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Unified Therapy Services co-owners Kelly Heysinger (from left) and Gina Blean show therapy gear to Dupaco Business Lending Vice President Rick Dusil at the clinic's facility in Dubuque, Iowa. Unified Therapy Services was named the 2011 Iowa Small Business Persons of the Year. [See page 8](#)





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ANNUAL REPORT EDITION

DUPACO COMMUNITY CREDIT UNION

The Dupaco Times

2011

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Dupaco Members Reap Rewards of Top Performing Credit Union

BY EMILY M. KITTLE

DUBUQUE, Iowa—You could say 2011 was a year of “tops” for Dupaco Community Credit Union—and for its members.

From “top performing” accolades to “top employer” recognition, the member-owned credit union earned its share of financial services awards. But Dupaco’s members were the big winners, continuing to receive the best value in their credit union’s products and services.

For the second time in three years, an independent national credit union research firm recognized Dupaco as one of the 10 “top performing” credit unions in the United States with more than \$500 million in assets.

The Crystal Performance Award, presented by the Raddon Financial Group (RFG), was designed to recognize credit unions for achieving a top 10 ranking based on a balanced scorecard measurement of growth, income, efficiency

and margin management.

The prestigious award, based on the credit union’s 2010 performance, reaffirms that Dupaco continues to help members stay money ahead.

As Dupaco has grown, so has the credit union’s ability to offer cost-effective financial services and operate more efficiently.

“Credit unions that receive this accolade tend to perform well despite the interest rate environment and challenges in their local economies,” says Bill Handel, vice president of research and product development with RFG.

Further cementing the perks of being a Dupaco member, the financial cooperative last year was ranked fifth out of all 7,441 credit unions nationwide for the value it provided to members in 2010.

Callahan & Associates, an independent national credit union research firm, describes its Return of the Member Index as an economic profile based on the value of a credit

At the Dupaco Community Credit Union Sycamore branch in Dubuque, Iowa, on April 11, Delora Beal reaches her 12-month savings goal: A reliable vehicle that Beal says will make her eligible for a promotion at work. Beal’s purchase was made possible through her systematic savings of \$1,900 into an Individual Development Account (IDA), 12 months of financial coaching and an auto loan—all through Dupaco Community Credit Union. The Iowa Credit Union Foundation provided a dollar for dollar matching grant. FOR DELORA’S STORY, SEE PAGE 7. (D. Klavitter/Dupaco photo)

union’s products and services. The index is calculated by analyzing three components:

- “Return to the Saver” measures how well a credit union is providing deposit services to its members.
- “Return to the Borrower” recognizes that credit unions were created to provide credit to their members at a reasonable cost.
- “Member Service Usage” measures how efficiently a credit union provides and promotes services to its members.

The distinction ultimately is testimony to the support of Dupaco’s membership and the credit union’s ongoing commitment to providing outstanding service, personalized financial advice and cost-effective products.

And it appears those who serve Dupaco’s members enjoy doing what they do, and believe in their employer’s mission to help members get ahead in life. Last year, Dupaco was named one of the top five mid-size employers in the state of Iowa by the *Des Moines Register*.

The survey asked respondents to rate the importance of attributes such as feeling appreciated, being paid fairly and being listened to, then to rate their employers on each of those statements.

The rankings were a result of a free and voluntary employee survey conducted by the newspaper to identify the top 25 employers in the state by size. Dupaco had an outstanding 94-percent employee-participation rate in the survey.

Results of the same survey

garnered Dupaco President and CEO Bob Hoefer recognition for his leadership skills, based on standout scores for employee responses to the survey question “I have confidence in the leader of this company.”

Dupaco’s employees weren’t the only ones to recognize Hoefer’s leadership abilities. The Credit Union Executives Society named Hoefer as the 2011 CUES® Outstanding Executive, an award presented for excellence in leadership.

Hoefer has led Dupaco for 40 years. Under his guidance, the credit union has grown from \$3.4 million to \$975 million in assets. Today, Dupaco serves almost 64,000 members in a 28-county charter area with 257 full- and part-time employees.

Welcome to the Financial Home You Own

On behalf of the Dupaco Community Credit Union Board of Directors and staff, I’m delighted to present your credit union’s 2011 annual report. It highlights Dupaco’s pursuit of fulfilling its mission: To improve the financial lives of our nearly 64,000 member/owners.

The exceptional results displayed in this annual report are a tribute to the response we receive from members in the form of increased participation in their financial cooperative.

If you’re not already a member, I invite you to discover Dupaco’s unique approach to financial service and advice. Membership is open to anyone who lives or works in our 28-county charter area of Iowa, Illinois and Wisconsin.

Please join us. We’re excited to help you improve your financial position in 2012.

What’s the Difference?

	Credit Union	Bank
Organization	Not-for-profit cooperative	For-profit corporation
Primary objective	Meet member/owner needs	Maximize profit
Ownership	All members who are, by definition, users of services	Stockholders who may or may not be customers or users
Directors	Volunteers	Paid directors
Decision-making	Member controlled; one vote per member (each member/owner has the same power)	Only stockholders vote; one vote per share of stock (more stock means more voting power)
Distribution of net income	Dividends issued to members and used for capital development, additional locations, equipment, etc. for members	Dividends issued to stockholders only
Community links	Owners/leaders reside or have an interest in the community	Owners/leaders may live anywhere in the world; headquarters could be anywhere in the U.S.
Rates/products	Offer better overall rates and lower fees due to the nature of the organization and its dividend distribution	Rates and fees may not be favorable because of for-profit status of banks
Generation of capital	Generated only through income stream	Generated through income stream and/or issuance of stock
Who benefits	Members/owners	Stockholders
Taxes	Yes. Property, sales, employer-related, monies and credits tax on reserves in Iowa	Yes. Property, sales, employer-related and income
Deposit insurance	NCUA	FDIC

BOARD OF DIRECTORS

Richard J. Burgmeier

Chair of the Board
Retired, CyCare
Systems, Inc.,
Dubuque, Iowa



Jeff Gonner

Vice Chair
Chief Financial
Officer, Medical
Associates,
Dubuque, Iowa



Ron Mussehl

Secretary
Owner, Ron's BP
Convenience Stores,
Dubuque, Iowa



Robert W. Hoefer

President
President & CEO,
Dupaco Community
Credit Union,
Dubuque, Iowa



J. Stephen Chapman

Director
Vice President &
Chief Operating
Officer, Auxiant,
Madison, Wisconsin,
and Cedar Rapids,
Iowa



Denise Dolan CCUV*

Director
County Auditor,
Dubuque County,
Dubuque, Iowa



Keith Langan

Director
Consulting Agent,
Dupaco Insurance
Services, Dubuque,
Iowa



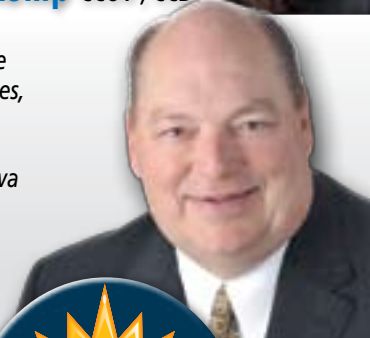
Renee Poppe

Director
Senior Director,
Medline Industries,
Dubuque, Iowa



Randy Skemp CCUV*, CCD**

Director
Executive Vice
President, Sales,
Cart&Graph
Systems, Inc.,
Dubuque, Iowa



* Certified Credit
Union Volunteer
** Certified Credit
Union Director

Dupaco

Dupaco Community Credit Union is a full-service financial cooperative headquartered in Dubuque, Iowa, USA. It serves residents of northeast Iowa, southwest Wisconsin and northwest Illinois. It has more than \$975 million in assets and nearly 64,000 members.

Contact Information:
3299 Hillcrest Road
P.O. Box 179
Dubuque, IA 52004-0179
(563) 557-7600 / 800-373-7600
www.dupaco.com

Board Leadership Recognized

DUBUQUE, Iowa—Dupaco Community Credit Union recognized those individuals who maintained leadership roles on its board of directors during 2011.

Since their election or appointment at the 62nd Annual Meeting in January 2011, these volunteer directors contributed significant time and expertise to the benefit of the credit union and its members.

Dick Burgmeier served as board chair during 2011. Other officers who volunteered during the year

were Jeff Gonner, vice chair; Ron Mussehl, secretary; and Bob Hoefer, president.

Standing committees were chaired by Steve Chapman, Credit, Nomination; Denise Dolan, Credit Union Service Organization (CUSO); Jeff Gonner, Investment / Asset Liability Management (ALM); Keith Langan, Business Lending;

Ron Mussehl, Delinquent Loan; Renee Poppe, Marketing and Services; and Randy Skemp, Audit, Personnel.

Our Vision:

To be our members' lifetime financial home.

Our Mission:

To improve our members' financial position and build valued relationships by delivering personalized financial advice, products and service.



Members of the Dupaco Board of Directors (from left), Denise Dolan, Steve Chapman and Keith Langan confer before the start of the 2011 annual meeting at the Peosta (Iowa) Community Centre on Jan. 30, 2011. (Photo by D. Klavitter)

Shared Branches Serve Up No-Cost, Homestyle Conveniences

CEDAR RAPIDS, Iowa—You're on the road, hundreds of miles away from home. You could use a cash recharge, but you're a long way from your credit union.

No worries. Shared branching keeps you connected to Dupaco—no matter where you go.

During 2011, the nationwide network grew to more than 4,456 shared credit union facilities to give Dupaco members a variety of locations to perform everyday transactions. The service is a free benefit of Dupaco membership.

With shared branching, members can make deposits and withdrawals, loan payments and transfers between accounts. Members also can purchase money orders, travelers' checks and official checks.

"It's very convenient for job transfers," says Dawn King, a member service representative at Dupaco's Williams Boulevard branch in Cedar Rapids, Iowa. "They don't want to leave their credit union because they have loyalty to it, and this makes it so they can access their account through any credit union that's part of the network."

Each month, Dupaco's Cedar Rapids shared branches serve anywhere from 300 to 400 members of other

credit unions, King estimates.

