



Dupaco's Collin Olson visits with Dupaco member Ceonte Brown on Oct. 20 at the San Maman Learning Lab in Waterloo, Iowa, during the credit union's Thank Use payout celebration. Although the Thank Use campaign has ended, you are welcome to learn, earn and save any time at Dupaco. (G. Brown photo)

ANNUAL REPORT ► 2016 EDITION

DUPACO COMMUNITY CREDIT UNION



THE FINANCIAL HOME YOU OWN | ESTABLISHED 1948 | ACCOUNTS FEDERALLY INSURED BY NCUA

# You Are Welcome

## To Learn, Earn and Save at Dupaco Any Time

DUBUQUE, Iowa—When Jolene Boever likes something, she lets you know it. That's why the Dubuque woman says she's a "walking billboard" for her financial cooperative. She loves to tell others about how Dupaco Community Credit Union can help them—just as the co-op has been there for her for nearly 40 years.

"If I like something, I'm going to say it," Boever said. "That's the Greek in me."

Most recently, Boever found opportunities to spread the word about Dupaco's Thank Use campaign.

During the 2016 campaign, more than 45,000 members collected \$2.85 million-plus in Thank Use cash for their membership longevity and for using

their credit union's services—loans, savings, checking, credit card and e-statements.

"I'm a cashier, so when customers used their Dupaco card to pay, I'd say, 'Check your

*"They're always there for me if I get myself into a pickle, which everyone does from time to time."*

—Jolene Boever, longtime Dupaco member

Thank Use, and find out how much you get back," Boever said. "If they didn't know how to check it, I would give them Dupaco's number, because I can rattle it right off."

Boever earned \$110 in Thank Use cash. The payout was automatically deposited into participating members' savings accounts on a day that celebrates the cooperative difference—International Credit Union Day, Oct. 20.

"My \$110 meant a lot to me," Boever said. "It came at a perfect time, right before Christmas, and it was well needed at that time. I had some gifts I didn't think I would be able to swing, and that helped me buy them."

Boever was encouraged to join Dupaco by her late father, Ken Palm, when she was a young adult. She felt connected to the credit union immediately, and she hasn't looked back.

Dupaco has been by her side through all the ups and downs of life—starting over after



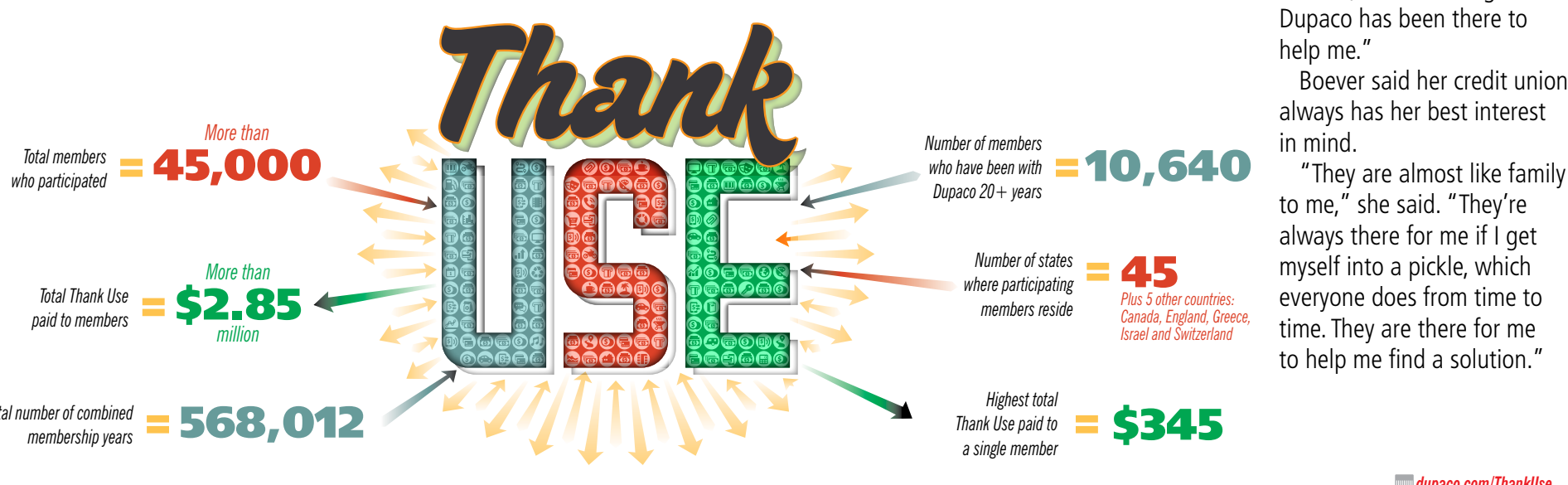
**▲ SCENE IN: 2016**  
 Jolene Boever (left) visits with Dupaco's Kadie Donovan at the Hillcrest Road branch in Dubuque, Iowa. As a member of Dupaco for nearly 40 years, Boever earned \$110 during Dupaco's Thank Use campaign. The credit union has been there to help Boever through every stage of her life. (M. Blondin/Dupaco photo)

divorce, homeownership, home repairs, debt consolidation and this going for my kids if they would like to keep the house," so much more.

"My dad and my uncle built my home for their mother. It's not a palace, but it's my home. Now I have to keep



Number of members who joined Dupaco in 2016. Dupaco provides 45-plus minutes of one-on-one financial education to each new member.



[dupaco.com/ThankUse](http://dupaco.com/ThankUse)

## 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 2016 annual report. It highlights Dupaco's pursuit of fulfilling our mission: To improve the financial lives of our more than 95,000 members, each of whom is an owner of the credit union.



Joe Hearn, President and CEO



**▲ SCENE IN: 2016**  
 Dupaco President and CEO Joe Hearn visits with members during the credit union's 67th Annual Meeting of the Membership in Peosta, Iowa, on Feb. 28. (D. Klavitter/Dupaco photo)

## Credit Union or Bank: What's the Difference?

Dupaco is so not a bank. We're a "financial cooperative." The more we do for each member, the better all our members do! When we help our members save money—with a savings account, lower loan rates, fewer service fees, low-cost insurance, the list goes on—we help grow the whole credit union.

	Credit Union	Bank
<b>Organization</b>	Not-for-profit cooperative	For-profit corporation
<b>Primary objective</b>	Meet member/owner needs	Maximize profit
<b>Ownership</b>	All members who are, by definition, users of services	Stockholders who may or may not be customers or users of services
<b>Directors</b>	Volunteers	Paid directors
<b>Decision-making</b>	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)
<b>Distribution of net income</b>	Dividends issued to members and used for capital development, additional locations, equipment, etc. for members	Dividends issued to stockholders only
<b>Community links</b>	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.
<b>Rates/products</b>	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
<b>Generation of capital</b>	Generated only through income stream	Generated through income stream and/or issuance of stock
<b>Who benefits</b>	Members/owners	Stockholders
<b>Taxes</b>	Yes. Property, sales, employer-related, monies and credits tax on reserves in Iowa	Yes. Property, sales, employer-related and income
<b>Deposit insurance</b>	National Credit Union Administration (NCUA)	Federal Deposit Insurance Corporation (FDIC)



# BOARD OF DIRECTORS

**Renee Poppe**  
**Chair of the Board**  
 Vice President of Customer Service, Medline Industries, Dubuque, Iowa



**Bob Wethal**  
**Vice Chair**  
 Vice President of Patient Care Services and Chief Nursing Officer, Mercy Medical Center, Dubuque, Iowa



**Denise Dolan** CCUV  
**Secretary**  
 County Auditor, Dubuque County, Dubuque, Iowa



**J. Stephen Chapman**  
**Treasurer**  
 Vice President & Chief Operating Officer, Auxiant, Madison, Wis., and Cedar Rapids, Iowa



**Jeff Gonner**  
**Director**  
 Chief Financial Officer, Medical Associates Clinic & Health Plans, Dubuque, Iowa



**Ron Meyers**  
**Director**  
 Principal, Wahlert Catholic High School, Dubuque, Iowa



**Ron Mussehl**  
**Director**  
 Owner, Ron's BP Convenience Stores, Dubuque, Iowa



**Andy Schroeder**  
**Director**  
 Director of Development, Sisters of Charity of the Blessed Virgin Mary, Dubuque, Iowa



**Randy Skemp** CCUV\*, CCUD\*\*  
**Director**  
 Retired, Cartograph Systems, Inc., Dubuque, Iowa



\* Certified Credit Union Volunteer  
 \*\* Certified Credit Union Director

▼ **SCENE IN: 2016**

Following the annual meeting, Dupaco board members Randy Skemp (from left), Jeff Gonner, Steve Chapman and Ron Meyers take the oath of office. (D. Klavitter/Dupaco photo)



## Board Leadership Recognized

DUBUQUE, Iowa—Dupaco Community Credit Union would like to recognize the individuals who maintained leadership roles on its board of directors during 2016.

