

Member connection



Dannemora Federal Credit Union Wins MemberXP 2021 Best of the Best Award

MemberXP, a member experience solution from CU Solutions Group, has named Dannemora Federal Credit Union one of their 2021 Best of the Best award winners.

The coveted Best of the Best award is given each year to credit unions that have consistently provided exceptional member service, as reported by their own members. Only the highest-performing credit unions utilizing the MemberXP platform are given this honor. The Best of the Best award is independently granted by MemberXP based on specific and rigorous criteria. Taking into consideration the extreme challenges of delivering extraordinary member service during a nation-wide pandemic and economic crisis, this year's award winners reflect some of the most agile and responsive credit unions.

MemberXP is a platform that allows credit union members to provide immediate feedback on the service they receive. Serving credit unions in the United States and Canada, MemberXP uses mystery shoppers and member surveys to gauge the overall member experience across multiple delivery channels, then deliver that data on an intuitive dashboard. The platform tracks specific experiences, such as applying for a loan, conducting a transaction – mobile, online or in branch – or opening a new account, and turns qualitative data into quantifiable and actionable information for the credit union.

"Our more than 18,000 members at 4 branches across the North Country deserve to do business with a financial institution that respects them and works in their best interest. I am proud of the team at Dannemora Federal Credit Union for making that possible for our members," said Chris Hay, President/CEO.

"Throughout the last year, credit unions have once again shown they are willing to go above and beyond to connect and serve their members, no matter the challenges," said Dave Adams, president and CEO of CU Solutions Group. "Every year the Best of the Best awards turns our attention to the trailblazers in our industry, that are truly dedicated to delivering brand-defining experiences and unparalleled member service dedication."

March 2021 DIVIDENDS

The Board of Directors declared the following dividend rates for March 30, 2021. Dividends will be credited to your account within the first 2 weeks of January 2021.

	APY*
Regular Shares.....	0.05%
Club Accounts.....	0.05%
Escrow Shares.....	0.10%
IRA Shares.....	0.30%

Money Market Shares

\$5,000-\$24,999.99.....	0.15%
\$25,000-\$49,999.99.....	0.20%
\$50,000-\$74,999.99.....	0.35%
\$75,000+.....	0.40%

*Annual Percentage Yield

Call for Nominations

Once a year you have the opportunity to vote for the credit union Board of Directors candidates of your choice or even be one. Any member in good standing, age 18 or older, is eligible to contact the Nominating Committee, for consideration as a candidate for the Board of Directors or appointment to the Supervisory Committee. Directors are responsible for establishing credit union policies that serve our membership, assure our fiscal integrity, and adhere to the rules and regulations of the National Credit Union Administration, our federal regulatory agency. Directors meet once a month in regular board meetings and in committee meetings, as required. Although they are volunteers who receive no salary for their contributions, directors are reimbursed for expenses incurred in attending CU conferences and workshops. To apply as a candidate for the Board or to be considered for appointment to the Supervisory Committee, submit a resume which includes past and present work experience, education, credit union involvement, and any civic activity; accompanied by a statement of your reason for wishing to serve. Also include the contributions that you feel you could make as a credit union official.

Applications should be mailed to: DFCU Nominating Committee, 342 Tom Miller Road, Plattsburgh, NY 12901, and must be received by May 14, 2021 to be considered.

2021 HOLIDAYS

Visit us anytime at dfcu.net. Make your deposits at any of our ATMs or using the DFCU Mobile App.

DFCU branches and our call center will be closed on the following dates:

May 30th
Memorial Day

Independence Day - TBD



SMALL PAYMENTS... BIG ADVENTURES!

Auto Loan Rates as Low as

1.99% APR*

*Annual Percentage Rate. All loans are subject to approval. Rates, terms and loan to value of vehicle may vary based on the model year of the vehicle and your creditworthiness.