To use the free service, you only need to bring two things: your account number and a valid government-issued photo ID. Some credit unions will ask you to complete a simple form.

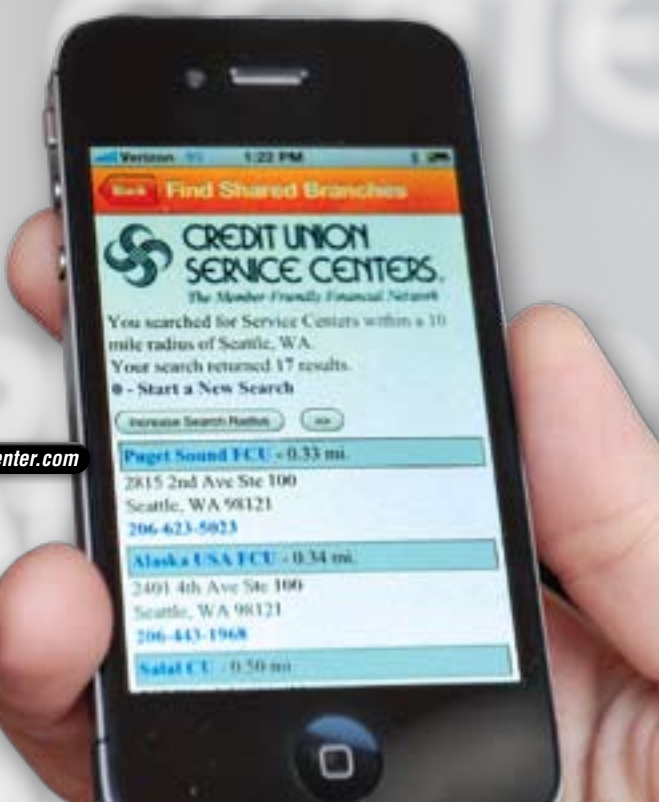
"It's pretty well liked, and everybody treats you like you're in your own home credit union," King says. "And that's the whole point."

Locate a shared branch anywhere in the U.S. using a computer at www.cuservicecenter.com or phone toll-free 800-919-2872.



Dawn King

www.cuservicecenter.com



A Dupaco member uses a mobile phone to locate the nearest Seattle, Wash., credit union office where the member can conduct numerous financial transactions as if it were a Dupaco branch. The service is free to Dupaco members.



At the Iowa State Capitol in Des Moines on March 9, Dupaco's Chief Operating Officer Joe Hearn (right) talks to Iowa State Senator Pam Jochum about legislation that would help Iowa credit unions—like Dupaco—better serve their members. (Photo by D. Klavitter)

SCENE IN: 2011



Another Way to Be Money Smart:

Breakfast Bites

BY JULIA TERWILLEGER

ASBURY, Iowa—With increased emphasis upon financial education opportunities to enhance members' well-being, Dupaco rolled out its first "Breakfast Bites" seminar in Dubuque in October 2011.

The new seminars are free to Dupaco Prime Time Club members. They join Dupaco's already extensive lineup of free financial-education opportunities, including the Dupaco Money Makeover, Credit History Lessons, Student Financial Aid and Financial Planning Seminars. "Breakfast Bites" will travel to Platteville, Wis., Galena, Ill., Dyersville, Iowa, and Cedar Rapids, Iowa, branch locations. After breakfast, local experts will present information on identity theft and scams. At

the conclusion of this identity-theft series, seminars addressing a different topic will rotate among branch locations.

Members are invited to come for breakfast and stay for this valuable educational opportunity in their area. Attendance is free for Prime Time Club members*, and guests may attend at nominal cost.

 dupaco.com/primetime

To suggest seminar topics or to register, contact Julia Terwilliger, Education Outreach and Training Coordinator, at 800-373-7600, ext. 2283, or jterwilliger@dupaco.com.

* Members age 50 or better with \$1,500 or more in total savings or loans are automatically members of the Prime Time Club.



During the inaugural Breakfast Bites session in Dubuque on Oct. 27, Dupaco Assistant Vice President of Business Development Deb Schroeder spoke about the ways Dupaco protects member accounts, credit cards and debit cards, and reviewed credit reports of interested attendees. After breakfast, provided by Dupaco, Lt. Scott Baxter of the Dubuque Police Department presented an informative session on "Identity Theft and Scams." All available seats were filled, and rave reviews were received from members in attendance. (Photo by D. Klavitter)



Dupaco Member Service Representative and Money Makeover Artist Brenda Atkinson (left) performs a Money Makeover for Carolyn Koerperich at Dupaco's Pennsylvania Avenue branch in Dubuque. Koerperich has been a Dupaco member since 1987. During 2011, Dupaco staff conducted thousands of free Money Makeovers for members and non-members. Just as no two financial situations are alike, no two Money Makeovers are the same. Dupaco staff meets one-on-one to determine the best ways to meet a member's individual goals. (Photo by D. Klavitter)

SCENE IN: 2011

MANAGEMENT TEAM

Robert W. Hoefer

President & Chief Executive Officer



Leo Costello

Senior Vice President, Business Development



Jeann Digman

Vice President, Mortgage Lending



Matt Dodds

Senior Vice President, Consumer Lending



Steve Ervolino

Senior Vice President, Information Services & Technical Support



Danielle Gratton

Chief Financial Officer



Joe Hearn

Chief Operating Officer



David Klavitter

Senior Vice President, Marketing & Public Relations



John Koppes

Senior Vice President, Business Lending



Gregg Liddle

Executive Vice President, Risk Management



Nancy TeKippe

Senior Vice President, Service Delivery



STAFF

Announcements of 2011

Nick Baal

Hired as business credit analyst at Dupaco's Dubuque, Iowa, branch located at 3299 Hillcrest Rd.



Jeann Digman

Promoted to vice president, mortgage lending at our Asbury, Iowa, branch located at 5865 Saratoga Rd. Jeann previously was a real estate loan officer.



Adam Dodds

Hired as an indirect lending consultant at Dupaco's Hillcrest Rd. branch.



Chris Hearden

Promoted to assistant vice president, mortgage lending at our Asbury, Iowa, branch located at 5865 Saratoga Rd. Chris was previously a real estate underwriter and closing agent.



Andy Katrichis

Promoted to vice president of business lending at Dupaco's branch at 3299 Hillcrest Rd. in Dubuque. Andy previously was assistant vice president of business lending.



Aaron Plein

Promoted to vice president, branch manager and service delivery at our Cedar Rapids, Iowa, branch located at 110 35th Street Dr. SE. Aaron was previously assistant vice president and branch manager.



Tami Rechtenbach

Promoted to vice president, member services located at Dupaco's Hillcrest branch. She previously was member services director.



Leigh Ann Reisner

Promoted to branch manager of Dupaco's Manchester, Iowa, branch located at 1200 W. Main St. Leigh Ann was previously member service/mortgage representative.



Georgia Slade

Promoted to assistant vice president, consumer lending at our Hillcrest Rd. branch located in Dubuque. Georgia previously was loan processing supervisor.



Luke Strub

Hired as business credit analyst at Dupaco's Hillcrest Rd. branch.



Julia Terwilliger

Transitioned to education outreach & training coordinator at our Asbury, Iowa, branch. Julia previously was Prime Time Club and training coordinator.



Ben Wagner

Promoted to small employer group representative, at our Asbury, Iowa, branch located at 5865 Saratoga Rd. Ben previously was a member services representative at our branch located inside Hy-Vee at 400 S. Locust St. in Dubuque.



Capstone Year Will Become a Cornerstone

REPORT FROM THE PRESIDENT & CEO - ROBERT W. HOEFER

When I joined what was then Dupaco Employees Credit Union in 1964, it served 4,600 members from one branch location. Now 47 years, nearly 64,000 members and 12 branches later, I complete my final full year as your president and chief executive officer. I am thrilled to say Dupaco Community Credit Union is at the top of its game.

The year 2011 has become my professional capstone. It blossomed into one of the most rewarding and exciting years ever at Dupaco.

In nearly every functional area, Dupaco's performance ranked in the 95th percentile or better among its peer group credit unions in the United States. Credit union and service organization revenue streams grew. Dupaco's already strong capital position grew even stronger.

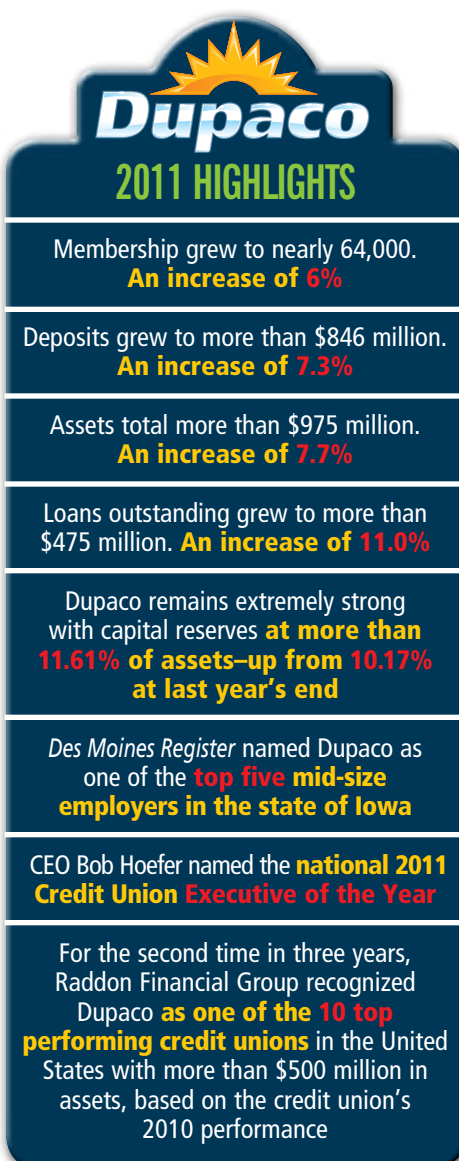
The year's remarkable outcomes were a result of many factors, including a slowly improving Midwest economy and the full use of two new branches that came online in 2010. However, most of the credit goes to the dogged teamwork of the board of directors, management team, employees and, of course, your loyalty. Thank you.