Since their election or appointment at the 67th Annual Meeting in February 2016, these volunteer directors have contributed significant time and expertise to the benefit of the credit union and its members:

**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 services.

- Renee Poppe, Chair of the Board
- Bob Wethal, Vice Chair
- Denise Dolan, Secretary
- Steve Chapman, Treasurer, Chair of Investment/Asset Liability Management and Salary Savings Plan Oversight Committees
- Jeff Gonner, Chair of Audit Committee
- Ron Meyers, Chair of Marketing Committee
- Ron Mussehl, Chair of Business Lending and Nomination Committees
- Andy Schroeder, Chair of Credit/Delinquent Loan Committee
- Randy Skemp, Chair of Personnel Committee

[dupaco.com/board](http://dupaco.com/board)

## Dupaco Opens 2nd Learning Lab Location

WATERLOO, Iowa—Designed to deliver innovative ways of serving its members, Dupaco Community Credit Union's newest branch opened in August 2016.

Members and guests celebrated the opening of the San Marnan Learning Lab, located at 1946 Schukei Road in Waterloo, during a ribbon-cutting ceremony and open house Sept. 28.

Modeled after the Dupaco Learning Lab in Peosta, the new full-service branch was designed to explore and test innovative ways of helping members understand money and find financial solutions. It features:

- Video-teller kiosks operated by remote Dupaco staff

- for full-service transactions.
  - A collaboration station to explore money matters with on-site staff.
  - Free personalized financial coaching sessions through Money Makeovers and Credit History Lessons.
  - Technology tables to experiment with mobile deposit, set up eNotifiers or learn about mobile payments.
- While the branch is new, Dupaco's methodology remains tried and true—delivering personalized financial advice to improve its members' financial positions.

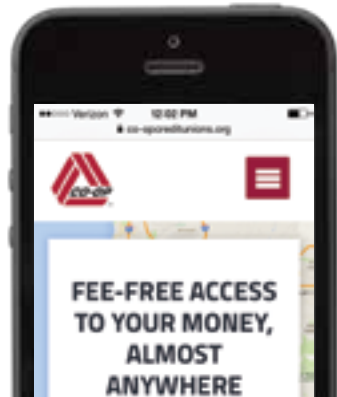
[dupaco.com/locations](http://dupaco.com/locations)



▲ **SCENE IN: 2016**

Greater Cedar Valley Chamber of Commerce representatives join Dupaco board, staff, members and community partners in a ribbon-cutting ceremony at the San Marnan Learning Lab in Waterloo, Iowa, Sept. 28. (D. Klavitter/Dupaco photo)

## Shared Branching Offers Homestyle Convenience



The CO-OP<sup>SM</sup> Shared Branch network keeps members connected to Dupaco Community Credit Union—no matter where they go.

Through this expansive network, Dupaco members have fee-free access to their money at more than 5,000 participating credit union branches nationwide.

With shared branching, members can make deposits, cash and check withdrawals, loan payments, transfers and more as if they were at their own financial cooperative.

*That's the credit union difference.*

[co-opsharedbranch.org](http://co-opsharedbranch.org)

▼ **SCENE IN: 2016**

Dupaco's Andrew Houy announces the action during the Sixth Annual Great Cardboard Boat Races in Dubuque, Iowa, July 31. All proceeds benefited the Housing Education and Rehabilitation Training program, of which Dupaco is a partner. HEART helps at-risk high school students learn marketable trade skills. (D. Klavitter/Dupaco photo)



Dupaco Community Credit Union is a full-service financial cooperative headquartered in Dubuque, Iowa, USA. It serves residents of Iowa, southwest Wisconsin and north-west Illinois. It has more than \$1.51 billion in assets and more than 95,000 members.

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 Dubuque, IA 52004-0179  
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# Money Makeover Paves Way to Homeownership

DUBUQUE, Iowa—Mark DeRuyter moved to Dubuque to help his wheelchair-bound mother. Then his brother moved in. The family shared a cramped, two-bedroom apartment—and desperately needed more space.

A free Dupaco Money Makeover showed DeRuyter that homeownership was possible.

Number of free Money Makeovers provided in 2016 **2,008**

“I walked into Dupaco one day and walked out feeling like my entire life had changed,” he said.

DeRuyter first met with Dupaco’s Andrew Houy in late

2015. Houy reviewed the new member’s entire financial picture and helped him create a game plan.

Houy showed DeRuyter how to address some issues on his credit report, approved him for a small-limit Dupaco Visa® credit card and gave him a Credit Coach loan to build his credit. With the low-interest loan, the money that is borrowed is secured in the member’s savings account for the term of the loan. The member earns interest dividends on the money held in savings while payments to the loan help build credit.

557 Number of Credit Coach loans opened in 2016

“Mark is like a lot of our members. He’s a really bright guy, and he was very motivated,” Houy said. “He just needed the tools to get moving in the right direction.”

When Houy explained how Dupaco could help, it sounded too good to be true. DeRuyter had always had negative experiences with banks.

“Then I remembered this is a credit union,” he said. “They’re doing what’s best for their members, and that makes a huge difference.”

Six months after his first meeting with Houy, DeRuyter’s score had soared, allowing him to buy his first house—a four-bedroom, walkout ranch that more than doubled his family’s living space. The first thing DeRuyter did was build his mom a handicap-accessible ramp.

“Dupaco got me started on the road I needed to take,” DeRuyter said. “I can only see it getting better from here.”



**▲ SCENE IN: 2016**

With the help of Dupaco, member Mark DeRuyter was able to build his credit with a Credit Coach loan and purchase his first home. Dupaco’s Credit Coach loan secures the money borrowed in your savings account for the term of the loan, earning interest dividends while you make payments and establishing credit at the same time. (M. Blondin/Dupaco photo)

[dupaco.com/makeover](http://dupaco.com/makeover)

## SENIOR LEADERSHIP TEAM

**Joe Hearn**  
President & Chief Executive Officer



**Leo Costello**  
Senior Vice President, Business Development



**Matthew Dodds**  
Chief Operating Officer



**Steve Ervolino**  
Chief Information Officer



**Danielle Gratton**  
Chief Financial Officer



**David Klavitter**  
Chief Marketing Officer



**Todd Link**  
Senior Vice President, Risk Management & Remote Delivery



**Nancy TeKippe**  
Senior Vice President, Service Delivery



**Dollar Dog**  
Mascot & Top Dog



# Learning Center

## Dupaco Arms Members with Financial Education

Dupaco Community Credit Union believes that when you know better, you do better. As a cooperative, Dupaco is committed to offering sound financial advice and educational tips and tools to both members and non-members.

Many financial resources are just a click away at Dupaco’s online Learning Center. Content is organized by outcome (what you’d like to accomplish), your specific life stage and content type (blog, webinar, etc.).

Explore these resources at Dupaco’s Learning Center:  
**Know Your Money:** From budgeting to credit scores, financial success is at your fingertips.

**Master Your Money:** Dupaco offers budget, savings

11,690  
Number of times content on the Daily Dupaco blog was viewed in 2016

17,027  
Number of people reached through on-demand educational webinars and Money Clips educational videos

and loan calculators to help you master your money.

**Life Events:** Planning for life’s major changes can help you meet your financial goals. Tackle every stage of your financial life, from graduation to marriage to buying a home.

**Daily Dupaco Blog:** Dupaco experts offer advice on a variety of topics to help you through all that life throws your way.

**Education Events:** Dupaco offers in-person seminars and both live and on-demand webinars. Dig deeper into understanding your money—any time, anywhere.

[dupaco.com/LearningCenter](http://dupaco.com/LearningCenter)

## Dupaco Unveils Brighter Way to Bank Online

Dupaco’s Shine Mobile Banking got a facelift in 2016, making the online banking experience brighter than ever.

