:00 AM to 12:00 PM, SAT
*Drive Up (iTM)
8:30 AM to 5:30 PM, MON-THU
8:30 AM to 6:30 PM, FRI
8:30 AM to 1:30 PM, SAT



HOLIDAY CLOSINGS



VETERAN'S DAY: Monday, November 12

THANKSGIVING DAY: Thursday, November 22

DAY AFTER THANKSGIVING: Friday, November 23 -

Branches will be open from 9 AM - 12 PM

CHRISTMAS EVE: Monday, December 24 -

Branches will be open from 9 AM - 2 PM

CHRISTMAS DAY: Tuesday, December 25

NEW YEAR'S EVE: Monday, December 31 -

Branches will be open from 9 AM - 2 PM

NEW YEAR'S DAY: Tuesday, January 1