Dupaco Chief Operating Officer Joe Hearn will become your new CEO at the conclusion of the Annual Membership Meeting on February 12. Joe, the management team and staff remain committed to continuing Dupaco's superior performance and focus on serving you, the member. This team won't miss a beat as they build on a very noteworthy 2011 for Dupaco. There were many highlights.

Again a "Top Performing" Credit Union

For the second time in three years, Raddon Financial Group (RFG), an independent national credit union research firm, recognized Dupaco as one of the 10 top performing credit unions in the United States with more than \$500 million in assets, based on the credit union's 2010 performance.

In 2011 the Lombard, Ill.-based RFG presented the Crystal Performance Award to Dupaco. The award was designed to recognize credit unions for achieving a top 10 ranking based on the RFG Performance



Index, a balanced scorecard measurement of growth, income, efficiency and margin management.

Each Crystal Performance Award recipient ranked among the top two or three percent of all credit unions analyzed by RFG for two consecutive reporting periods.

Dupaco also received RFG's Crystal Performance Award in 2009 for the credit union's 2008 financial results.

Return to the Member

In July, independent national credit union research firm Callahan & Associates ranked Dupaco fifth out of all 7,441 credit unions nationwide for the value it provided to members last year.

In the previous year, Dupaco ranked seventh out of 204 credit unions in its asset peer group nationwide, according to Callahan's Return of the Member (ROM) Index.

Callahan describes ROM as an economic profile based on the value of a credit union's products and services. The index is calculated by

analyzing how well a credit union provides deposit services to its members; how it provides credit to members at a reasonable cost; and how efficiently a credit union provides and promotes services to its members.

Unlike for-profit financial institutions, credit unions do not have a conflict of interest in serving either shareholders or customers. To credit unions, they are one and the same: Members.

The Callahan distinction ultimately is testimony to the tremendous support of Dupaco's membership and the credit union's ongoing commitment to providing outstanding service, personalized financial advice and cost-effective products that help members get ahead in life.

Reaching Out to the Unbanked

In July, Dupaco played a leading role in organizing a coalition of banks, credit unions and community groups. Our goal is to improve the financial futures of Dubuque residents who lack traditional checking accounts. This first-in-Iowa initiative, called "Bank On Dubuque," offers low- and moderate-income residents free or low-cost checking accounts and access to free financial education.

In Memory of Dennis Beadle

On a solemn note, the entire Dupaco family mourned the loss in October of Dennis Beadle, senior vice president of mortgage lending, following his valiant battle with cancer. He helped thousands of people realize the dream of homeownership. Dennis is dearly missed.

Foundation, Capstone, Cornerstone

These 47 wonderful years at Dupaco have passed quickly. Thanks again for your loyalty and friendship. As I wind down my post as your CEO, my capstone year becomes the cornerstone upon which Dupaco's next generation of members will build and prosper.

Bob Hoefer
President and CEO



(From left) Dupaco Chief Operating Officer Joe Hearn, Dupaco Board Chairman Dick Burgmeier and President & CEO Bob Hoefer during a June visit to Dupaco's branch on 1st Avenue SE in Cedar Rapids, Iowa. (Photo by D. Klavitter)

Audits Again Verify Clean Bill of Health

DUBUQUE, Iowa—Dupaco Community Credit Union in 2011 again received clean bills of financial health from an independent auditor, as well as state and federal examiners.

The accounting firm of McGladrey & Pullen, LLP last month performed the independent Certified Public Accountant (CPA) audit of the credit union's 2011 financial statements, as well as its compliance with federal regulations and management practices.

The State of Iowa Division of Credit Unions and the National Credit Union Administration (NCUA) audits reviewed Dupaco's financial statements, security standards and adherence to regulations, policies and procedures.

"A clean bill of financial health provides independent confirmation that Dupaco's financial statements are presented in conformity with generally accepted accounting principles and in conformity with the requirements of the law—a hallmark of a well-managed organization," said Danielle Gratton, Dupaco's chief financial officer.

According to Gratton, Dupaco's previous clean reports can be attributed to the diligent work of the Audit Committee

throughout the year. Several members of Dupaco's Board of Directors serve on the Audit Committee.

"Through a regular series of ongoing checks and balances, it is their role to ensure that the highest degree of integrity is maintained in operations, and that the credit union is performing in accordance with all policies and procedures," she said. Members of the Committee include Directors Randy Skemp, Renee Poppe and Keith Langan.

On a regular basis, the committee oversees and ensures cash drawers are counted, loan files are audited, share withdrawals are verified and member-statement mailings are monitored. Their work assisted in the auditing firm's verification of internal controls, accounting records and other factors—all of which have an effect on the safety and security of the credit union.

Danielle Gratton



REPORT FROM THE CHAIR OF THE BOARD - RICHARD J. BURGMEIER

On behalf of your board of directors, it has been my great pleasure to serve as your chairman for the past two years, during which time your credit union has produced remarkable results. These outcomes are measured in terms of financial performance, member satisfaction and leadership development.

Loans, Deposits and Capital Grew

The lending environment in 2011 was increasingly competitive. Many financial institutions—including your credit union—continue to have excess money to lend. Despite anemic national loan growth trends, Dupaco staff redoubled efforts to help members get their financial houses in order, pay down high-interest debt and refinance mortgages to more favorable terms. This helped increase loans 11% during 2011.

At the same time, continued low interest rates meant less interest income for the credit union and, ultimately, lower interest paid to savers. Despite this, whenever possible, Dupaco endeavored to pay above-market dividends during the year. This resulted in a 7.3% increase in deposits.

Your credit union's strong financial performance further strengthened Dupaco's reserve, or "safety net," which grew to an exceptionally strong 11.61%.

Member Satisfaction is Increasing

Ongoing Dupaco employees' focus on improving members' financial positions evidently made you very happy. That's according to results of the tri-annual survey of more than 1,100 members conducted in the spring.

The results found that 66.1% of Dupaco members overall were very satisfied with their credit union, while 31.3% were satisfied. This combined 97.4% member-satisfaction rate was an improvement—up from 95.3% in 2008.

The survey also found that 20.7% of members said their level of satisfaction increased during the past 12-month period, while 73.9% said their satisfaction stayed the same. We're extremely pleased at your level of satisfaction with the credit union, but pledge to increase staff training and coaching so that everyone at Dupaco may better meet and exceed all your expectations.

Meanwhile, two-thirds of survey respondents identified Dupaco as their primary financial institution. This is a 5% increase from 2008, which means we're earning more of your business in the pursuit of your credit union's vision: To be our members' lifetime financial home. In this spirit, I invite you to trust Dupaco with your saving, borrowing, investment, insurance and wealth-management needs.

Dupaco a Top Iowa Workplace

Next to you, our employees are Dupaco's most important asset. That's why your board was thrilled when Dupaco was named one of the top five mid-size employers in the state of Iowa by the *Des Moines Register*, published September 18. The rankings were a result of a free and voluntary employee survey conducted by the newspaper to identify the top 25 employers in the state by size.

Results of the same survey garnered Dupaco President/CEO Bob Hoefer top recognition for his leadership skills, based on standout scores for employee responses to the survey statement "I have confidence in the leader of this company."

Dupaco had an outstanding 94% employee-participation rate in the survey, according to the *Des Moines Register*. Your board already knew Dupaco's corporate environment was special and unique, but our number-five ranking puts solid backing to that theory. That's an unbiased testament to Bob Hoefer's leadership, which was further underscored when he was named the Credit Union Executives Society's 2011 Executive of the Year.

Leadership Transition

Leadership is the foundation of your top-performing credit union. And it's also the future.

After more than 47 years of service to the members of Dupaco, Bob Hoefer last year announced he will retire as your president and chief executive officer, effective at the credit union's annual membership meeting on Febuary 12, 2012.

Dupaco Chief Operating Officer Joe Hearn will become president and CEO upon Bob's retirement. The leadership transition was part of a thorough search and succession plan.

This board clearly knew Bob's would be big shoes to fill. Nearly five years ago, the board embarked on a plan to ensure a smooth leadership change. We look forward as Joe builds upon Bob's remarkable achievements and guides Dupaco's positive momentum and member-focused success into the future.

The board and I fully expect the transition to be seamless. Bob understood that Dupaco's success is rooted in making decisions based on what is best for the members. He instilled these traits in the entire leadership team, which continuously listens to the members and works to meet their changing needs. It's a tradition that will continue.

On behalf of your Dupaco board of directors, I thank Bob for his friendship and service. I thank you for your unwavering loyalty, trust and commitment to the financial home you own.

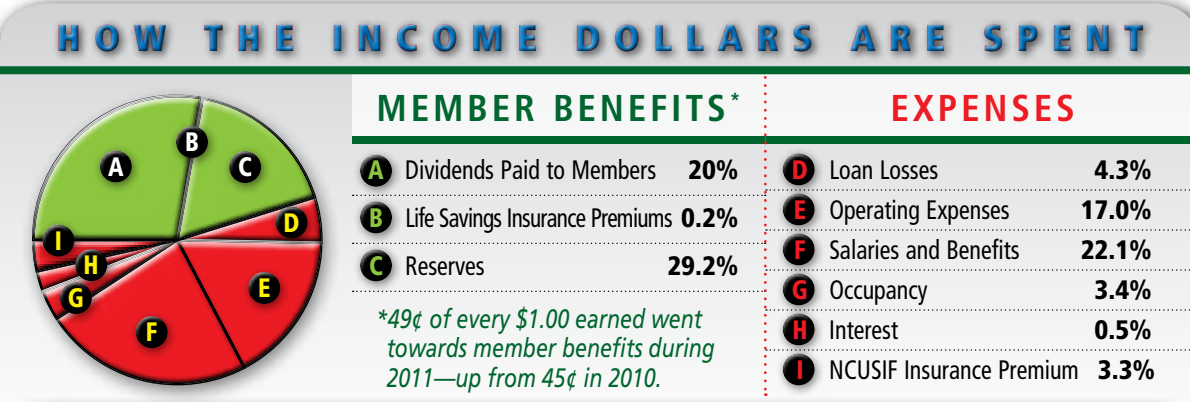


STATEMENTS OF FINANCIAL CONDITION		
DECEMBER 31, 2011 AND 2010		
Assets	2011	2010
Loans to members*, net of allowance for loan losses (2011—\$6,407,000; 2010—\$6,279,000)	\$469,496,906	\$422,486,156
Cash	4,110,997	5,097,668
Interest-bearing deposits in financial institutions	30,751,371	30,267,694
Investments		
Securities available-for-sale	408,674,230	381,045,598
Accrued interest receivable	3,304,319	3,039,639
Property and equipment, at depreciated cost	20,598,409	21,778,463
Other assets		
Deposit—Federal Share Insurance Fund (NCUSIF)	7,730,127	7,202,898
Other	30,370,342	34,303,942
Total assets	\$975,036,701	\$905,222,058
Liabilities and members' equity	2011	2010
Liabilities		
Savings accounts	\$557,640,863	\$515,388,177
Share draft accounts	90,064,416	71,745,965
Term share certificates	199,284,710	202,598,180
Notes payable	10,000,000	20,000,000
Accrued expenses and other liabilities	4,847,752	3,442,073
Total liabilities	\$861,837,741	\$813,174,395
Members' equity		
Appropriated reserves	\$38,822,980	\$36,382,762
Undivided earnings	62,565,980	47,827,901
Unrealized gain (loss) on securities available-for-sale	11,810,000	7,837,000
Total members' equity	\$113,198,960	\$92,047,663
Total liabilities and members' equity	\$975,036,701	\$905,222,058