The mobile app launched Oct. 4 with a sleek, new look and more member-friendly features, including:

**Picture Pay:** Pay bills from your phone by taking a picture of your bill stub and entering the amount to pay



**▲ SCENE IN: 2016**

Dupaco member Roger Langkamp accesses his money on the go using Shine Mobile Banking. The mobile app now offers more member-friendly features. (M. Blondin/Dupaco photo)

and the due date. Payees are stored for easy access, and future payments can even be made automatically.

**Quick Balance:** Register your device to allow one-touch access to your account balances without having to log in.

**PIN login access:** For safe, faster access, create a six- to 10-digit PIN for mobile banking logins.

**Coupon app:** Save while shopping with thousands of merchant coupons.

**Quick transfers:** Save transfers, such as loan payments you don’t want on a fixed schedule, for future one-touch access.

**eStatements:** View and sign up for eStatements.

**Travel notices:** Notify Dupaco of upcoming travel plans to have Card Services adjust the level of fraud detection on your accounts.

\$11,422,108

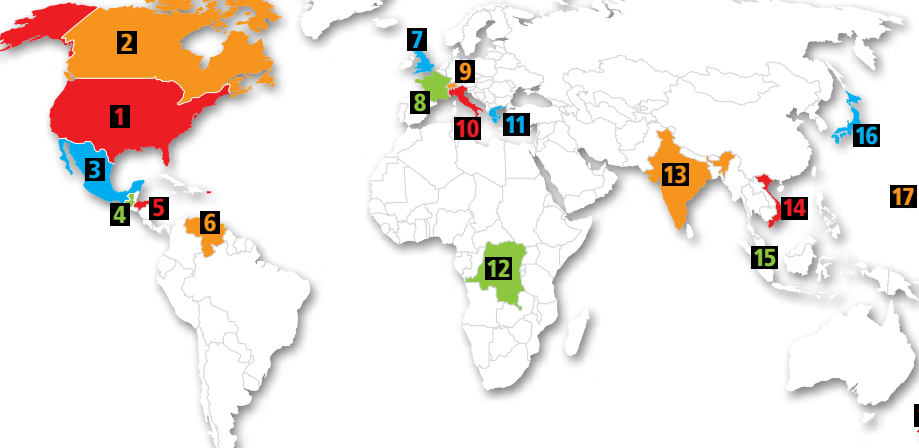
Total dollars deposited via 28,449 mobile deposit transactions in 2016

53,612

Number of members who used Shine Online Banking in 2016

[dupaco.com/mobile](http://dupaco.com/mobile)

# Did You Know?



As of Dec. 31, 2016, Dupaco members resided in all 50 states, plus the District of Columbia, Puerto Rico and 17 other countries:

- 1| U.S.
- 2| Canada
- 3| Mexico
- 4| Guatemala
- 5| Honduras
- 6| Venezuela
- 7| England
- 8| France
- 9| Switzerland
- 10| Italy
- 11| Greece
- 12| Congo
- 13| India
- 14| Vietnam
- 15| Singapore
- 16| Japan
- 17| Guam
- 18| New Zealand



# Thank You for Using Your Credit Union!

Report from the President & CEO - Joe Hearn

To be genuinely impactful, no one person can go it alone. That's the essence of Dupaco's member-owned, cooperative structure. And thanks to your participation, your credit union grew even more vibrant in 2016!

Our Thank Use campaign was designed to demonstrate that, as a credit union, Dupaco is more than local. We're a financial cooperative, owned by you and your friends and neighbors. The more members use their credit union, the more everyone benefits—you, the member, and Dupaco.

In addition to earning members more than \$2.85 million in Thank Use, Dupaco's giveback also took the form of advice and services like our new Bright Track credit score tracking, a valuable additional benefit of membership accessible through Shine Online and Mobile Banking.

Dupaco continues to pursue and fulfill its mission to serve and enrich the lives of our members. This ideal is as true today as it was in 1948, when 10 Dubuque Packing Company employees founded the credit union on the philosophy of

cooperation and mutual self-help. Today, more than 95,000 members, nine democratically elected volunteer board members and nearly 400 employees work together for the economic betterment of everyone, lifting our members and communities. Our staff is passionate about serving our members and making a positive difference.

Because Dupaco is a financial cooperative—owned by its members—decisions about rates and product and service offerings are always made in the best interest of the overall membership. Dupaco has a longstanding history of paying above-market rates. We're proud of giving back to our loyal savers.

We couldn't have logged this success without our members, and we wouldn't be here without our tireless directors who supply our team the tools and support to get the job done. That is the power of participation.

With a great year now on the books, here's what's trending:

- ▶ We'll see an increased focus on thrift and systematic savings—including helping kids learn early to make saving a lifelong habit!
- ▶ In general, higher interest rates are good news for savers. Please know Dupaco will continue to offer competitive rates on both deposits and loans.
- ▶ More members are realizing the value of Dupaco Insurance Services. Overall activity has been brisk, and it should be noted that, in this soft insurance market, policy reviews benefitted hundreds of members who were able to reduce their premiums.
- ▶ Dupaco continues to help



### ▲ SCENE IN: 2016

Dupaco President and CEO Joe Hearn thanks those who helped make the San Marnan Learning Lab in Waterloo, Iowa, a reality during his speech at the ribbon-cutting ceremony Sept. 28. (M. Kuhl/Dupaco photo)

## 2016 HIGHLIGHTS

<p>Opened <b>San Marnan Learning Lab</b> in Waterloo, Iowa.</p>	<p>Certified by the U.S. Department of the Treasury as a Community Development Financial Institution.</p>
<p>Members received <b>more than \$2.85 million</b> as part of their participation in the <b>Thank Use</b> campaign.</p>	<p>Provided <b>Bright Track</b> credit score tracking and education as an enhanced member benefit in Shine Online and Mobile Banking.</p>
<p>Members set a new record, saving <b>more than \$4.4 million</b> as part of their credit union's <b>annual Holiday Club</b>.</p>	<p>Rolled out a host of <b>Shine Mobile Banking</b> enhancements, including Picture Pay, PIN login access, quick transfers, statement viewing, travel notification feature, quick balance and coupons.</p>
<p>Staff vigilance prevented <b>more than \$1.8 million</b> in fraud losses.</p>	<p>Named a <b>Top Workplace</b> by The Des Moines Register.</p>
<p>Membership grew to more than 95,000. <b>An increase of more than 7%</b></p>	<p>Recognized as <b>Business of the Year</b> by the Dubuque Area Chamber of Commerce.</p>
<p>Deposits exceed \$1.21 billion. <b>An increase of more than 9%</b></p>	<p>For the seventh time in eight years, Raddon Financial Group recognized Dupaco as one of the <b>10 "Top Performing" credit unions in the United States</b> with more than \$1 billion in assets, based on the credit union's 2015 performance.</p>
<p>Assets total more than \$1.51 billion. <b>An increase of more than 13%</b></p>	
<p>Loans outstanding nearly \$900 million. <b>An increase of more than 12%</b></p>	
<p>Dupaco <b>capital reserves</b> remain extremely strong. <b>Exceeding 14%</b> of assets</p>	

hundreds of members review their entire financial picture through our free Money Makeover service. During these one-on-one consultations, members learn how to cut costs, build savings, establish short- and long-term goals and improve their overall financial well-being.

- ▶ Financial planning seminars proved valuable to hundreds of members and were made available remotely via webinars and recorded content on our website.

In the meantime, remember: Dupaco is your cooperative. Please know you're represented by an outstanding board of

dedicated volunteers. Their focus remains you and your well-being. This dedication is exemplified by longtime director Richard Burgmeier, who decided not to seek an 11th term. We thank Dick for his nearly 31 years of service and unwavering commitment to Dupaco. Please join me in welcoming Ron Meyers, who was elected to the board in February.

Heartfelt thanks to all of you for participating in the financial home you own.

*Joseph F. Hearn*  
Joe Hearn, President and CEO

## Audits Reaffirm Dupaco's Financial Health, Practices

DUBUQUE, Iowa—In 2016 Dupaco again received clean bills of financial health from an independent auditor, as well as state and federal examiners.

"It's a hallmark of a well-managed organization," Dupaco Chief Financial Officer Danielle Gratton said, adding that the clean reports can be attributed to the diligent work throughout the year of the credit union's Audit Committee.

The accounting firm of RSM US LLP in January 2016 performed the independent Certified Public Accountant audit of Dupaco's 2015 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 audits reviewed Dupaco's financial statements, security standards and adherence to regulations, policies and procedures.

In addition, in January 2017 Dupaco was again rated 5-Stars by BauerFinancial, which recognizes the credit union as "one of the strongest financial institutions in the country."



