



Member Conversion Guide

Louviere FCU → Del-One FCU

Welcome

PLEASE GIVE US 5 MINUTES!! WE PROMISE THIS IS AN EASY READ AND WORTH YOUR TIME!

We're almost there! The system conversion between Louviere FCU and Del-One FCU is nearly complete. Exciting new features are on the way to better support your everyday financial needs. If you have any questions, please feel free to contact us. Contact options are listed at the end of this guide.

Below are a few things you need to know regarding the conversion.

Debit, ATM & Credit Cards

- New Del-One cards will be mailed **mid-July**
 - Activate new Del-One cards **ON OR AFTER August 3**
 - New Del-One cards will **NOT** work **before August 3**
 - Current Louviere cards will work **through August 2**
 - UChoose Rewards transfer automatically (credit cards)
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Direct Deposit

- Direct deposits will continue without interruption. We will ask you to update your direct deposit information at a later date and will provide clear instructions and support to make the process as easy as possible.
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Online Banking & Bill Pay

Key Dates & Changes:

- Download the Del-One app from the Apple App Store or Google Play Store on August 3. Scan the QR codes below to download.



- Unless otherwise notified, your online banking Login ID from Louviers will remain the same when you start using Del-One online banking
- Password must be reset after conversion. Scan the QR code below to watch a video on what to expect for your first time login. You can also watch this video on our website at <https://www.del-one.org/digital-account-access/#online-banking>



Downtime:

- Online Banking: **July 31 – August 3**
- Bill Pay: **July 27 – August 3**

Important Tips:

- Any scheduled payments needing completion **before August 3** must be scheduled by **July 26**
 - External transfers must be re-linked **after August 3**
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eStatements & Alerts

- Prior Louviers eStatements will **NOT** be available in online banking after conversion
 - Save copies of eStatements before **July 31**
 - Alerts will **NOT** transfer
 - Set up alerts again **after August 3**
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Account & Member Numbers

- If you have multiple member numbers from Louviers FCU, the oldest member number becomes the surviving member number
- If you were already a member of Del-One FCU, your member number with Del-One will become the surviving member number
- You currently use suffixes with member numbers to signify different accounts (i.e. 01,75, etc.). After conversion, each individual account under a member number will receive its own unique account number.

Example Conversion:

- Before:
 - 12345-75 (Checking)
 - 12345-01(Savings)
 - 12345+2 (Loans)
 - 12345+010003(Certificates)
- After:
 - Checking: 1234575 or Draft ID on checks
 - Savings: 1234501
 - Loans: 123450002 or Draft ID
 - Certificates: 123450100

NOTE: Loan rate structures will remain the same as in your original agreement with Louviers

Thank You

Thank you for being part of our credit union family. We truly appreciate your patience and are excited to serve you better!

Need Help?

Our team is here for you every step of the way. If you have any questions or concerns, call (302) 739-4496, send an email to support@del-one.org, or visit www.del-one.org and click on the chat option for assistance. Also, beginning August 3rd, you can visit ANY Del-One branch location throughout Delaware.