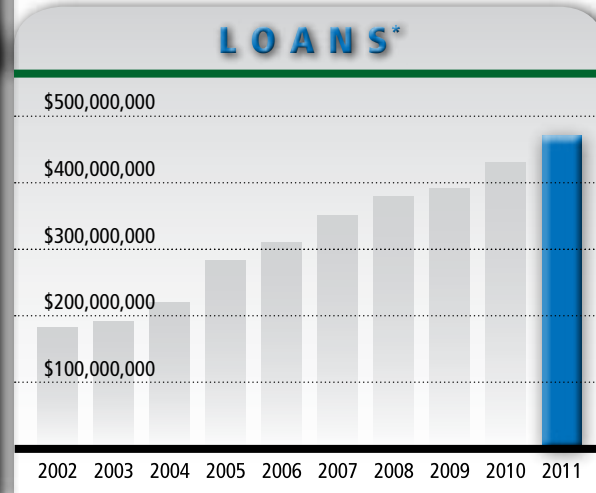
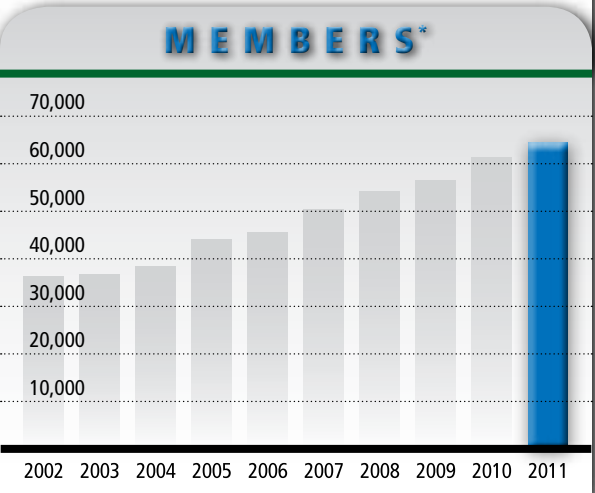
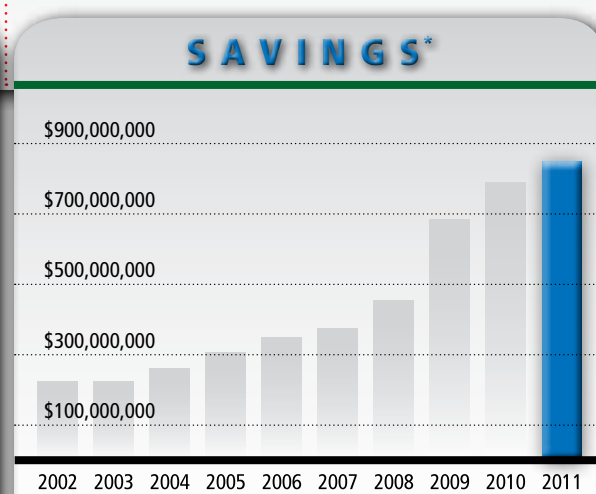
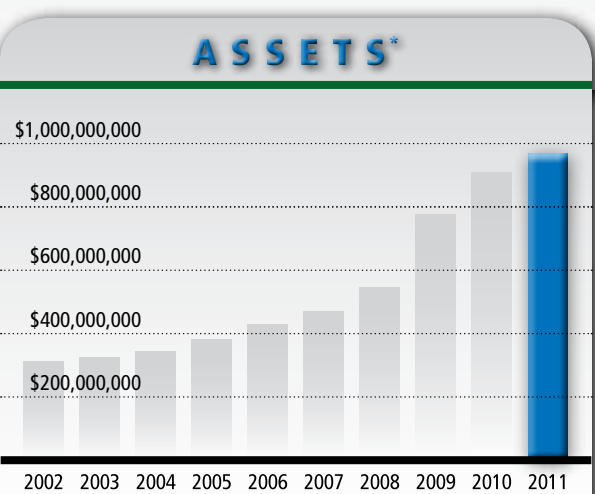
* Includes 1,268 business loans totaling \$152,698,689 for 2011 and 1,167 business loans totaling \$144,031,026 for 2011.

STATEMENTS OF INCOME		
FOR THE YEARS ENDED DECEMBER 31, 2011 AND 2010		
	2011*	2010
Interest income		
Loans	\$27,385,893	\$25,650,301
Investments	15,197,502	13,366,108
Total interest income	42,583,395	39,016,409
Interest and dividend expense	12,089,453	15,628,749
Net interest income	30,493,942	23,387,660
Provision for loan losses	2,508,328	2,653,812
Net interest income after provision for loan losses	27,985,614	20,733,848
Other income	16,326,484	13,454,074
Operating expenses	25,201,269	23,122,688
NCUSIF Deposit Insurance (Income) Expense	1,932,532	1,815,351
Net income	\$17,178,297	\$9,249,883
Transfer to appropriated reserves	2,440,218	668,541
Allocated to undivided earnings	\$14,738,079	\$8,581,342

* Unaudited



OTHER STATISTICS		
Equity/Asset Ratio: 11.61%		Membership: 63,772
	% Increase	\$ Increase
Assets	7.72%	\$69,814,643
Deposits	7.25%	\$57,257,667
Loans	11%	\$47,138,750
Membership	5.65%	—



* Through December 2011. Your savings federally insured to at least \$250,000 by the National Credit Union Administration (NCUA), a U.S. Government Agency, backed by the full faith and credit of the United States Government.



Slightly Less Volatility Seen in 2012 Economic Outlook

BY MICHAEL POPPEN

The professionals at Dupaco Financial Services (DFS) thank our clients and members for their continued trust and loyalty throughout 2011, in spite of the tough economy and volatile market.

That said, it is no surprise that during the last four years, the market declined in excess of 2% in a single day around 100 times—more than any other four-year period since the S&P 500 Index's formation in 1957. On the flip side, the market also recorded a 2% or greater gain in a single day more than any other four-year period.

While the last few years have been highlighted with record swings in market returns and widely oscillating economic data, we expect 2012 will be less about the fringes and more about the middle.

While moving away from the drastic extremes will be a welcome environment for whipsawed investors, the

center offers its own distinct challenges and opportunities. In 2012, finding a middle ground will be key for growth in the markets and

economy. We believe that:

Soft sentiment and hard data find middle ground. We expect the U.S. economy to grow about 2%, while emerging markets post stronger growth and Europe experiences a mild recession. U.S. gross domestic product (GDP) is likely to produce below-average growth of about 2% in 2012, supported by solid business spending and modest, but stable, consumer spending.

Stocks are supported by a converging outlook for earnings growth. The U.S. stock market is likely to post a high single-digit to low double-digit gain, supported by earnings growth and a boost from a slight improvement in valu-



ations as the pessimistic outlook for profits reflected in the markets rises to converge with a slide in the lofty expectations for earnings projected by Wall Street analysts.

The government and corporate bond-yield gap narrows. The performance gap between government and corporate bonds will reverse in 2012, with corporate bonds outperforming to post modest single-digit gains as interest rates rise and credit spreads narrow. Bond yields may be volatile, but we expect them to rise over the course of the year, with the yield on the 10-year Treasury ending the year around 3%.

The effects of major policy-

driven events will converge on the financial markets in 2012. We believe a mild recession will emerge in Europe and the debt dilemma will continue to

grab headlines and move markets, as will the outlook for growth and financial stress in China. In addition, the 2012 elections are likely to hold major consequences for investors. The party that emerges in control following the November 2012 elections will forge the decisions that will represent one of the biggest shifts in federal budget policy since World War II.

Consumer sentiment, business leaders, policymakers and geopolitics will have a significant impact on the investment environment in 2012. While volatility is likely to remain elevated, the market and its economic backdrop may begin to migrate from

the extremes toward a more normalized period where investor sentiment, economic activity and the market's direction start to move increasingly in alignment.

We hope this provides some insight into the economic climate of 2012. As always, the staff at Dupaco Financial Services is here to help serve you in whatever planning capacity throughout the year. For a free, no-obligation consultation, contact DFS at 800-373-7600, ext. 2305.

Securities offered through LPL Financial, Member FINRA/SIPC. Insurance products offered through LPL Financial or its licensed affiliates. The investment products sold through LPL Financial are not insured Dupaco Community Credit Union deposits and are not NCUA insured. These products are not obligations of Dupaco Community Credit Union and are not endorsed, recommended or guaranteed by Dupaco Community Credit Union or any government agency. The value of investment may fluctuate, the return on the investment is not guaranteed and loss of principal is possible.

The opinions voiced in this material are for general information only and are not intended to provide specific advice or recommendations for any individual. To determine which investment(s) may be appropriate for you, consult us prior to investing. All performance referenced is historical and is no guarantee of future results. All indices are unmanaged and cannot be invested into directly.

