

Delaware Credit Union League

2012 Professional Councils

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**CARDS COUNCIL ♦ COLLECTION COUNCIL
FINANCIAL COUNCIL ♦ HUMAN RESOURCES COUNCIL
LENDING COUNCIL ♦ MARKETING COUNCIL
MORTGAGE/HOME EQUITY COUNCIL**

**Join a community of professionals!
Exchange ideas, experiences and best practices
with your credit union peers.**

Delaware Credit Union League
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We are proud to announce the **2012 Professional Councils of the Delaware Credit Union League**. Councils provide resources, information and the opportunity to network with other credit union professionals. Each of our professional councils will address current topics in their chosen profession.

Only League member credit unions and business members may join a council. The fee for each council is listed below. Credit unions may join all seven councils at a discounted fee of \$1300. (\$520 savings!)

Cards Council

Change is inevitable! Programs, policies and examples are routinely shared by council members. This council is for individuals who are responsible for the cards (credit/debit) operations at their credit union.

Council Objectives: The objectives of the Cards Council are to assist in the development of credit union card portfolios, to address any operational areas and to offer solutions to cards-related issues.

***Annual Fee:** \$260 for up to 3 participants

Collection Council

Where do your members turn during these tough economic times? This council is for individuals who are responsible for the collection of member accounts and loans.

Council Objectives: The objectives of the Collection Council are to provide the opportunity to discuss collection and bankruptcy issues, share ideas and offer solutions. Participants are provided with the opportunity to attend training sessions and network with other experienced collection staff.

***Annual Fee:** \$260 for up to 3 participants

Financial Management Council

Finance professionals know it's about the big picture, attention to detail and maximizing the resources. This council has been designed to address the needs of the primary financial professionals at the credit union.

Council Objectives: Maximizing the financial health of the credit union through education, networking, and information is the focus of this council. Diversifying investments and improving ROI are key elements for discussion. Industry speakers will share their insights on market trends and monetary issues.

***Annual Fee:** \$260 for up to 3 participants

***What the Annual Fee Covers:** Sessions will be held bi-annually and include meals, materials, resources (which may be speakers), a league liaison, e-mail updates, and networking opportunities.

(An additional individual program fee may be charged due to speaker and/or content of session.)

Councils are about...

- **Collaboration**
- **Expert advice**
- **Sharing**
- **Trust**
- **People Helping People!**

Human Resource Council

Hiring and retaining good people is the heart of human resources. People and employment issues are both complex. This council is designed for board and management officials responsible for credit union staffing, policy and employment-related issues.

Council Objectives: The objectives of the Human Resource Council are to assist participants through the myriad issues of the employment arena including legal implications related to hiring, firing, discrimination, ADA, employment-at-will, contracts, etc. Attorneys and/or HR professionals present at each meeting answer critical questions for participants regarding potential litigious issues and offer guidance on policy development and implementation issues.

***Annual Fee:** \$260 for up to 3 participants

Marketing Council

Target a market, tell a story, convey a message and make an impression. It's all about reaching people. This council is designed for individuals who are responsible for the marketing functions at their credit union.

Council Objectives: The objectives of the Marketing Council are to help participants uncover ways to improve member support, increase services penetration and enhance credit union image through the sharing of ideas and resources.

***Annual Fee:** \$260 for up to 3 participants

Lending Council

Lending is the heart and soul of your credit union! This council is designed for all those individuals whose jobs relate to lending in any manner.

Council Objectives: The objectives of the Lending Council are to explore lending programs and policies, to discuss loan underwriting guidelines, to review lending goals and challenges, and to share lending best practices and procedures.


***Annual Fee:** \$260 for up to 3 participants

Mortgage/Home Equity Council

Members continue to seek out a financial institution they can trust for the largest loan they may ever need. Your credit union can be a resource or a provider for mortgage services. This council will offer the participants the tools to achieve and grow a successful mortgage program.

Council Objectives: The objectives of the Mortgage/Home Equity Council are to provide participants with a network of resources to assist them in the delivery of their first and second mortgage loans. Resources may include market research data, compliance information, service-provider recommendations (such as attorneys, appraisers, etc.) and experience exchanges.

***Annual Fee:** \$260 for up to 3 participants



2012 Professional Councils of the Delaware Credit Union League

The deadline to register for a professional council is January 31, 2012.
Please complete the attached registration form, copy and mail
to the address below, or fax to 302-322-9354, Attention: Bernadette Hines

Credit Union Name _____			
<input type="checkbox"/> Please register our credit union for all seven (7) councils at the discounted price of \$1300 Annual Fee (\$520 savings)			
Register for the following Individual councils:	Credit Union Council Members and E-mail Addresses	Annual Fee	Total
Cards Council	Name _____ E-mail _____	\$260 up to 3 participants	\$ _____
	Name _____ E-mail _____		
	Name _____ E-mail _____		
Collection Council	Name _____ E-mail _____	\$260 up to 3 participants	\$ _____
	Name _____ E-mail _____		
	Name _____ E-mail _____		
Financial Management Council	Name _____ E-mail _____	\$260 up to 3 participants	\$ _____
	Name _____ E-mail _____		
	Name _____ E-mail _____		
Human Resources Council	Name _____ E-mail _____	\$260 up to 3 participants	\$ _____
	Name _____ E-mail _____		
	Name _____ E-mail _____		
Lending Council	Name _____ E-mail _____	\$260 up to 3 participants	\$ _____
	Name _____ E-mail _____		
	Name _____ E-mail _____		
Marketing Council	Name _____ E-mail _____	\$260 up to 3 participants	\$ _____
	Name _____ E-mail _____		
	Name _____ E-mail _____		
Mortgage/Home Equity Council	Name _____ E-mail _____	\$260 fee up to 3 participants	\$ _____
	Name _____ E-mail _____		
	Name _____ E-mail _____		
Total for Individual Councils or Discounted for All 7 Councils	<input type="checkbox"/> check enclosed <input type="checkbox"/> invoice credit union _____ (contact name)	Subtotal or Total 7 Councils	\$

Send registration form with share draft/check to:
Delaware Credit Union League
 4 Quigley Blvd.
 New Castle, DE 19720

For more information, contact:
 Bernadette Hines
 Education Director
 302-322-9341 or 800-292-7875
 Bernadette@dcul.org

All council registrants will be notified by e-mail of the date, time and location of each council meeting.