

# FOCUS NEWS

**Democracy**  
Federal Credit Union

Financial Freedom for ALL.®

FALL 2020

## CEO CORNER

In this quarter's *D Focus Member Newsletter*, I invite you to watch my CEO CORNER message by clicking on the below video link.

In my message, I share with you that the path we've been on to ensure your changing needs are being met as we continue to navigate through COVID-19. We will continue to remain transparent as we make improvements to programs and operations.

I remain optimistic and resilient in our efforts to make positive and lasting changes for you, our staff, and the communities that we serve.

Thank you for your patience and continued support.

[Click Here to Watch Video Message](#)



Rest Easy Knowing  
**You're**  
in Control!

Introducing  
Card  
Controls

Maintain Full Control Over Your Spending!

[Sign Up Today @ DemocracyFCU.org](#)

Our *NEW* Card Controls service will give you the peace of mind you deserve when it comes to controlling transactions processed on your debit/credit card(s).

With Democracy FCU's Card Controls, you have the freedom to control when, and how your debit/credit card(s) are used. The flexibility of Card Controls allows you to turn off your cards if you misplace them, and keep in budget by setting spending limits.

With Card Controls, you can:

- Turn cards on and off in seconds
- Activate your cards
- Complete credit card balance transfers
- Report your card(s) lost or stolen
- Block foreign transactions
- Set up travel notifications
- Stay on budget by setting spending limits
- Authorize alerts and receive real-time notifications



# Coming Soon

## We're Updating Our Phone System

To provide our members with a better phone call experience, we are enhancing our phone service to take you where you need to go faster when you call Democracy FCU.

Stay tuned for details!

## Online Banking Tutorials

Democracy FCU is committed to providing financial freedom for our members. One way to accomplish this is by helping members understand and utilize our eServices. With Democracy FCU eServices, you can save time by creating a budget, accessing your accounts quickly, receive account notifications transfer funds, and much more!

Getting started is easy! Our helpful tutorials that take you step-by-step through:

- How to Register for Online Banking
- How to Set Up Transfers
- How to use the DFCU Mobile App
- How to Reset and/or Login to Online Banking



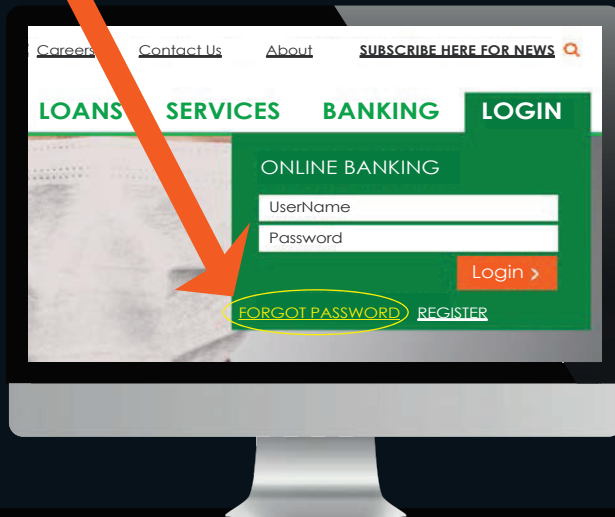
**DON'T  
GET  
LOCKED  
OUT**



Don't get locked out of your account.

After three failed attempts, your account will be locked for your safety. To prevent this, **reset your password** after the second failed attempt to avoid longer downtime.

If you get locked out, contact us at 800.742.5582.





# Time For A Home Equity Checkup?

*\*Certain restrictions apply. Equal Housing Lender.*

Our **HOME EQUITY LOAN PROGRAM** provides you with a lump sum of money to use any way you would like!

Contact Jules King, Mortgage Loan Officer!  
Jking@DemocracyFCU.org  
(703) 647-7063

- Borrow up to 85% of your home's value\*
- Enjoy Fixed Monthly Payments
- We Pay All of the Closing Costs\*
- Loan Amounts up to \$250,000\*
- Exterior Appraisals Available

# ATM UPDATE

To continue bringing convenient services to our members, we have given our ATMs a face lift!

For a complete list of ATMS where you can make deposits and cash withdrawals, visit [DemocracyFCU.org/atm](http://DemocracyFCU.org/atm).



