



October 31, 2011

Dear Member,

We are very thankful for your membership in our credit union. As a non-profit financial cooperative, Deer Valley Credit Union has been meeting the financial needs of members for over 40 years. The \$5 dollars you deposited to open your S1 savings account makes you a part owner of DVCU, and when our owners speak, we listen.

Due to member response to our recent survey, we have made some changes to our remote banking website. You are now able to choose how you would like to view your account history rather than being required to view each month's history independently. Simply use the **Search by** function located at the top of the Transaction History page to choose how your transactions are presented. You also told us that our bill pay function was not as robust as our competitors, so by next summer, we will be partnering with Cavion to enhance our online bill payment system.

The survey results also indicated some concern with our tight loan underwriting policy and mortgage loan restrictions. So, as of July we have altered our underwriting to allow us to better serve our members' loan needs. We are actively participating with Arizona dealers to finance vehicle loans through most dealerships. For members with a vehicle loan at another financial institution, we are offering great refinance rates and a 1% cash back bonus to switch to DVCU. As mentioned last month, we are able to serve our members' mortgage needs from first mortgages to home equity lines of credit.

In summary, we exist to provide exceptional service and incredible value to our members. As we increase our loan balances and interest income, we will be able to pass on better rates on our savings, participation checking, money market and CD accounts. Please check with us first for all of your financial needs.

Best wishes,

Robb Scott, CEO



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