### ▲ SCENE IN: 2016

Dupaco's Traci Nichols helps members Darrion Price and Janice Tarver on Oct. 20 at the First Avenue branch in Cedar Rapids, Iowa. (B. Kaplan photo)



## Dupaco Continues to Protect its Members



### ▲ SCENE IN: 2016

Dupaco staff learn about deciphering counterfeit bills from Special Agent Michael Hawkins of the U.S. Secret Service (left) in Dubuque, Iowa. The safety and security of Dupaco members is job no. 1, which is why fraud-training sessions like this are critical. Sessions also were held in Waterloo and Cedar Rapids, Iowa. (M. Kuhl/Dupaco photo)

Safeguarding members' financial information remains a priority at Dupaco Community Credit Union.

And the credit union's vigilance is paying off. Dupaco staff prevented more than \$1.8 million in member fraud losses in 2016.

"Fraud shifts, adapts and moves at a very rapid pace," said Todd Link, senior vice president, Risk Management & Remote Delivery at Dupaco. "But our team is committed to meeting these challenges head-on."

Dupaco members have access to a variety of products and services aimed at keeping their financial information safe:

- Dupaco's EMV (Europay, MasterCard® and Visa®) chip-enhanced Visa credit cards help combat counterfeit-card production.

- Trusteer Rapport—malware-protection software from IBM Security—is available within Shine Online Banking at no cost to members. The software protects members' computers against malware, which can steal personal and financial information.

**1,792,106**

Number of Dupaco Visa® credit card transactions conducted in 2016

- Dupaco's eNotifier Alerts, accessible within Shine Online Banking, allow members to monitor activity on their accounts—helping them detect potentially fraudulent transactions.
- Dupaco uses social media and its online Learning Center to educate both members and non-members about fraud prevention. For example, Dupaco recently broadcast via Facebook Live to show viewers how to spot an ATM skimming device.



# Know Better, Do Better

Report from the Chair of the Board - Renee Poppe



**▲ SCENE IN: 2016**  
Dupaco volunteer Chair of the Board Renee Poppe prepares to lead her first board meeting on March 18. (D. Klavitter/Dupaco photo)

On behalf of my fellow elected board members, I'm honored to report that your credit union continues to pursue and fulfill its mission to serve and enrich the lives of our more than 95,000 members—who also are **owners** of the credit union!

In 2017, we anticipate that our 100,000th member will join Dupaco. And, thanks to your participation in another great year, our future together looks brighter than ever.

In addition to being a volunteer Dupaco director, I am blessed to lead as many as 500 customer service employees at a health care manufacturer and distributor in Dubuque. I am continuously focused on what truly serves our team and our customers.

I've always believed this: When you **know** better, you **do** better. I've seen over and over that, at Dupaco, education is key. The very essence of Dupaco is **people helping people**. Although we've grown and changed over the years, that core essence is what we still stand for and what we embed in all the ways we pass knowledge along to our member-owners:

- Money education through Money Makeovers and Credit History Lessons.
  - Member-centric products, such as Shine Online Banking, low-cost loans and insurance.
  - Low-interest Visa® credit cards.
  - Services like Picture Pay and Bright Track credit score monitoring.
  - And fee-free access to it all through Dupaco's Mobile App and 5,000 CO-OP<sup>SM</sup> Shared Branches nationwide.
- I've honed my career as an employee advocate and, hopefully, a motivator. I know that when people are **not** stressed about money, their sense of well-being increases, and they're happier and more engaged in everything they do.

When someone takes full advantage of all that Dupaco offers, it also helps someone else—members helping members, teaching one another how to get, and stay, ahead. Dupaco believes in a lifetime relationship. We're interested in every season of your life, whether you're building credit, buying a new house or saving for retirement. For us, **being there for you at every turn is why we're here**. And that's what means the most to us.

Dupaco is more than local. As a values-based financial cooperative, we're **committed to transforming how banking is done** so we can help enhance the lives of our members—whether we do that directly through their financial well-being or indirectly by making the community more livable and vibrant.

Our member-owned cooperative structure ensures that Dupaco's focus is the best interest of **our members**. Dupaco is a genuine member advocate that puts people before profits.

It's a financial jungle out there, so stick with the financial home you own—and the folks who truly **know** you.

Cooperatively yours,

*Renee Poppe*

Renee Poppe, Chair of the Board

## STATEMENTS OF FINANCIAL CONDITION

DEC. 31, 2016 AND 2015

ASSETS	2016*	2015
Loans to members**, net of allowance for loan losses (2016—\$9,815,000; 2015—\$8,582,000)	\$890,163,539	\$792,821,469
Cash	7,365,609	7,095,829
Interest-bearing deposits in financial institutions	109,354,274	87,500,822
Investments Securities available-for-sale	405,646,048	358,132,339
Accrued interest receivable	3,378,504	3,257,370
Property and equipment, at depreciated cost	28,639,654	25,844,877
Other assets Deposit—National Credit Union Share Insurance Fund (NCUSIF) Other	11,037,458 59,664,137	10,343,752 54,315,386
<b>TOTAL ASSETS</b>	<b>\$1,515,249,223</b>	<b>\$1,339,311,844</b>
LIABILITIES AND MEMBERS' EQUITY	2016*	2015
Liabilities Savings accounts Share draft accounts Term share certificates Notes payable Accrued expenses and other liabilities	\$737,479,703 169,709,804 312,321,939 75,000,000 6,469,425	\$699,417,778 155,867,837 258,742,324 20,038,516 6,235,518
Total liabilities	\$1,300,980,871	\$1,140,301,973
Members' equity Appropriated reserves Unappropriated reserves Unrealized gain on securities available-for-sale	\$55,621,473 159,457,879 (811,000)	\$51,723,942 144,770,929 2,515,000
Total members' equity	\$214,268,352	\$199,009,871
<b>TOTAL LIABILITIES AND MEMBERS' EQUITY</b>	<b>\$1,515,249,223</b>	<b>\$1,339,311,844</b>

\*Includes 1,439 business loans totaling \$270,558,377 for 2016 and 1,315 business loans totaling \$244,420,829 for 2015.

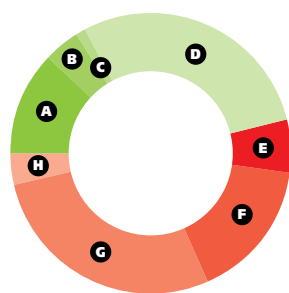
## STATEMENTS OF INCOME

FOR THE YEARS ENDED DEC. 31, 2016 AND 2015

	2016*	2015
Interest income Loans Investments	\$42,814,932 11,468,270	\$38,967,698 13,222,406
Total interest income	54,283,202	52,190,104
Interest and dividend expense	9,646,157	8,095,724
Net interest income	44,637,045	44,094,380
Provision for loan losses	4,692,614	4,231,806
Net interest income after provision for loan losses	39,944,431	39,862,574
Other income	23,128,350	20,087,779
Operating expenses	44,488,300	37,044,301
<b>NET INCOME</b>	<b>\$18,584,481</b>	<b>\$22,906,052</b>
Transfer to appropriated reserves	3,897,531	3,670,780
Allocated to unappropriated reserves	\$14,686,950	\$19,235,272

\*Unaudited.

## HOW THE INCOME DOLLARS ARE SPENT



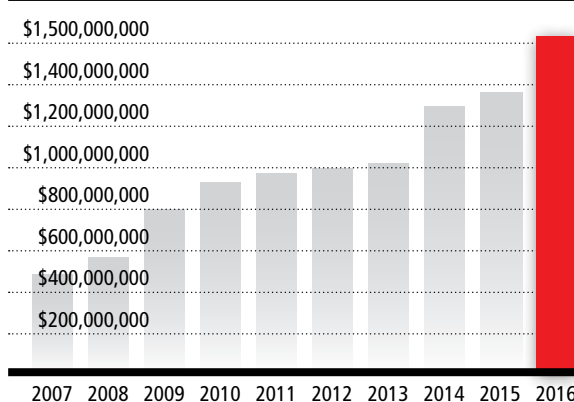
MEMBER BENEFITS*	EXPENSES
<b>A</b> Dividends paid to members <b>12.1%</b>	<b>E</b> Loan losses <b>6.1%</b>
<b>B</b> Thank Use <b>4.1%</b>	<b>F</b> Operating expenses <b>16.0%</b>
<b>C</b> Community growth/enrichment <b>1.1%</b>	<b>G</b> Salaries and benefits <b>28.0%</b>
<b>D</b> Reserves <b>29.0%</b>	<b>H</b> Occupancy <b>3.6%</b>

\*46¢ of every \$1 earned went toward member benefits during 2016.