**BEFORE**



**AFTER**



# Democracy FCU Gives Back to Our Community

During COVID-19, Democracy FCU began a 'Community Give Back Program' that has supported our community in efforts to combat the negative impacts from COVID-19. Since April 1, Democracy FCU has:

- Donated \$500 to Christ Church
- Donated \$500 to ALIVE!
- Donated \$500 to the Capital Area Food Bank
- Donated 1,200 masks to area hospitals
- Participated in a contactless food delivery
- Hosted an ice cream social for Old Town Alexandria



Most recently, in partnership with Christ Church in Old Town Alexandria, Democracy FCU employees loaded up Democracy FCU branded vehicles and assisted in one of the largest food deliveries. The contactless deliveries were for local residents in the City of Alexandria. The food donations are a cooperative effort of donations given to Christ Church. After the event, Democracy FCU sponsored a pop up ice cream social for passersby in front of Christ Church. Democracy FCU also had our RV mobile branch on site assisting members with transactions.

Democracy FCU is committed to financial freedom for all, and has implemented several financial programs to help keep families in their homes and food on their tables. The success of our financial programs have helped many members overcome the negative financial impacts from COVID-19. Democracy FCU is happy to share the below numbers as to how we have helped our members facing financial hardship.

## CASH-N-GO:

A payday alternative loan advance of up to \$1,000 with no credit check.\*  
Members Helped: 506 | Amount Loaned: \$316,743

## National Event Short Term Loan Program:

Members can borrow \$3,000 with no credit check or \$6,000 with a credit check.\*  
Members Helped: 357 | Amount Loaned: \$982,292

## Summer Auto Loan Promotion:

No Payments for 90 Days and \$125 cash back on refinanced vehicles.\*  
Member Loans: 48 | Amount Members Saved: \$56,438 (\$627 a day!)

## Skip-A-Pay:

Members may skip one monthly auto and/or personal loan payment.  
Members Helped: 124

Democracy FCU is here for our community and will continue to give back with supplies, food and monetary donations as well as help members with programs to ease any financial hardship that they have been faced with due to the negative impacts of COVID-19.



To learn more about how Democracy FCU is giving back or the financial programs that Democracy FCU offers, visit [DemocracyFCU.org](https://DemocracyFCU.org).

*\*Certain restrictions apply.*



# NOTICE OF UNCLAIMED PROPERTY

## What is unclaimed property, and how does it affect your accounts with Democracy FCU?

Each year, Democracy FCU must, by the State's Unclaimed Property Act, identify any accounts that would be considered as unclaimed by the owner for a specific period of time. The period of time is generally three years, and is when the account owner has had no contact with the accounts.

The most common accounts are savings and checking accounts (*excluding Individual Retirement Accounts and Share Certificates*) that have not had a transaction – deposit or withdrawal – in the past three years.

## We make every effort to ensure that your funds are not forwarded to the State Unclaimed Property Division.

Every year we send letters to the members who may be subject to the Act. This year, we sent the first notification in August.

Our members are able to simply sign the letter where indicated and return the letter. We will then update your account noting that you are aware that your funds are with Democracy FCU. Or, you may make a deposit to your account(s) at any time which will restart the dormancy period for unclaimed property. Either method will update your account for the purpose of complying with the Unclaimed Property Act.

We will send a second notification letter to anyone who has not responded in October 2020.

Please take the time to update your address and phone numbers on your membership if it has changed prior to October 2020.

## Democracy FCU Member Testimonial

“  
*This was a great learning experience that really paid off. You chose not to check a box and to go above and beyond. I'm grateful.*

- Salome Reyes

Exceeding our member's expectations is who we are and what we're about. We love sharing testimonials like Mrs. Reyes' with our membership!

**CLICK HERE**  
to read about Mrs. Reyes' journey with Democracy FCU!

## Holiday Closures

October 12	Columbus Day
November 3	Election Day (Go Vote!)
November 11	Happy Veteran's Day
November 26 + 27	Happy Thanksgiving
December 24 - Close at 2 PM	Christmas Eve
December 25	Merry Christmas
December 31 - Close at 2 PM	New Year's Eve
January 1, 2021	Happy New Year!



*Let your next adventure begin with a recreational loan from Democracy FCU!*

\*Certain restrictions apply.

Living in a virtual world allows us to pack up and hit the open road!

Take time to work, play, and relax with a Recreational Vehicle Loan!

Rates As Low As:

**6.50%**  
APR\*

up to 96 months and 100% financing!\*

Apply Today!  
[DemocracyFCU.org](http://DemocracyFCU.org)

**Saving members money is our thing!**

With our Summer Auto Loan Promotions of No Payments for 90 Days and \$125 cash back, we saved **48 members \$56,438!** That's a savings of **\$627 a day!**



Start Saving Today!  
[DemocracyFCU.org!](http://DemocracyFCU.org)

**We've Gone Green!**  
To request a printed copy of our D Focus Newsletter, please email [Marketing@DemocracyFCU.org](mailto:Marketing@DemocracyFCU.org).

[f](#) [t](#) [i](#) [in](#)  
[@DemocracyFCU](#)

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**Democracy**  
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Financial Freedom **for ALL.**

