



Second Quarter 2019



@DemocracyFCU  
DemocracyFCU.org

MHOM15  
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**NCUA**

## CEO CORNER

### First quarter update and what's to come!



Dear Member Owners,

Can you believe the first half of year is completed? I can't either! And, we have some exciting products coming your way over the next six months. Before we touch upon those products, let's take a look at what we have done in the first two quarters of the year.

- We introduced a deferred payment feature along with a \$50 gas card, and a 2% cash back to our auto loan product, designed to save you money on a monthly basis.
- We introduced a new, low interest rate mortgage called the 15/15 RateBuster where your mortgage adjusts only one time on the 15th year of the mortgage. We also added a 100% financing product for those members that are looking to buy a home, but do not have the 3% - 20% down payment requirement.
- We held the grand opening of our newest branch, C Street, on May 9, where we had approximately 650+ people stop by for the food, prizes, the product specials, but and most importantly, to hear about Democracy FCU!
- Finally, we introduced the member surveys where you, the member, have the opportunity to tell us how we are doing as a credit union and how we can make your member experience memorable. We are still learning all the ways that we can implement to make your member experience second to none.

For the second half of the year, we are exploring ways to make your auto buying experience much faster and quicker by giving you the leverage need to negotiate at the dealership. In addition, we are looking at a debt consolidation loan to assist you with paying off those high interest credit cards. We also updated our Member Loyalty Program to benefit your membership. Lastly, we are looking to reinstate the Skip-a-Pay feature for your loans to give you a 30 day relief on a Democracy FCU loan product. We are just getting started with assisting you with saving money. In the meantime, continue to use our current products to your advantage. At any time, feel free to connect with our staff to discuss your financial picture over the next 3-5 years.

As always, we are still striving towards our mission of building lasting relationships by exceeding your expectations with every interaction, every time by delivering passionate service with a smile. Please be patient with us while we work towards this mission. We still have a lot of work to do, and value your constructive feedback.



Happy  
Summer!

*Ken Cahoon*

President/CEO  
Kcahoon@democracyfcu.org

**Democracy**  
Federal Credit Union  
Financial Freedom **for ALL.**

## YOUR MEMBERSHIP REWARDS JUST GOT BETTER!

Effective July 1, 2019, the Member Loyalty Program will combine with the Member Rewards Program into one:


### MEMBER LOYALTY PROGRAM

*More rewards and incentives to take advantage of our products and services!\**



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	VIP	EXECUTIVE	PRESIDENTIAL
	\$5,000 combined balance of share and/or loan balance OR length of membership 5-9 years	\$15,000 combined balance of share and/or loan balances OR length of membership 10-19 years	\$100,000 combined balance of share and/or loan balances or CUMA Mortgage, or length of membership 20+ years
Loyalty Discount on consumer loan products	0.25%	0.50%	0.75%
Statement Copy Requests	\$7.00	\$5.00	Fee Waived
Cashier's Check Fee	\$5.00	\$3.00	Fee Waived
Money Order Fee	\$3.00	\$3.00	Fee Waived
Free Non Proprietary ATM Transactions	2	5	Unlimited

\*Loan disclosure/certificate disclaimer: Cannot be used in conjunction with other promotions or discounts.

## Let Democracy FCU Welcome You Home



### ✓ New 15/15 RateBuster Mortgage\*

This adjustable low-rate loan adjusts one time, helping you to afford a bigger house with lower monthly payments compared to other 30-year fixed-rate loans.

- ✓ Great for First-Time Home Buyers
- ✓ Lock in your rate FREE for 90 days while you find your perfect home
- ✓ Receive up to \$2,000 towards closing costs
- ✓ One-time adjustment after 15 years
- ✓ Fixed-rate for remaining 15 years
- ✓ 4% Cap at adjustment

### ✓ First-Time Home Buying

Buying a home for the first time can be a daunting process - even more so if you don't know where to start. So, start at Democracy FCU! We keep information for first-timers on our website easily accessible, and we're happy to walk you through the process every step of the way!