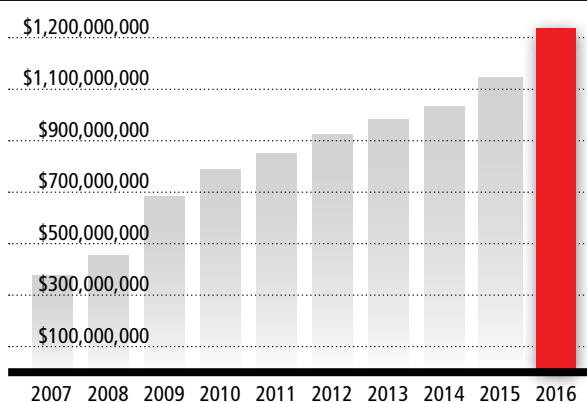
## OTHER STATISTICS

Equity/Asset Ratio: <b>14.14%</b>		Membership: <b>95,992</b>	
	% Increase	\$ Increase	
<b>Assets</b>	13.14%	\$175,937,379	<b>Loans</b> 12.28% \$97,342,070
<b>Deposits</b>	9.47%	\$105,483,507	<b>Membership</b> 7.51% —

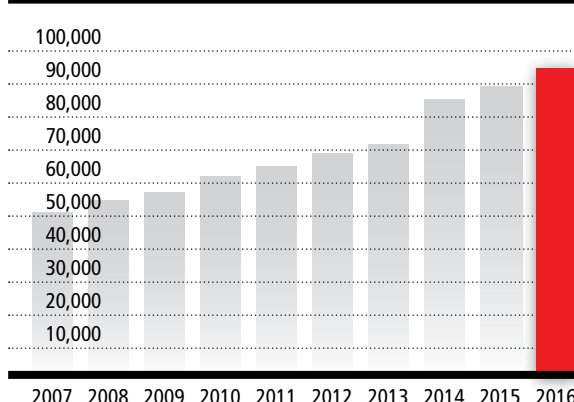
### ASSETS \*



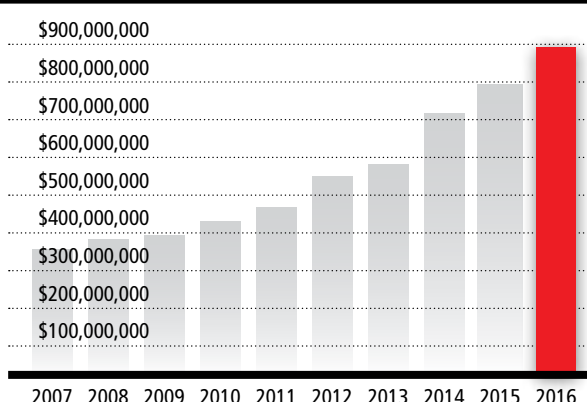
### DEPOSITS \*



### MEMBERS \*



### LOANS \*



\*Through December 2016. 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.





# Member Builds Relationship with First Community Trust



CEDAR FALLS, Iowa—Paula TePaske is a loyal credit union member. So, when the longtime Dupaco member needed direction on how to handle some retirement funds, she turned to her financial cooperative.

Dupaco put the Cedar Falls member in touch with Jim Liddle of First Community Trust. The credit union partners with FCT to bring its members a full line of trust, investment, retirement and wealth-management services.

“That’s all it took,” TePaske said. “The first time I met with Jim, I really liked him. He’s totally service oriented and could see a lot bigger picture than I was able to see.”

Over the past couple of years, FCT has continued to serve as a financial advisor to not only TePaske, but to her husband, Lon.

**Who can benefit:** Members interested in investment or estate-planning services.

**Contact:** For a no-obligation consultation, contact First Community Trust at (563) 690-0029 or (319) 859-3461.

“We’ll continue to grow our relationship with FCT as I look toward retirement,” TePaske said. “Without income coming in, it’s going to be more important to be careful with our funds, so I am going to look to them to guide us.”

TePaske believes Dupaco members of any age can benefit from the services available through their credit union’s partnership with FCT. “This

service is too good to not take advantage of,” she said.

[dupaco.com/trust](http://dupaco.com/trust)



Jim Liddle

Suzana Sumar

# Insuring Hope

## Dupaco Helps When No One Else Would

CEDAR RAPIDS, Iowa—Jenay Sullivan had beaten thyroid cancer not once, but twice, when she found herself in a different kind of battle.

A couple years ago, the Cedar Rapids mom of three and her husband both wanted to replace outdated life insurance policies. While her husband was approved, Sullivan was declined for medical reasons.

After she had been cancer free for six years, Sullivan decided to try again. This time, she turned to Dupaco Insurance Services.

Senior insurance agent Brian Lyons worked with Sullivan last fall, helping her obtain the life insurance policy she had been wanting.

“It’s amazing, because we had about half as much coverage for me before,” Sullivan said. “It’s very comforting to know that if anything should happen to us, our children would be well taken care of.”

Lyons also reviewed the couple’s auto insurance policies. By moving those policies to Dupaco Insurance Services, Sullivan saved about \$360 in annual insurance premiums.

Dupaco leverages credit union membership to take advantage of additional discounts on products. The credit union has access to insurance through about a dozen companies to offer members the most competitive rates available.

“I plan on staying with them,” Sullivan said. “I like

# Dupaco Insurance Services

[dupaco.com/insure](http://dupaco.com/insure)

## The Perks of Membership

**\$275** Average amount Dupaco members saved in annual insurance premiums in 2016 when they switched to Dupaco Insurance Services.

that they can see which company works best for us instead of going to just one company and getting their quote.”

To receive a free, no-obligation insurance quote, call the Dupaco Insurance Services team at 800-373-7600, ext. 210; email [insurance@dupaco.com](mailto:insurance@dupaco.com); or visit [dupaco.com/insure](http://dupaco.com/insure).

Dupaco Insurance Services is only licensed in the states of Iowa, Illinois, Wisconsin and Minnesota.



Tim Bemis

Janelle Ayers

Pam Baal

Ken Bowers

Mark Kremer

Brad Langan

Keith Langan

Emma Lazore

Brian Lyons

Chris Rogers

# Dupaco Financial Services Helps Position Couple for Retirement

DUBUQUE, Iowa—As Charles and Margreet Ryan neared retirement, they wanted to take a different approach to their finances.

Over the years, the Dubuque couple had worked for various employers, accumulating a pension fund here and a pension fund there. Their investments were scattered, and it was time to bring everything under one roof.

“We wanted to reduce the herd to one cow and keep that cow close to home,” said Charles, who has a lot of experience with dairying. “We wanted something that had a good, solid reputation and track record, and we’ve found that in Dupaco.”

The Ryans have become loyal Dupaco members, utilizing everything from savings accounts to

investment guidance provided by Dupaco Financial Services.

The couple first turned to DFS to help position them for their retirement years—seeking stability in their investments, but enough growth to keep up with inflation.

“You never know what expenses lay ahead of you when you’re elderly,” said Charles, 79. “You have to

# Dupaco Financial Services

**Who can benefit:** Members interested in retirement-planning services.

**Contact:** For a no-obligation consultation, contact Dupaco Financial Services at 800-373-7600, ext. 2305, or visit [dupaco.com/invest](http://dupaco.com/invest).

tread that line of some growth but safe growth.”

The Ryans said DFS has been able to deliver on their financial goals, and they will continue seeking their guidance.

“We don’t change our horses in the middle of the stream,” Charles said.

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 by 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 your financial advisor prior to investing.

[dupaco.com/invest](http://dupaco.com/invest)



Dan Smith, CFP®

Michael Schroeder

Suzan Martin-Hallahan, CFP®

Michael Poppen

David Andrew

Cole Schmelzer



**Did you know?**

Dupaco is more than local. It’s a not-for-profit credit union owned by members. It doesn’t have outside investors or stockholders calling the shots. That means members control their money and reap the benefits.

In addition to financial education, new products and enhanced services, Dupaco provides members higher rates on savings, lower rates on loans and fewer fees. This puts even more money directly into our members’ pockets.

Compared to Iowa bank rates and fees, the Credit Union National Association (CUNA) estimates Dupaco provided \$14,605,302 in direct financial benefits to its 91,681 members during the 12 months ending September 2016. These benefits are equivalent to \$159 per member or \$303 per member household.\*

At a credit union like Dupaco, your money stays right here, helping your friends, neighbors and community.