The economic forecasts set forth in the presentation may not develop as predicted, and there can be no guarantee that strategies promoted will be successful.

dupaco.com/invest



Representing Dupaco Financial Services are (from left) Dan Smith, CFP®; Michael Schroeder; Suzan Martin-Hallahan, CFP®; Michael Poppen; and Dan Pence.



dupaco.com/trust

Celebrates 10 Years

BY EMILY M. KITTLE

DUBUQUE, Iowa – It was a challenging decade in the investment world, to say the least.

For much of the time, investors shook on the markets' volatile ride, eventually plunging in 2008, resulting in one of the worst bear markets in decades.

Could there have been a harder time to launch an investment services firm?

First Community Trust was born at the beginning of that tumultuous decade, rising to the challenges. And more than a decade later, the Dubuque-based investment management company isn't merely surviving, it's thriving.

First Community Trust has grown from zero dollars under wealth management to more than \$400 million. Dale Repass, chief executive officer of First Community Trust, says the events during the past decade have strengthened the need for his company's services.

"Back in the 1990s, you could pretty much throw a dart at a bunch of stocks and they would go up. And it's not that way anymore," he says. "Now you need a lot of independent research, and you need a lot of discipline to

not panic when markets become volatile.

I think that discipline and expertise are the value we add and that our clients enjoy."

Dupaco partnered with First Community Trust when it opened its doors January 2, 2001, to bring members a full line of trust, investment, estate planning, retirement and wealth management services.

During the next decade, First Community Trust will continue to look for opportunities for controlled growth. But providing services that clients depend on will drive the decisions of the company.

"It doesn't cost our clients anything to start doing business with us and it doesn't cost them anything to walk away, so we need to earn that business each and every day," Repass says.

For an investment or estate-planning consultation, contact Repass at 800-373-7600, ext. 2264.

Dale Repass



During the long-awaited June ribbon-cutting ceremony for Dupaco's newest branch on 1st Avenue at 35th Street SE in Cedar Rapids, Dupaco Branch Manager Aaron Plein pops the celebratory cork to share with members, staff and board. The location is Dupaco's 12th overall branch and the second in Cedar Rapids; the first is located at 3131 Williams Blvd. SW. (Photo by D. Klavitter)

SCENE IN: 2011

Dubuque Woman Reaps the Rewards—and Freedom—of Saving

BY EMILY KITTLE

DUBUQUE, Iowa—It's hard to imagine the freedom that a vehicle brings until you live without one for a long time. Delora Beal knew that feeling firsthand. After three years without a car, the 44-year-old Dubuque transplant became the proud owner of a white 2004 Dodge Intrepid. For Beal, who lived at the Manasseh House, a housing project for low- to medium-income women, the car represented an important step in getting her life back on track.

"It's pretty," she said excitedly of her new purchase. Beal purchased the car through a savings program at Dupaco. In Dupaco's Individual Development Account (IDA) program, the savings of a

participant are matched by a dollar-for-dollar grant from the Iowa Credit Union Foundation. Dupaco opens the savings account and provides the financial coaching required by the program to help ensure the participant's goals are met.

On April 11—a year and two days after enrolling in the IDA program—Beal bought her car.

Saving \$50 from every paycheck, she had accrued \$1,900, with another \$1,900 matched by the foundation. "Delora put a serious effort into saving as much as she could to increase her match," said Dupaco's Cindy Hilkin, one of Beal's financial coaches. "She attributes her success to systematic savings. She plans on continuing this

type of saving for her auto insurance."

Hilkin helped Beal find a solid vehicle and get an auto loan through Dupaco. Beal credits Dupaco's financial coaching for her success. She says the experience taught her some valuable life lessons.

"I've learned that it's a lot easier to save than what you think. You can still live and save money," she said. "It makes you reevaluate your spending habits. It makes you think about the importance of what you really need in your life."

Beal moved to Dubuque with her son and a friend three years ago. They packed what they could into a tiny car—some clothes, important paperwork and a computer—and said goodbye to Arizona

and steady employment. Beal eventually found temporary work in Dubuque, but she took a cut in pay. Today, she works at a Dubuque pharmacy. Her employer had a new position become available, but it required travel.

Beal hoped her vehicle will make her eligible for a promotion at work. Until the car, she had relied on her two feet and a beat-up bike destined for the landfill.

"It was a hard road to get to where I am to have a car," she said. Two days after buying her car, she was getting the paperwork together to get an Iowa driver's license and license plates for her new ride. Even though she has met her goal in Dupaco's savings program, Beal says she will continue saving what

she can from each paycheck.

"I'm looking ahead into the future, and I'm just hoping that having a way to get around will help me better my life. Just knowing I have a car is a whole different sense of relief," she said. "For the first time in I don't know how long, I'm just taking care of me."

Participants must meet income guidelines and be residents of or purchase assets in the state of Iowa to qualify for an IDA account. The savings and matching funds are then used by the individual to purchase a specific asset, such as a home, starting or expanding a small business, paying for education or job training or purchasing a vehicle to get to work.

Dupaco has several members enrolled in the IDA matching program and others on a waiting list once additional match-funding becomes available. Credit union members interested in more information on an IDA may contact Dupaco's Member Services Department at service@dupaco.com or (563) 557-7600 / 800-373-7600, ext. 206.

Delora Beal (center) celebrates with her financial coaches, Dupaco's Cindy Hilkin (left) and Tami Rechtenbach (right), as she prepares to drive home in her newly-purchased car. (D. Klavitter/Dupaco photo)



At the Dupaco Sycamore branch in Dubuque, Iowa, on April 11, Delora Beal (center) prepares to drive home in her newly acquired car. Beal's purchase was made possible through her systematic savings of \$1,900 into an Individual Development Account (IDA), 12 months of financial coaching and an auto loan—all through Dupaco Community Credit Union. The Iowa Credit Union Foundation provided a dollar for dollar matching grant. (D. Klavitter/Dupaco photo)

dupaco.com/save

Let's Make a Deal: Car Shopping 101

BY DUPACO TIMES STAFF

Dupaco again in 2011 made more auto loans in the Dubuque market than any other lender, according to data derived from the Iowa Department of Motor Vehicles. Part of the reason for that success is because members prepare themselves with a pre-approved Dupaco auto loan and solid research about their vehicles.

So, you've found your next vehicle, but how do you know when you are ready to talk numbers with the dealer? Before you make an offer, do your homework so you're prepared to walk out with a fair price. Bob Nicks, indirect senior lending consultant at Dupaco, offers these tips to give you an edge on negotiation day:

- Edmunds (www.edmunds.com) offers a wealth of free information for new-vehicle shoppers. Find out what the dealer paid for the vehicle, the manufacturer's suggested retail price, what rebates are available and more.
- If you're trading your current vehicle, go to NADA (www.nadaguides.com) or Kelley Blue Book (www.kbb.com) to learn what it's worth. Used vehicles are in short supply, so they're worth more these days.
- Consider selling your current vehicle yourself if you think you can get more.

But be aware that you won't get a sales-tax break on it.

- Shop around for rates before you deal. And know your credit score. The higher your score, the lower your rate will be.
- Some vehicles come with zero-percent financing. Calculate whether zero-percent financing or the rebate is the better deal. Zero-percent financing isn't always better, especially if you won't keep your vehicle for long.
- If you don't plan to own your vehicle beyond the manufacturer warranty, think twice about extended warranties.
- If you're buying a used vehicle, get a vehicle history report from a site like CARFAX (www.carfax.com). You'll find out, for instance, how long the vehicle has been sitting on the dealer's lot. If it's been there awhile, ask why.
- Consider negotiating the price of your vehicle online through the dealer's website, rather than in person. You can sometimes get a better price that way. Plus, it can be less intimidating.

Visit www.dupaco.com to view rates, take the loan calculators for a drive or instantly apply for a loan. Or call 800-373-7600, ext. 202.

dupaco.com/loans

Representing Dupaco are Bob Nicks (left), Jamin Foust and Adam Dodds.



Mortgage Loans Increase in 2011

BY JENNIFER HANNIFORD

ASBURY, Iowa—Historically low home loan rates kept Dupaco's mortgage lending team on their toes in 2011, while meeting the needs of first-time and seasoned homeowners.

The number of Dupaco members who closed on new mortgage loans totaled 1,420—an increase from the 1,252 loans closed the previous year. The majority of loans were made to members looking to reduce their interest rates and save more through refinancing.

According to Krystal Frederick, mortgage consultant at Dupaco's Asbury, Iowa, office, members who have not refinanced haven't missed the boat.

"It's worth taking the time to come in and talk to us about the options," says Frederick. "Rates are still low, and there's no obligation for members if they choose not to refinance after we review the figures."

A new alliance between the credit union and Consumer Loan Services (CLS) was also established in 2011, giving qualified Dupaco members access to a more robust menu of federal loan programs.

Through the CLS partnership, members who do not meet certain down payment or credit criteria for traditional loan offerings through the credit union may be eligible for FHA or USDA loans. These federal loan programs may offer attractive benefits such as a lower down payment, more refinance options, gift fund allowances and favorable interest rates.

"Our vision is to be our members' lifetime financial home," said Jeann Digman, Dupaco's Vice President of Mortgage Lending. "The new loan offerings will make that vision a reality for those members with diverse types of need or credit who we may not have been able to help previously."

Representing Dupaco are Jeann Digman (left), Chris Hearden and Krystal Frederick.

dupaco.com/loans



LENDING INITIATIVES

DUBUQUE, Iowa—In the cooperative spirit of giving back to its members, Dupaco continues to offer rate-discount programs, convenient access to loan processing and a variety of payment options.

Cooperative Loan Giveback Program: A bonus discount of up to 0.45% APR* off credit union loan rates is available to members who apply for a new consumer loan.* Additionally, Dupaco does not charge loan-processing fees.

Instant Online Loans: Numerous online services, including instant 24-hour online loan approval** for all consumer, auto, VISA® and even home equity loans, have proven to be beneficial to members.

