



Dear member,

Operational Day 1 is Monday, August 3rd, and we couldn't be more excited! Operational Day 1 is when the systems between Del-One Federal Credit Union and Louviers Federal Credit Union fully merge and become one, and that date will be here before we know it! We are thankful to have you as a member and are excited about the opportunities this combined credit union brings.

As the merger progresses, we know questions may arise regarding Operational Day 1 and how it affects you. Our goal is to make this transition as smooth and transparent as possible. Clear, honest communication is important to us, so below are answers to many questions you may have.

When will I be notified about any changes to my account?

You will receive additional communications in advance of any changes. These updates will provide details on any actions you would need to take and any impact they will have to your account.

Will my account number change as part of the merger?

There will be some changes to account numbers. This information will be clearly communicated to you in advance of any changes.

Can I still use my debit card?

Yes. For now, your debit card can still be used as usual, PLUS you can use it at any Del-One ATM with no extra fees.

Will I get a new debit card after the merger is complete?

Yes. You will get new debit cards and credit cards if applicable to your account. We are working on this as part of the conversion project and the information will be communicated to you in advance of any changes.

Will I still be able to use my existing Louviers checks after the merger is complete?

Yes. Checks that include the Louviers routing number will continue to be accepted and processed as normal. There is no immediate need to reorder checks.

Will I need to change my direct deposit information with my employer or anyone who pays me?

Yes, after the conversion your direct deposit information will change. All necessary information will be communicated to you before any updates are needed.



FORMERLY LOUVIERS FEDERAL CREDIT UNION

Can I take advantage of Del-One rates on Share and IRA certificates?

Yes! The rates have been updated in the system.

Can I apply for loans through Del-One today?

Yes, as of April 1st, legacy Louviers members can apply for loans through Del-One in any legacy Louviers branch or through www.del-one.org.

Can I go to any branch location?

Not quite yet. Legacy Louviers members will still need to visit ONLY legacy Louviers locations for now until August 3rd, 2026 (Operational Day 1).

How do I login to my online banking account?

Visit www.del-one.org. The login link to your legacy Louviers online banking account can be found at the top right of the screen.

How do I contact the credit union with any questions?

Call 302-739-4496 to reach the Contact Center. This number will also be the phone number that should show on your screen if a teammate from a legacy Louviers branch is returning your call.

This merger allows us to strengthen financial stability, expand services, and invest in improved digital tools—all while continuing to deliver the personal service you expect and deserve.

Visit www.del-one.org and click into the merger tour to stay updated with information about rates, fees, branch locations, and more. You can also click on the QR code below to take you right there! A welcome packet with additional information will be mailed to you soon.

We appreciate your patience during this conversion period. While we are finalizing details behind the scenes, please know that our commitment to supporting you remains our top priority. We are working diligently to ensure a positive experience and will continue to communicate proactively throughout the process. Please reach out to us with any questions or concerns.

Thank you for being a member!

Dan McCarthy President & CEO