\*CUNA quantifies direct financial benefits by comparing Dupaco loan rates by account type, Dupaco deposit rates by account type and Dupaco fees to those of Iowa banks. Of the \$14,605,302, 28 percent is attributed to lower loan rates, 38 percent is attributed to higher deposit rates and 34 percent is attributed to lower/fewer ATM transaction fees, credit card fees and mortgage fees.

**▲ SCENE IN: 2016**

Dupaco’s Alex Gaul (left) and Jim Doyle participate in the filming of a Dupaco Money Clips video Feb. 9 at the Peosta Learning Lab with Happee Smith Productions, of Dubuque, Iowa. Money Clips is a series of short video segments intended to help members navigate life’s events and keep them on solid financial footing. View the videos at [dupaco.com/MoneyClips](http://dupaco.com/MoneyClips). (M. Kuhl/Dupaco photo)



# Credit History Lesson Helps Members Get Money Ahead

DAVENPORT, Iowa—Patrick and Brenda Mirocha were in the process of adopting their 3-year-old daughter last year when they received a fortuitous phone call. Dupaco Community Credit Union's Tammy Wood reached out to the Davenport couple because she wanted to help them save money. It was the first of many long-distance phone conversations that led to

credit coaching and considerable savings for the family. Over the phone, the Mirochas participated in a free Credit History Lesson, learning how to drive up—and maintain—their credit scores. Wood showed the couple how Dupaco could save them money on their auto loans and help them tackle some credit card debt. The timing couldn't have been more perfect,

according to Patrick. "Now we can build up a safety net for ourselves and afford to put away money for our daughter for her future, too," he said. Dupaco saved the couple \$3,000 on their auto loans. A home equity loan paid off their credit card debt, cutting those monthly payments in half. Patrick said the savings were unexpected and made a huge



More than **10,200**

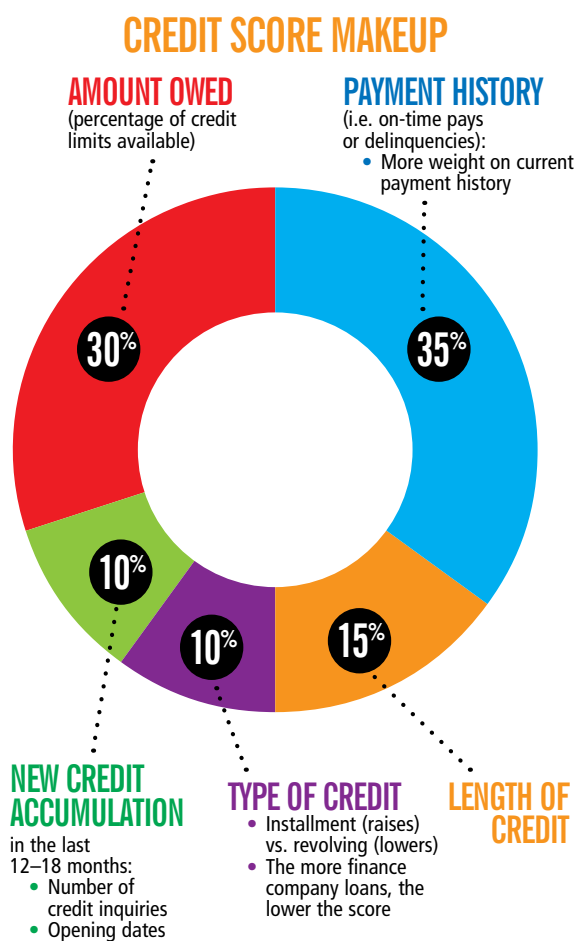
Number of free Credit History Lessons Dupaco provided to members in 2016. The lessons teach members how to drive up their credit scores, consolidate debt and pay less.

difference in the family's finances. "They weren't making any major mistakes," Wood said. "But by rearranging their debt, it ensured they will do even better financially in the future. And they deserve it." Because of their experience, the couple decided to open a checking account with direct deposit at Dupaco, even though the closest physical branch is more than an hour away. "With today's technology, I can do everything from here hassle free and be very happy," Patrick said.

[dupaco.com/CreditHistory](http://dupaco.com/CreditHistory)

**▲ SCENE IN: 2016**  
Dupaco uncovered unexpected savings for Brenda and Patrick Mirocha. The timing couldn't have been more perfect for the couple, who recently adopted their daughter, Lucy. (M. Burley photo)

# Immigrant Builds Credit, His American Dream



ANAMOSA, Iowa—Adolfo Murillo came to the United States six years ago, bringing only his visa, a pair of shoes, a Nike shoebox full of socks—and a lot of hope. "The American dream was possible," said Murillo, who was born in Rome and later moved to Mexico City. He began building his life in the United States, working at a Cedar Rapids auto dealership and renting a house for his family. Paying more than \$1,200 a month in rent, Murillo was ready to work toward another American dream: homeownership. But he didn't know how to get there without credit. "Our culture believes strongly in paying your stuff off, so I had no debt. But I had no credit," Murillo said. His coworkers encouraged him to reach out to Dupaco's Sylvia Miller. When they met in February, Miller said he needed to first build his credit. She explained how credit works and helped him open a checking and savings account, a Dupaco Visa® credit card and a small personal loan. Murillo did everything Miller asked of him, and by fall his credit score had skyrocketed—jumping from 0 to 669. He was ready to buy his first house. "He was doing everything we are all doing—he earned his money, paid his taxes, sent his kids to school. He just needed somebody to say, 'You're worth it,'" Miller said. "I told him, 'I'm not giving up on you.'" Murillo, his girlfriend and his two daughters moved into their Anamosa house in September. Their family has since grown by two huskies, which his girls had long wanted. "It's the most beautiful house on the planet," Murillo said. "The feeling of owning a house, there is nothing like that feeling."

To schedule an appointment with a Dupaco mortgage lender, call 800-373-7600, ext. 204.

29,134 Number of loans Dupaco made in 2016



Sylvia Miller  
[dupaco.com/loans](http://dupaco.com/loans)



## POLICY FOR THE PEOPLE

**▲ SCENE IN: 2016**  
Dupaco's Aaron Plein (left) illustrates the credit union's positive member impact to State Sen. Dan Zumbach at the Iowa State Capitol in Des Moines March 9. More than 20,000 credit union members live in Zumbach's legislative district. (D. Klavitter/Dupaco photo)

[dupaco.com/PoliticalAction](http://dupaco.com/PoliticalAction)

## Dupaco is a Thrifty Refuge

Dupaco helps members in a short-term pinch and coaches them to the goal of financial independence. That's because the credit union is a not-for-profit cooperative where people are worth more than money. More than one out of three consumer loans made by Dupaco is a small-dollar loan of \$2,500 or less. In 2016, Dupaco made 9,123 loans that were \$2,500 or less.

	LOANS \$2,500 AND LESS	LOANS \$500 AND LESS
Number of Loans Made	9,123	2,614
Average Loan Balance	\$1,092	\$398
Average Interest Rate	12.20% APR	11.27% APR
Loan Fees Charged	\$0	\$0
Repayment Terms	Flexible	Flexible

## Lending Initiatives

DUBUQUE, Iowa—In the cooperative spirit of giving back to its members, Dupaco continues to offer products and services geared toward improving members' financial positions.

**Loan pre-approval:** Before shopping for your new or used vehicle, get pre-approved for a loan at Dupaco so you can go out and find a vehicle that fits both your needs and your budget.

**Rate reductions:** Rewarding members for the depth of their relationship with Dupaco, a bonus rate discount of up to 0.45 percent APR\* is available to members who apply for a new consumer loan. If your loan is less than 75 percent of the value of the vehicle or motorcycle you're purchasing, we'll knock another 0.15 percent off your loan rate! (Not applicable to boat and RV loans.)

**Dealership financing:** Dupaco has partnered with dozens of auto dealerships so you can obtain Dupaco financing right at the dealership\*\*.