Pick-A-Payment Auto Loans: Allow members to decide the monthly payment amount and what time of month the payment will be due.

*The Cooperative Loan Giveback amount is based on credit union account relationships and is subject to credit qualification on loan amounts of \$5,000 or more.

**Approval subject to credit qualification. Response times may vary. In some instances, members may be asked to contact the credit union before a decision is made on their request.

LOAN ACTIVITY

	2011	2010
Total Outstanding Loans	\$475,903,906	\$428,765,156
Outstanding Loans as % of Member Savings	56%	54%
Total Loans Disbursed	\$440,300,000	\$368,500,000
Real Estate Loans Disbursed	Exceeded \$191 million	Exceeded \$164 million
Consumer Loans Disbursed	Exceeded \$186.3 million	Exceeded \$152.5 million
Business Loans Disbursed	Exceeded \$63 million	Exceeded \$52 million
Loan Delinquencies as % of Loans Outstanding	1.56%	1.80%
Net Loss from Charge-offs and Member Bankruptcies	\$1,409,396	\$1,265,913
Delinquencies and Losses (compared to national averages)	In line with national averages	Below national averages
Loan Applications Reviewed	32,711	26,030
Loan Applications Approved	22,965	18,063
% Approved	70%	69%

BRANCH GUIDE

Hillcrest

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Dubuque, IA 52004-0179
Phone: (563) 557-7600
Toll Free: 800-373-7600
Branch Extension: 70
Fax: (563) 584-2241



Nancy TeKippe

Pennsylvania

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Toll Free: 800-373-7600
Branch Extension: 791
Fax: (563) 690-0069



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Sycamore

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Toll Free: 800-373-7600
Branch Extension: 76
Fax: (563) 557-7763



Jim Klostermann

Key West

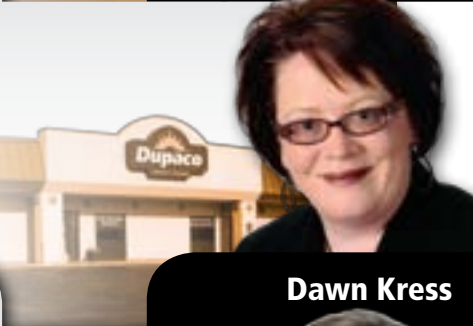
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Dawn Kress

Hy-Vee Branch

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Aaron Plein

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Fax: (563) 927-6307



Leigh Ann Reisner

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Branch Extension: 72
Fax: (815) 777-1919



Vicky Vondran

Platteville

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Platteville, WI 53818
Phone: (608) 348-4499
Toll Free: 800-373-7600
Branch Extension: 73
Fax: (608) 348-9505



Jo Roling

Dupaco Helps Small Business Honoree Grow

BY EMILY KITTLE

DUBUQUE, Iowa—Unified Therapy Services has made a business of helping people. Co-owners Gina Blean and Kelly Heysinger launched their Dubuque pediatric-focused outpatient therapy clinic five years ago with the intent of changing therapeutic care and lives.

“I think therapy as a whole tended to be going more toward productivity based—get them in, get them out and see as many patients as you can in a day, versus the quality of care you’re providing,” says Blean, a licensed speech-language pathologist. “It’s not a factory. The bottom line has to be important, but you need to be focused on your purpose first.”

Prior to opening Unified Therapy Services, Blean and Heysinger, a physical therapist, worked together at another therapy clinic. They began meeting off the clock to create a clinic that put the patient first.

“We started with a vision to provide a team approach to therapy so that when somebody comes in to see us, we look at them as a whole person,” Blean says. “We get everyone involved in their lives to work together as a team—the teachers, parents, physicians, psychologists and on and on.”

The clinic, which is a Dupaco member, provides physical, occupational and speech language therapy services. Through a variety of unique programs, Unified Therapy Services helps children dealing with everything from a sprained ankle or trouble pronouncing the “s” sound, to a diagnosis of autism or Down syndrome.

One such interactive program, the Worries Program, helps treat anxiety in children. The facility features nine private-treatment rooms, a large gym, a simulated apartment, swings, standardized testing and other pediatric equipment.

The local clinic’s personalized approach is getting noticed. Unified Therapy Services

John Koppes, senior vice president of business lending (left) and Andy Katrichis, vice president of business lending.

was named the 2011 Iowa Small Business Persons of the Year. The business was invited to Washington, D.C., in May during Small Business Week to meet with other winners from across the country.

Blean says she was stunned by the distinction. “I thought, do we have big shoes to fill, or are we there and we don’t realize it?,” she says. “I always want to feel like we’re the little fish trying to make it day by day. People get overconfident and comfortable with where they are, and I don’t ever want to be there.”

In its five short years of operation, the therapy clinic has grown more than its owners could have predicted. The business started with just three employees, and today boasts a staff of 26.

In the beginning, the clinic was in a leased 4,000-square-foot space. But it wasn’t long before Blean and Heysinger were purchasing a facility more than double that size. “And now we’re outgrowing this,” Blean says.

Doing business with a financial institution they can trust has made all the difference when it comes to owning and expanding a business, Blean says. She and Heysinger moved both their business and personal financial accounts to Dupaco last year.

“They offer ideas or ask us questions, but they don’t try to tell you what to do with your money. And that works well for us,” Blean says. “Now we’re looking at purchasing another building, and Dupaco is willing to grow with us and help us grow.”

To learn more about Dupaco’s business services, or for a no-cost, no-obligation analysis, contact the Business Services Department at 800-373-7600, ext. 203.

dupaco.com/business



Ann Hughes (right), whose son, Ted, is a patient at Unified Therapy Services, discusses the latest iPad software with Unified Therapy Services co-owners (from left) Gina Blean and Kelly Heysinger and Dupaco Business Lending Vice President Rick Dusil at the clinic’s facility in Dubuque, Iowa. The device allows Ted to continue his therapy at home. (Photo by D. Klavitter)

Financial Boost Available for Employees

BY SHERRY LEESER

As gas and food prices rise, many Americans are feeling the crunch of financial stress, which unfortunately has been linked to health problems, unhealthy emotions, sleep trouble, and coping behaviors.

To help ease financial stress, businesses are becoming Dupaco Business Partners, according to Dupaco Senior Vice President of Business Development Leo Costello.

“This no-cost employee benefit assists not only the employee, but also helps the business lower absenteeism, improve on-the-job time utilization and improve employee morale,” said Costello.

Employees of Business Partners have an opportunity to improve their financial well-being through many free services: Credit History lessons, budget counseling,

financial planning, investment services, systematic savings, money-saving loan repayment options and more. Training offerings are customized, conducted on-site and available 24/7.

Business Partner benefits include: no costs, fees, minimums or quotas; a flexible program; money-saving and user-friendly payroll services; net check or payroll deduction; and direct deposit.

Businesses of all sizes are eligible to join Dupaco’s free Business Partner program. To learn more, contact Deb Schroeder at 800-373-7600, ext. 2750, or debs@dupaco.com.

Leo Costello, senior vice president of business development





During Dupaco's annual safety and security training for all credit union staff on May 25, Dubuque Police Lt. Scott Baxter explains that robbing a financial institution has become a "high-risk, low-reward" crime because of technology, training, and ongoing coordination with law enforcement. Dupaco places the highest emphasis on safety and security for members and staff, notes Gregg Liddle, Dupaco's executive vice president, risk management and chief security officer. "Annual Dupaco security training is mandatory for all employees," he says. (D. Klavitter/Dupaco photo)

SCENE IN: 2011

NOTES

Bearing Interest

Joe Hearn

Joe Hearn, chief operating officer, was appointed to the Credit Union National Association's State Credit Union Subcommittee, a national legislative and regulatory policymaking body for the credit union movement. He also was re-elected to serve as the 2011 Chairman of the Iowa Credit Union League Board of Directors.



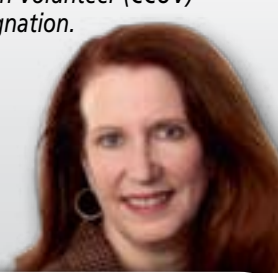
Denise Dolan Deb Schroeder Krista Weber

The Women's Leadership Network of Dubuque recognized three Dupaco associates as Women of Achievement. A member of Dupaco's volunteer board of directors, Denise Dolan was recognized for Achievements in Her Field. Deb Schroeder, assistant vice president of Dupaco's Business Partner Program, was saluted as Unsung Champion. Dupaco Human Resource Director Krista Weber was honored in the Up & Coming Leader category.



Denise Dolan

Denise Dolan, board member, earned her Certified Credit Union Volunteer (CCUV) designation.



Randy Skemp

Randy Skemp, board member, earned his Certified Credit Union Volunteer (CCUV) designation.



Dennis Beadle

The entire Dupaco family mourned the loss of Dennis Beadle on October 25, 2011, following his valiant battle with cancer. Dennis joined the credit union in 1995. He led the real estate lending team until taking a medical leave of absence. Dennis helped thousands of people realize the dream of homeownership. Through his leadership, Dupaco grew into one of Iowa's leading home lenders. We honor the memory and spirit of this dedicated and caring individual.



Member Saves by Switching to Dupaco Insurance Services

BY EMILY M. KITTLE

DYERSVILLE, Iowa—Christmas came early for one Dupaco member. The member, who had been using the same insurance company for many years, turned to Dupaco Insurance Services to reevaluate the family's insurance coverage shortly before Christmas. Dave Keil, an insurance producer at Dupaco's Dyersville branch, requested the family's coverage. Even after adding some higher liability limits, the member was able to save \$1,272 per year in premiums by switching to the credit union's member-owned insurance agency. "This is what we do. We work very hard to save people money and give them the best coverage," Keil says. "When you can save somebody some money

like that, it's a lot of fun." Keil says being able to provide insurance services, in addition to all of Dupaco's other financial services, "cements our total relationship with the customer." Launched in 2006, Dupaco Insurance Services serves some 2,400 customers. The credit union offers a complete line of insurance options for home, auto, boat, recreational vehicles, jewelry and more. Dupaco also provides all commercial lines, including bonding. During the past five years, members have saved a combined \$452,000 in insurance premiums by doing business with their member-owned insurance agency, says Keith Langan, a consultant for Dupaco Insurance Services. Dupaco is able to leverage credit union member-

ship to take advantage of additional discounts on products. Members also can save on their premiums by having their insurance agency review their policies on an annual basis, Langan says. "The annual review is one of the most important factors in saving money because circumstances change all the time," he says. "And by us giving them that review, we can pick up on those changes." To receive a free, no-obligation insurance quote, call Dupaco Insurance Services at 800-373-7600, ext. 210, or e-mail insurance@dupaco.com. Dupaco Insurance Services is only licensed in the states of Iowa, Illinois, Wisconsin and Minnesota.

dupaco.com/insure

Representing Dupaco Insurance Services are (from left) Keith Langan, Brad Langan, Mark Kremer, Pam Baal, Melody Stokes, and David Keil.