Dannemora Federal Credit Union

Commitment to Our Community

DFCU has supported the following organizations, programs, or events through a donation or sponsorship:

United Way

Autism Awareness Walk

Steppin' Out for Your Heart

Senior Citizen's Council

DFCU Contributes \$20,000 to Area Veteran Groups

DFCU recently made a \$20,000 contribution that was split between the North Country Veterans Association (NCVA) and the Clinton County Veterans Assistance Fund. The NCVA is a not for profit veterans organization servicing veterans and their families. Some of the main programs/services that the NCVA is involved in include the annual Christmas food basket program serving approximately 50 to 60 families; assisting veterans in developing VA compensation claims, providing peer group counseling to veterans, and outreach referral services for veterans and families of veterans in need.

The Clinton County Veterans Assistance Fund is a fund designed to help area veterans overcome extreme financial difficulty on a case-by-case basis. Examples of how the funds are used include assisting with paying back rent, electric bills, heating oil and even helping with ferry tickets to travel to the UVM Medical Center.

Employee **Anniversaries**

THANK YOU to the following employees for their dedicated years of service as they celebrate their anniversaries:

Destiny C.	Teller	2 Years
Brianna R.	Lead Teller	4 Years
Sabrina T.	Senior Accounting Specialist	4 Years
Natasha N.	Teller	5 Years
Ashton C.	Mortgage Loan Officer	7 Years
Sam S.	Loan Clerk	7 Years
Brittany J.	Mortgage Loan Officer	8 Years
Heather R.	Mortgage Loan Officer	14 Years
Kayla B.	Mortgage Servicing Administrator	17 Years
Staci S.	Member Experience Manager	19 Years
Teresa C.	Workout Recovery Specialist	19 Years
Dana P.	Loan Officer	21 Years
Lisa P.	Lead Teller	21 Years
Lynn A.	Branch Manager	28 Years

Youth Month 2021

Providing financial education embodies the credit union movement's 'people-helping-people' philosophy. April is Youth Month for credit unions across the country. Throughout the month, we're encouraging our youngest members to learn common financial concepts that are important for kids to understand:

- Saving
- Spending
- Charitable giving
- Investing
- Budgeting

Every saver is unique, but most people who save regularly developed the habit early in life. Learning to delay gratification in order to save for long-term goals is a crucial life skill, and one Dannemora Federal Credit Union is committed to helping our youngest members develop.

That's why we create programs and services designed specifically for young members. We celebrate our youth year round with our Youth Accounts (which earn interest with no minimum balance requirements), and our Great Grades Promotion.

While we are not able to celebrate as we typically do, we are offering new youth members a limited time \$10 deposit into their new account when they open an account in April (deposit will be made after account is open for 30 days).

Visit dfcu.net for more details on our Youth Accounts designed to get your children on the right start for their financial future.

BRANCH LOCATIONS

Tom Miller Road

344 Tom Miller Road
Plattsburgh, NY 12901
Fax: (518) 825-0333

Hours:

Mon. - Thurs
8:30 a.m. - 4:30 p.m.
Friday
8:30 - 5:00 p.m.
Saturday
8:30 a.m. - 12:00 p.m.

Drive-Thru Hours:

Mon. - Wed.
7:30 a.m. - 4:30 p.m.
Thursday
7:30 a.m. - 5:00 p.m.
Friday
7:30 a.m. - 5:30 p.m.
Saturday
8:30 a.m. - 12:00 p.m.

New York Road

122 New York Road
Plattsburgh, NY 12903
Fax: (518) 563-6551

Hours:

Monday - Friday
8:30 a.m. - 4:30 p.m.

Dannemora

50 State Road
Dannemora, NY 12929
Fax: (518) 492-7480

Hours:

Mon., Tues., and Fri.
8:00 a.m. - 4:00 p.m.
Wednesday
8:00 - 4:30 p.m.
Thursday
7:30 a.m. - 4:00 p.m.

Champlain

10 Elm Street
Champlain, NY 12919
Fax: (518) 298-2530

Hours:

Mon., Wed., and Fri.
8:30 a.m. - 4:30 a.m.
Tuesday
8:30 - 4:00 p.m.
Thursday
8:30 a.m. - 5:30 p.m.



Federally Insured by NCUA

CONTACT US

Mailing Address:

344 Tom Miller Road
Plattsburgh, NY 12901

Phone:

(518) 825-0323

Telephone Banking:

(518) 492-9703



dfcu.net