### ✓ HOMEAdvantage Program

We're here to help you buy and sell like a pro! We provide resources like the HOMEAdvantage Program at no cost to you, to help you find an agent, research the market, save money and many more great benefits!

## Meet Your Mortgage Loan Officer

You can find Jules at our C Street, Humphrey Building and Silver Hill branches to meet with you and discuss all of your mortgage and home equity needs.

Learn how you can receive up to \$2,000 in closing costs and a 20% rebate on agent commissions!\*



Start your home buying journey today!

Contact Jules King @ 703.647.7063

Jking@democracyfcu.org

**Democracy**  
Federal Credit Union

Financial Freedom **for ALL.**

\*Certain Restrictions Apply. Visit [www.DemocracyFCU.org](http://www.DemocracyFCU.org) for details.





# Meet **Your** Financial Literacy Team



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## Roderick Day Investment Advisor

IFS Securities and Raymond James partner with Democracy FCU to help our members develop a diversified financial plan with options such as:

- Mutual funds
- IRAs
- Fixed and Variable Annuities
- College Funding
- Retirement Planning
- Wealth Transfer



Roderick also offers long-term care and life insurance protection for you and your family.

**Jump start your financial future today!**

Contact Roderick @ 703.489.1877  
Roderick.Day@ifssecurities.com

## Delta Payne Certified Financial Counselor

When you schedule an appointment with Delta, she will provide you with budget and credit counseling services along with the enrollment into a Debt Management Program. The program has proven results to help members develop a unique financial solutions to get you on the path for a debt-free future!



*Democracy's financial literacy program will:*

- Help you develop a personalized plan to prevent future difficulties
- Help you deal with troubled credit
- Offer Credit restoration techniques

**Schedule your first appointment today!**

Contact Delta @ 202.488.5400 x1865  
dpayne@democracyfcu.org

## KID'S CORNER



### CREDIT UNION WORD SCRAMBLE

1. V A S E
2. NNIUO TDRECI
3. RACYDEMOC
4. NOEYM
5. KABN GIYGP

Unscramble:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Follow us @DemocracyFCU  
to see how you did!



**Democracy**  
Federal Credit Union  
Financial Freedom **for ALL.**

## Summertime and the livin's easy!

Enjoy some Fun in the Sun with  
our Summer Loan Special!

Rates As Low As:

% APR\*

Visit [www.DemocracyFCU.org](http://www.DemocracyFCU.org)  
to reveal the savings!

**July 1 - August 31, 2019**

\*Certain Restrictions Apply.

# FREE KASASA® CASH BACK\* CHECKING



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Get  
CASH  
BACK

on what you buy

2.50%

cash back on everyday debit  
card purchases!\*



Try **FREE Kasasa® Checking**

- Earn cash back on debit card purchases\*

- Refunds on ATM withdrawal fees nationwide

- No monthly maintenance fees

- No minimum balance to earn your rewards

Plus, add **FREE Kasasa Saver!**

An automatic way to set cash aside.

Ask for **free K A S A S A® checking**

Visit [DemocracyFCU.org](http://DemocracyFCU.org)

## Member Excellence

At Democracy FCU, we are committed to member excellence through every member interaction. We would like to use this area of our newsletter to share with you outstanding member experiences!



Below is an excerpt of a member letter received from Ms. Florence M. King to Daniela Karapetkov, Alexandria Branch Manager on April 11, 2019:

"... What an outstanding experience I had when I opened my account with Daniela. She was very knowledgeable as well as professional. Not only were my expectations met, they were exceeded. All your outstanding products and services were addressed in a clear and concise manner ... Daniela is definitely an asset when it comes to customer service. I know you are very proud to have such an excellent individual on your team. ... Thanks again for the phenomenal experience."

# Take a vacation from your loan payment!

Enjoy a month of savings  
when you skip your auto  
or signature loan  
payment in July!\*

**SKIP @ [www.DemocracyFCU.org](http://www.DemocracyFCU.org)**

**Democracy**  
Federal Credit Union  
Financial Freedom **for ALL.®**



*\*Certain Restrictions Apply. Contact  
Democracy FCU at 800.742.5582 for details.*

## CONTACT US

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