Mobile Users Take an App

BY JENNIFER HANNIFORD

DUBUQUE, Iowa—Members seeking easier ways of managing their money can now look to the latest addition to Dupaco's tech lineup for assistance. November marked the launch of Dupaco Mobile, a free application for mobile devices that makes accessing Dupaco tools like Shine Mobile Banking easier and faster. The "app" (short for "application") allows people to complete a one-time download of a set of Dupaco tools to their mobile device, then launch the toolset with a simple tap of the Dupaco icon from their device's screen. "The app is like the Swiss Army knife of finances," said Steve Ervolino, Dupaco's senior vice president of information services. "That one tool gives you quick access to find the nearest branch or ATM, make a transfer to your kid's checking account, check out auto and home loan rates and more."

Dupaco's localized personal financial management tips and Facebook and Twitter pages are linked with the app. Users can even use Dupaco Mobile to locate a nearby credit union shared branch—a network of 4,500+ credit union branches around the U.S. which Dupaco members can use for transactions and other business. Although the app is available only for Apple and Android devices, BlackBerry and other device users can access a web-based alternative to the app by bringing up m.dupaco.com in their device's browser. To download or learn more about Dupaco's applaudable endeavor, search the term "Dupaco" in the Apple Store or Android Market, or scan the appropriate QR code below.



Employee Milestones

The following employees reached career milestones at Dupaco in 2011:



- | | | | |
|---|--|---|---|
| 20-Year Employees:
Dawn Davis, Deb Digmann and Linda Maas | 15-Year Employee:
Donna Stence | 10-Year Employees:
Karla Burkle, Angie Culbertson, Rachel Kluck, Jo Roling, Chris Schlosser, Stacey Smith, Justin Tauke, Gloria Trierweiler and Elaine Wagner | 5-Year Employees:
Pam Baal, Janet Baule, Karen Bergfeld, Steve Boeckenstedt, Keith Chaston, Danielle Gratton, Jennifer Hanniford, Deb Hauser, Erin Hermesen, Dawn King, Crystal Kirk, Jaclyn Knopp, Michelle Kolfenbach, Mark Kremer, Melissa Nelson, Morgan Phelps, Tami Rechtenbach, Michael Schroeder and Ryan Small |
|---|--|---|---|

Community Is Our Middle Name:

JANUARY

- Sponsored a discount ski day for Dupaco members at Chestnut Mountain Resort, in Galena, Ill.
- Partnered with First Community Trust to present

Directors terms, and Ron Mussehl elected to a two-year term.

FEBRUARY

- Awarded an ADDY™ Award by American Advertising



Dupaco employees and friends renovate therapy rooms at Four Oaks, a nonprofit agency for kids and families in Cedar Rapids, Iowa. The Dupaco team replaced old carpet, furniture and ceiling tiles, and applied fresh paint.

a free seminar for Dupaco members about "Estate Planning Fundamentals," such

Federation (AAF), recognizing Dupaco for creative excellence in the art of advertising.



Dupaco staff and friends show their spirit during the annual St. Patrick's Day parade in Dyersville, Iowa.

as wills, trusts and the estate-planning process.

- Conducted 62nd Annual Meeting of Dupaco membership, with more than 400



Employees and their families create cards for area nursing home residents. Year-round staff supports a variety of nonprofit organizations, including American Heart Association, Make a Wish Foundation, March of Dimes, Relay for Life, American Cancer Society, and the Alzheimer's Association, to name a few.

members in attendance, on January 30, at the Peosta Community Centre in Peosta, Iowa.

- Richard J. Burgmeier, J. Stephen Chapman Renee Poppe elected to three-year Board of

- Initiated Staff fundraising efforts in support of year-round efforts for a variety of non-profit organizations, including: American Heart Association, March of Dimes, Children's Miracle Network, Relay for Life and the American Cancer Society.
- Dupaco employees again participated in the annual Live Healthy Challenge, which fosters staff teamwork to exercise, eat right and lose weight.
- Sponsored skate party for DoPack members and their families at Skate Country in Asbury, Iowa.

MARCH

- Sponsored BestFest 2011 in Dubuque, the leading fundraiser of Hospice of Dubuque, designed to identify the best in area businesses.
- Awarded four Diamond Awards by the Credit Union National Association (CUNA), recognizing Dupaco for creative excellence in credit union marketing
- Sponsored the championship bull-riding event at Dubuque

Five Flags, offering discount tickets at all Dupaco locations.

- Sponsored Everyday Heroes of the Tri-States in Dubuque, a unique American Red Cross event designed to publically recognize area citizens who display acts of heroism.

APRIL

- Sponsored ReadCycling with the *Telegraph Herald*, a program to recycle books and promote literacy while raising money to provide free newspapers to help educate Tri-State-area students.
- Sponsored a double-feature 3D/4D movie experience for DoPack members and their families at the National Mississippi River Museum & Aquarium in Dubuque, Iowa.
- Received a clean Certified Public Accountant (CPA) audit opinion.

MAY

- Sponsored the Boy Scouts Annual Pancake Breakfast in Dubuque, Iowa, serving as an official ticket outlet.
- Sponsored the American Red Cross 5th Annual Big B*A*S*H event at the Eastern Iowa Airport in Cedar Rapids.
- Awarded Dupaco college scholarships to five area high school students, recognizing them



DoPack Kids' club member and coloring contest winner drops the puck during a Dubuque Fighting Saints vs. Rough Riders hockey game in Dubuque, Iowa.

for their scholastic standing, extracurricular activities, personal essays and financial need.

- Recognized five area students in grades 3–7 with the Green Saver Challenge Award, for successfully illustrating ways

- Provided all staff with safety and security training. Member and staff safety is the main priority of the annual Dupaco training, which is mandatory for all employees.



A Dubuque, Iowa, resident prepares signs to direct shoppers. Dupaco sponsored Community-Wide Garage Sales in the communities of Dubuque and Manchester, Iowa, and Platteville, Wisconsin.

we can all "go green" for a healthier environment.

- Dupaco Prime Time travelers enjoyed an excursion to the California coast.

JUNE

- Dupaco board and staff members officially dedicated Dupaco's second Cedar Rapids, Iowa, full-service branch located at 1st Avenue and 35th Street Dr. SE in Cedar Rapids, Iowa.

JULY

- Sponsored Dupaco Race Night at Hawkeye Downs, supplying free tickets to members at



Erin Vize and several other Dupaco staff members participated in Bike to Work Week in Dubuque, Iowa, riding up to 12 miles per day, facing road construction and enduring hills.



Dupaco's Diann Mozena (left) presents an Apple iPad to winning members as part of our "Debt Happens" promotion, designed to help members identify opportunities to painlessly "make over" finances to cut costs and build savings.



A Chronology



Sponsored the Jackson County Pro Rodeo, offering members discounted tickets at branch locations.

Dupaco's Cedar Rapids branch on Williams Blvd.

- Sponsored the annual Music in the Park festival in Asbury,



Members have fun in the sun, during two family pool parties exclusively for Dupaco members in Dyersville and Dubuque, Iowa.

Iowa, a free family event with a variety of music, entertainment, food, children's games and family activities.



Dupaco employees and their families show area residents how to "Save S'More" during the annual Asbury, Iowa, Halloween parade.



An AMC Star Theatre employee in costume for the Halloween Benefit Movie sponsored by Dupaco, AMC Star and KAT-FM in Dubuque, Iowa. Proceeds were donated to Project Concern, a non-profit social services agency.

- Sponsored exclusive performance of "Charlotte's Web" at the Belle Tower Theater in Dubuque, Iowa, for Dupaco members and their families.
- Implemented flood-assistance efforts to members impacted by the heavy rains.
- Contributed \$10,000 to the Flood Recovery Fund established by the Community Foundation of Greater Dubuque after record rainfall inundated the Tri-State area.
- Dupaco named among Top 5 Credit Unions in the Nation for Return to Members by Callahan & Associates.

AUGUST

- Dupaco Prime Time travelers enjoyed the Canadian Rockies by train.

SEPTEMBER

- Participated in the annual Fireman's Parade in Key West, Iowa.
- Sponsored Family Fun Days for Dupaco members at Chestnut Mountain Resort, in Galena, Ill.
- As part of their 21th annual Coats for Kids program, Dupaco and Cumulus Radio again launched their effort to provide clean winter garments to Tri-State-area children in need.
- Awarded 12 members with a Wii as part of our Thank You Notes campaign.

At Dupaco, one of our guiding principles is to maintain a high level of social responsibility, community involvement and good corporate citizenship. In support of this, Dupaco is proud to share these events that happened during 2011.



Eagle Scout Luke Arensdorf, with Dupaco COO Joe Hearn, at the dedication of Luke's Eagle Scout project, a 9/11 Memorial built at the Dubuque County Emergency Responder Training Facility in Dubuque, Iowa, sponsored in part by Dupaco.

- Implemented Consumer Loan Services FHA/USDA mortgage loan-referral program.

OCTOBER

- Dupaco again ranked among top 10 'Top Performing' U.S. credit unions by independent consulting firm Raddon Financial Group.
- Presented "Breakfast Bites", a free service to provide bites of relevant and timely financial insights to Prime Time Club members. The first seminar was in Dubuque, Iowa. Seminars are held periodically in all Dupaco branch locations.
- Served cookies and coffee to members at all Dupaco branch locations in recognition of International Credit Union Day, celebrated by credit unions around the world.
- Sponsored the Halloween Benefit Movie in Dubuque and Platteville, with all Dubuque ticket

proceeds donated to Project Concern. All Platteville ticket proceeds were donated to the Platteville Youth Baseball Fundraiser.