## LOAN ACTIVITY

	2016	2015
Total Outstanding Loans	\$899,978,539	\$801,403,469
Outstanding Loans as % of Member Savings	74%	72%
Total Loans Disbursed	\$690,800,000	\$606,500,000
Real Estate Loans Disbursed	Exceeded \$250.5 million	Exceeded \$210.5 million
Consumer Loans Disbursed	Exceeded \$314.0 million	Exceeded \$267.8 million
Business Loans Disbursed	Exceeded \$126.3 million	Exceeded \$128.2 million
Loan Delinquencies as % of Loans Outstanding	.92%	1.06%
Net Loss from Charge-offs and Member Bankruptcies	\$3,258,836	\$3,329,278
Delinquencies and Losses (compared to national averages)	In line with national averages	In line with national averages
Loan Applications Reviewed	60,138	52,076
Loan Applications Approved	39,611	35,208
% Approved	66%	68%

\*Rate discount is based on credit union account relationships and is subject to credit qualification. \*\*Subject to credit qualification and member eligibility.





# BRANCH GUIDE

**HILLCREST**  
3299 Hillcrest Rd. • P.O. Box 179  
Dubuque, IA 52004  
Phone: (563) 557-7600  
Toll Free: 800-373-7600  
Fax: (563) 584-2241  
*Aaron Plein*

**PENNSYLVANIA**  
3999 Pennsylvania Ave.  
Dubuque, IA 52002  
Phone: (563) 557-7600  
Toll Free: 800-373-7600  
Fax: (563) 690-0069  
*Andrew Houy*

**SYCAMORE**  
1465 Sycamore St.  
Dubuque, IA 52001  
Phone: (563) 557-7600  
Toll Free: 800-373-7600  
Fax: (563) 557-7763  
*Jim Klostermann*

**KEY WEST**  
2245 Flint Hill Dr.  
Dubuque, IA 52003  
Phone: (563) 557-7600  
Toll Free: 800-373-7600  
Fax: (563) 584-2003  
*Kevin Weber*

**ASBURY**  
5865 Saratoga Rd.  
Asbury, IA 52002  
Phone: (563) 557-7600  
Toll Free: 800-373-7600  
Fax: (563) 557-6223  
*Dawn Kress*

**HY-VEE**  
400 S. Locust St.  
Dubuque, IA 52003  
Phone: (563) 557-7600  
Toll Free: 800-373-7600  
Fax: (563) 690-1110  
*Was Hendricks*

**PEOSTA**  
185 Peosta St.  
Peosta, IA 52068-9691  
Phone: (563) 582-2805  
Toll Free: 800-373-7600  
Fax: (563) 582-2714  
*Leslie Biver*

**DYERSVILLE**  
807 Ninth St. SE  
Dyersville, IA 52040-2325  
Phone: (563) 875-2795  
Toll Free: 800-373-7600  
Fax: (563) 875-2796  
*Jim Doyle*

**MANCHESTER**  
1200 W. Main St.  
Manchester, IA 52057  
Phone: (563) 927-6187  
Toll Free: 800-373-7600  
Fax: (563) 927-6307  
*Kelly Ruegnitz*

**WILLIAMS BLVD.**  
3131 Williams Blvd. SW  
Cedar Rapids, IA 52404  
Phone: (319) 366-8231  
Toll Free: 800-373-7600  
Fax: (319) 364-0507  
*John Heavens*

**1ST AVENUE**  
110 35th St. Dr. SE  
Cedar Rapids, IA 52403  
Phone: (319) 366-8231  
Toll Free: 800-373-7600  
Fax: (319) 247-9630  
*Nick Cannavo*

**4TH AVENUE SE**  
501 4th Ave. SE  
Cedar Rapids, IA 52401  
Phone: (319) 364-0291  
Toll Free: 800-373-7600  
Fax: (319) 365-7445  
*Joe Bisenius*

**SAN MARNAN**  
1946 Schukei Rd.  
Waterloo, IA 50702  
Phone: (319) 234-0381  
Toll Free: 800-373-7600  
Fax: (319) 234-0394  
*Tonya McLaughlin*

**W. MULLAN**  
218 W. Mullan Ave.  
Waterloo, IA 50701  
Phone: (319) 234-0381  
Toll Free: 800-373-7600  
Fax: (319) 234-1084  
*Dylan Buls*

**CEDAR FALLS**  
3301 Cedar Heights Dr.  
Cedar Falls, IA 50613  
Phone: (319) 277-3940  
Toll Free: 800-373-7600  
Fax: (319) 277-8912  
*Megan Redmond*

**GALENA**  
11375 Oldenburg Ln.  
Galena, IL 61036  
Phone: (815) 777-1800  
Toll Free: 800-373-7600  
Fax: (815) 777-1919  
*Vicky Vondran*

**PLATTEVILLE**  
1100 E. Business Hwy. 151  
Platteville, WI 53818  
Phone: (608) 348-4499  
Toll Free: 800-373-7600  
Fax: (608) 348-9505  
*Jo Roling*

**CARROLL**  
503 W. Hwy. 30  
Carroll, IA 51401  
Phone: (712) 792-1735  
Toll Free: 800-373-7600  
Fax: (712) 792-1874  
*Kathy Steffes*

## ACCESS YOUR MONEY

Dupaco members can access their money wherever they go—whether it's a traditional branch or CO-OP Shared Branch<sup>SM</sup>, Shine Online or Mobile Banking, Privileged Status ATMs or an interactive teller machine at locations such as Covenant Medical Center in Waterloo, Iowa.

# 18 Branch Locations to Serve You



More than 5,000 Shared Branch Locations



## Dupaco Helps Member Launch Local Business

MANCHESTER, Iowa—Barry Funke had long been attracted to Dupaco Community Credit Union's competitive rates. But the Manchester man became a lifelong member after the credit union gave him a chance when no other financial would.

Three years ago, Funke was on his way to work in the early morning hours when he hit black ice, sending his vehicle off a railroad bridge. The accident left him paralyzed.

obtaining a loan to cover the upfront costs. Each time, he was denied because he was "too high of a risk."

Then someone encouraged Funke to reach out to Dupaco. Manchester Branch Manager Kelly Ruegnitz dug deeper than just his credit score, which had dipped because of medical bills. She crafted a plan to loan Funke the startup funds he needed, using his truck as collateral.

*"Dupaco cares about you and wants you to succeed."*

—Barry Funke, owner of Funke Auto Shine, a Dupaco member business

**4,274** Number of Dupaco member households that had one or more business accounts in 2016

**\$50,000** Median business loan amount

Funke remained hospitalized for three months and was unable to work for nearly two years as he underwent physical therapy to regain strength in his legs. While he remains paralyzed, he can now walk with the help of crutches.

Last year, Funke was ready to work again. It was a necessity, with mounting medical bills making it more difficult to make ends meet. With plans to launch an auto-detailing business, Funke turned to several local banks in hopes of

Funke Auto Shine opened its doors in Manchester on April 1.

"I was getting so used to being told no. It was huge that Dupaco was willing to help," Funke said.

At Dupaco, he knows he's more than a number.

"Dupaco cares about you and wants you to succeed," Funke said. "I'm just very thankful to be alive and to have people who are here to help me. I owe them a lot."

[dupaco.com/business](http://dupaco.com/business)



### ▲ SCENE IN: 2016

Dupaco assisted member Barry Funke to recover from an auto accident and start his business, Funke Auto Shine, in Manchester, Iowa. (M. Blondin/Dupaco photo)

## STAFF

### Announcements of 2016

#### Carroll, Iowa

**Amy Meyer** was promoted to member service representative.  
**Kerri Trecker** was promoted to community outreach and education representative.

#### Cedar Rapids, Iowa

**Leslie Alvarez** joined Dupaco as community outreach and education assistant.  
**Joe Bisenius** was named assistant vice president, branch manager.  
**Erin Bubenyak** was named mortgage/consumer lending consultant.  
**Nick Cannavo** was named branch manager.  
**Eric Gilmour** was named mortgage/consumer lending consultant.  
**John Heavens** was named assistant vice president, branch manager.  
**Diana Millage** relocated as mortgage lending processor.  
**Mary Mullenix** was named member service representative/trainer.  
**Jillane Shultz** relocated as member service/lending consultant/operations assistant.  
**Jilliane Stratton** joined Dupaco as member service representative.  
**Felicia White-Carson** was promoted to member service representative.  
**Linda Whittington** joined Dupaco as a community outreach and education representative.  
**Courtney Woltz** joined Dupaco as member service representative.