- Implemented free on-site healthcare assessments for Dupaco staff.
- Partnered with First Community Trust to sponsor a free seminar for Dupaco members, "Preparing for a Smooth Retirement."
- Paid out \$3.3 million to 3,325 Holiday Club members.

NOVEMBER

- Collected properly fitted new shoes for Cedar Rapids-area kids during Dupaco's annual partnership with Mediacom Television.
- Partnered with Five Flags in Dubuque to offer member discount tickets to Sesame Street Live® performances.

- Prime Time travelers got into the holiday spirit and celebrated the holidays in Branson, Missouri, during the Dupaco Christmas trip.
- President & CEO Bob Hoefer honored with 2011 CUES Outstanding Executive Award.

DECEMBER

- Launched a new app for smartphones—an applaudable advancement in money mobility.
- Staff made the holidays brighter for over 16 struggling families with more than 60 family members, by providing holiday donations.
- Staff participated in the Holiday Project in Platteville, Wisconsin and the Angel Program in Dyserville, Iowa.



Dupaco staff and family go Caroling and deliver holiday cards to residents at care center in Dubuque, Iowa, and Heritage Manor in Asbury, Iowa.

TOP WORK PLACES 2011

The Des Moines Register

Dupaco named one of the top five mid-size employers in the state of Iowa by the Des Moines Register.



Money Makeover

REAL STORIES

DEAR DUPACO,

I'm penning this while on a family vacation—silly, I know, but I can't relax until I know how we're to pay for Stephanie's college tuition—just two short years from now! I've heard Dupaco's Money Makeover can help people like us cut costs and free up money...is this an illusion, or a possible solution? Please help out this mother in doubt.

Sincerely,
Jittery Jane

Money Makeover artist Brenda Atkinson sat down with Jane and her husband following their return. A review of their finances and monthly budget revealed that there was a great opportunity for savings!

THIS IS THE OUTCOME

For starters, by refinancing their existing 30-year mortgage, their home equity and their \$23K in credit card debt to a Dupaco 15-year mortgage, they'll be lowering their interest payment and saving over \$400 a month. (Plus, their mortgage will be paid off seven years sooner!)

The extra monthly savings will go to a new, special savings account for college through automatic deposits. Within two years they will have \$10K saved towards their daughter's college expenses.

After providing Jane and her husband some additional resources for college funding, they had a great sense of relief knowing they would be able to send their daughter to college!

DEAR DUPACO,

We're in need of some home improvements, and we've been dwelling on the possible financing options for our dwelling. Home equity? Credit card? Personal loan? We don't live near a bricks-and-mortar Dupaco branch, but we're comfortable managing all our finances with online banking. Does Dupaco work with members from afar?

Sincerely,
Mel & Me

Melvin and Melinda were on their way through town one day when they pit-stopped into our Pennsylvania branch in Dubuque. There, they spoke with Branch Manager RJ Montes and even filled up on some fresh, hot coffee.

THIS IS THE OUTCOME

While moving through the home equity application process, I discovered there was no available equity in their home on which to borrow. Knowing there may be additional options, I kept on course.

Since the couple owned two vehicles, we changed direction. I was able to put together a loan to pay off all the credit cards and the auto loan, and provide them \$10K for the home improvements using the autos as collateral...all while increasing their monthly budget by only \$40 a month and protecting their loan with Platinum payment protection should an unexpected life event derail their finances.

We took the time to uncover a plan that worked for them instead of just turning down their home equity application, and for that, the members were thrilled!

DEAR DUPACO,

I thought opening credit would help me build my credit score, but the high rates on the credit cards and my car loan are preventing me from driving down the balances, and I've since crashed my credit. Can you help map my road to credit recovery?

Sincerely,
Molly Meantwell

Dupaco Money Makeover artist James Doyle in Cedar Rapids came to the rescue with a refinance option that saved Molly thousands in interest and a plan to repair her credit.

THIS IS THE OUTCOME

Without knowing a lot about rates and credit, Molly got into some credit card debt with four retail store credit cards with very high interest rates. Although she had stayed current on car loan payments, due to the high interest rate, the balance wasn't going anywhere despite having made payments for three years. Add to the mix a few missed payments and her good credit quickly nosedived. By using the equity in her car, I refinanced the auto loan at a much lower rate, paid off the four high-rate credit cards and even took care of two medical bills, all without increasing her payments a dime! She will be debt-free in 18 months and will have saved a truckload of interest! What's more, with on-time payments, she's driven her credit score back up. Another happy, lifelong member.

DEAR DUPACO,

With 37 years of work history, I'd like to retire in another 10 more. Problem is, I've got credit balances galore. Loan and credit card payments are consuming my wealth. Can you help me improve my financial health?

Will Workweary

Money Makeover artist Carrie Minor in Cedar Rapids swept in and devised a plan to have Will's debt paid off in plenty of time for a rosy retirement.

THIS IS THE OUTCOME

When Will and his wife paid me a visit last month, they had nearly \$20K in credit card debt and two high-rate car loans. Their payments per month amounted to \$1,458. Without making some changes, his plan to retire in 10 years wasn't realistic. They were sitting on a lot of equity in their home, which we put to work for them by paying off their credit cards and car loans, saving them a whopping \$1,200 monthly. There's even some extra money available on their low-rate home equity loan in case of emergencies. In less than 10 years, they'll be totally debt-free and retirement-ready!

DEAR DUPACO,

You helped me get out of my earlier jam, when my credit was rocky and I needed a hand. Since then it's improved—my budgeting, too—and I'm ready to take on a new car loan from you. Can you help?

Tammy Ontrack

Money Makeover artist Sarah Paulson was eager to continue helping Tammy on her journey to financial freedom.

THIS IS THE OUTCOME

I first worked with this member eight months ago, when she came in for help consolidating and paying down high-interest credit card debt. Missed payments had sunken her credit score, so together we devised a plan to get her out of debt faster and her credit back on track. Now she was ready to replace her beat-up car. Having paid the past-due accounts and smoothing out the bumps in her credit history with on-time payments, her credit score had jumped 150 points in just six months! In the meantime she had even saved up a nice down payment. We got her into a nice Chevy. The dealership had pre-approved her through another lender, but Dupaco's competitive interest rates trumped their 72-month loan rate—our 60-month loan offered virtually the same payment since our interest rate was that much lower. This is saving her thousands over time. Once again I was happy to tell her "Yes, we can help you" when she was all too used to being told no.

DEAR DUPACO,

Time is not on my side. Between the two jobs I work, I often get behind. Before I know it, I'm past due with payments and stressed out about making it right. I've got the money, but wish I could buy more time! Off to work now...

Timestrapped Tim

Money Makeover artist Vicky Vondran in Dupaco's Galena branch delivered Tim a solution just in time—before his interest rates soared even higher.

THIS IS THE OUTCOME

Struggling to make sure his monthly bills were paid, Tim needed guidance, as his late payments had driven up his interest rates at other lenders—with some bills having been turned over to a collection agency. First off, we brought home all his credit and loan balances and secured them with one vehicle to reduce his interest rate, saving him over \$320 in payments per month! Next, I set the payment from his payroll to biweekly so late payments will never be an issue. Tim was absolutely thrilled. Serving up a solution to make his life less stressful was time well-spent!

*Dupaco Money Makeover stories based on actual member experiences. Outcomes will vary for individual circumstances.

A Dupaco Money Makeover looks at your total financial picture to identify opportunities to painlessly "make over" your finances to cut costs and build savings. The second-best review is a Debt Checkup. A Dupaco representative will contact you if we find possible ways to save you money. All entries will be entered into a drawing for a chance to win an **Apple® iPad2™**.

Debt Happens

A Debt Checkup from Dupaco will ensure it's not costing you more than it should.

Name	Address	City	State	ZIP
Phone	Email	The information collected on this form will NOT be shared with entities outside of Dupaco Community Credit Union.		
HOME LOANS				
Mortgage Lender:	Interest Rate:	Balance: \$	Years Left to Pay Off:	
Mortgage Lender:	Interest Rate:	Balance: \$	Years Left to Pay Off:	
CREDIT CARD BALANCES				
Type of Card:	Interest Rate:	Balance: \$		
Type of Card:	Interest Rate:	Balance: \$		
Type of Card:	Interest Rate:	Balance: \$		
CAR AND OTHER PERSONAL LOANS				
Lender:	Interest Rate:	Balance: \$	Years Left to Pay Off:	
Lender:	Interest Rate:	Balance: \$	Years Left to Pay Off:	
Lender:	Interest Rate:	Balance: \$	Years Left to Pay Off:	
Lender:	Interest Rate:	Balance: \$	Years Left to Pay Off:	

Fill out the form completely as possible. Return the form to any Dupaco branch OR mail in an envelope to:

Dupaco Community Credit Union
ATTN: Debt Happens
P.O. Box 179
Dubuque, IA 52004-0179

RULES: No purchase necessary to enter or win. Answers may be submitted via the official online entry form, via email to marketing@dupaco.com, or mailed to Dupaco Community Credit Union, Attn: Debt Happens, P.O. Box 179, Dubuque, IA 52004-0179. All entries will be entered into a random drawing to win one 16-GB iPad2. Contest ends March 30, 2012. A purchase will not increase your odds of winning. Must be 18 years or older to participate. Dupaco employees, board members and their immediate family members are not eligible to win. Entries must be received by 5:30 p.m. CST on to March 30, 2012. All entries become the property of Dupaco and none will be returned. By participating in contest, winner agrees to have their name and/or likeness used for promotional purposes. Winners will be notified by phone within one week of the entry deadline. Prizes must be picked up at a branch of Dupaco Community Credit Union during normal business hours. All prizes not claimed within 30 days will be forfeited. Contest rules, drawing dates, deadlines and procedures are subject to change without notice as may be deemed necessary or appropriate by Dupaco Community Credit Union in its sole discretion.