#### Cedar Valley, Iowa

**Dylan Buls** was named assistant vice president, branch manager.  
**Mackenzie Damm** joined Dupaco as community outreach and education representative.  
**Marina Henriksen** was named member service representative.  
**Chris Hurley** joined Dupaco as mortgage/consumer lending consultant.  
**Majda Karajic** was promoted to member service representative.  
**Michael Lampman** joined Dupaco

as indirect lending specialist.  
**Scott Mangin** was named consumer/mortgage lending consultant.  
**Tonya McLaughlin** was named assistant vice president, branch manager.  
**Collin Olson** was promoted to member service representative.  
**Kyle Passick** was named member service representative.  
**Megan Redmond** was named branch manager.  
**Tyler Schroeder** was promoted to member service representative.  
**Tina Sivola** joined Dupaco as member solutions consultant.

#### Dubuque, Iowa

**Brandie Backes** joined Dupaco as workflow developer.  
**Abbey Bahl** was promoted to business lending processor supervisor.  
**Matt Bell** joined Dupaco as software developer.  
**Jim Bemboom** joined Dupaco as card services supervisor.  
**Manny Calderon** was promoted to member service representative.  
**Nacole Carlyle** was promoted to mortgage servicing representative.  
**Claire Cook** was promoted to deposit operations representative.  
**Lori Cray** joined Dupaco as member service representative.  
**Tera Cuellar** was named cash management specialist.  
**Robert Daughters** was promoted to help desk representative.  
**Dawn Davis** was promoted to lead deposit operations representative.  
**JoJean Decker** was promoted to member service/inclusion specialist.  
**Jenny Deininger** joined Dupaco as member service/lending consultant.  
**Devon Douvikas** relocated as Dupaco Financial Services administrative assistant.  
**BJ Duehr** joined Dupaco as relationship development specialist.  
**Amanda Durham** was promoted to consumer lending consultant.  
**Andy Ehrlich** joined Dupaco as junior credit analyst.  
**Lisa Elskamp** was promoted to member solutions supervisor.  
**Melissa Even** joined Dupaco as mortgage lending closer.  
**Dan Ferris** was promoted to member service representative.

**Judy Folken** was promoted to senior deposit operations representative.  
**Tina Hamel** joined Dupaco as contact center representative.  
**Jennifer Hanniford** was promoted to vice president, marketing communication.  
**Cindy Hilkin** was promoted to consumer lending consultant supervisor.  
**Andrew Houy** was promoted to branch manager.  
**Meghan Hurst** was promoted to consumer lending consultant.  
**Chris Johanns** was promoted to virtual lending consultant.  
**Josh Johnson** was promoted to member service representative.  
**Angie Kafer** was promoted to member service/lending consultant.  
**Rachel Keeler** was named relationship development specialist.  
**Julie Kempen** joined Dupaco as mortgage lending processor.  
**Melissa King** was promoted to assistant vice president, community outreach and education, Southeast Iowa territory manager.  
**David Klavitter** was promoted to chief marketing officer.  
**Rachel Kluck** was promoted to teller service supervisor.  
**Jill Knepper** was promoted to help desk representative.  
**Michelle Knuckey** was promoted to member service/lending consultant/operations assistant.  
**Sherry Leaser** was promoted to vice president, marketing intelligence and strategy.  
**Tyler Loucks** joined Dupaco as member service representative.  
**David McElroy** joined Dupaco as data architect.  
**Tammy Merkes** was promoted to deposit operations proof representative.  
**Alex Metcalf** joined Dupaco as credit analyst.  
**Sara Meyer** was promoted to consumer lending processor.  
**Jamie Millius** was promoted to human resources representative.  
**RJ Montes** was promoted to assistant vice president, branch coach.  
**Alison Muir** was promoted to teller service associate/trainer.  
**Brittany Muntz** was promoted to relationship development specialist.  
**Kathy Napp** joined Dupaco as senior internal auditor.

**Julie Petsch** was named mortgage lending processor.  
**Steven Ramos** was promoted to member service representative.  
**Dan Reinert** joined Dupaco as contact center representative.  
**Stephanie Reinert** was promoted to consumer lending processor.  
**Camilo Ruiz** joined Dupaco as network security administrator.  
**Michelle Runde** joined Dupaco as mortgage lending processor.  
**Marlie Russell** joined Dupaco as card services representative.  
**Abby Scherrman** was promoted to consumer lending consultant.  
**David Schick** was promoted to member service/lending consultant/operations assistant.  
**Kellie Schmitt** was promoted to contact center representative.  
**Katie Schueller** was promoted to finance specialist.  
**Ashley Schultz** was promoted to accounting supervisor.  
**Jenna Shultz** was named member service representative.  
**Amanda Sisler** was promoted to consumer lending processor.  
**Casey Smith** joined Dupaco as mortgage lending closer.  
**Sheena Smith** joined Dupaco as member solutions consultant.  
**Stacey Smith** was promoted to consumer lending consultant.  
**Ben Strautmman** was promoted to member service representative.  
**Jess Theisen** joined Dupaco as member service representative.  
**Nick Thurm** was promoted to business lending processor.  
**Jason Tomkins** was named interactive teller/contact center representative.  
**Lynn Tomkins** joined Dupaco as a mortgage lending processor.  
**Jeff Tschiggfrie** was promoted to member service representative.  
**Melinda Vize** joined Dupaco as accounting payroll/benefits representative.  
**Tonya Vogt** joined Dupaco as an accounting payroll/benefits representative II.  
**Kyle Wagner** was promoted to member service representative.  
**Mike Wild** joined Dupaco as information technology administrator.

[dupaco.com/StaffUpdates](http://dupaco.com/StaffUpdates)



# Collaboration Between Programs Helps Member Buy 1st Home

DUBUQUE, Iowa—Tami Paisley is proof positive of the power of partnerships.

Thanks to a collaborative effort between Dupaco Community Credit Union and local nonprofit organizations, the single mother of two traded her cramped apartment for the first home she's ever owned.

Number of nonprofit and community organizations Dupaco supported throughout 2016

243

"It feels good. I appreciate everything the city of Dubuque and Dupaco have done to get me here," Paisley said.

Paisley is among the latest successful participants

of Dupaco MoneyMatch—the savings account that matches your effort.

It's an Individual Development Account in which the savings of a participant are matched by a grant from either the Dupaco R.W. Hoefer Foundation or the Iowa Credit Union Foundation. The savings and matching funds are used to purchase a specific wealth-building asset.

Paisley used MoneyMatch to help purchase a three-bedroom home in downtown Dubuque in 2016. But it's not just any home. It's a symbol of the strength of community partnerships.

Paisley's property was renovated through the Housing Education and Rehabilitation Training program. HEART, which receives financial support from Dupaco, aims



## ▲ SCENE IN: 2016

Thanks to a collaborative effort between Dupaco Community Credit Union and local nonprofit organizations, Tami Paisley, a single mother of two, has traded her cramped apartment for the first home she's ever owned. (M. Blondin/Dupaco photo)

to teach at-risk high school students trade skills through community-revitalization projects.

Thanks to those behind HEART, the once-rundown house looks brand new—breathing life into not only the home but the neighborhood as well.

Paisley's only regret is that she didn't access these community-driven programs sooner. She had been struggling to scrape together a down payment on a home when she turned to MoneyMatch in 2014. The program forced her to systematically save, an empowering experience that showed her homeownership was possible after all.

"Now I know that you can put money away to get something you want in life—whether it's a car, a home or going to college," Paisley said.



## ▲ SCENE IN: 2016

Members of the Four Mounds Foundation, the Dubuque City Council and Dupaco celebrate a housing project completed by the Housing Education and Rehabilitation Training program on Jan. 19. The Jackson Street house was the 30th project completed by HEART since 2004. (City of Dubuque photo)



Did you know?

The U.S. Department of the Treasury in 2016 certified Dupaco as a **Community Development Financial Institution**, which designates specialized organizations serving low-income communities and people who lack access to financing. The certification provides additional tools to enhance the credit union's long-standing efforts in low-income and underserved communities.

## Dupaco Helps Members of All Ages—including Kids

Dupaco Community Credit Union knows that teaching its youngest members the three pillars of money savviness—save, spend and share—will make their lives richer (literally!) and more rewarding later.

It's never too early to talk to children about money. And Dupaco makes it easy for parents to empower their kids to make their own financial decisions and value their money.

Dupaco's parenting section at [dupaco.com/parenting](http://dupaco.com/parenting) features tips and tricks for talking to kids about these

topics and more:

- Teach them to save
- Teach smart spending
- Encourage sharing

Whether the child is a toddler or a teenager, these resources help parents teach kids how to soar out of the nest into a bright financial future. Dupaco experts also are available for one-on-one personal financial guidance.

7,246

Number of DoPack Kids' Club members as of Dec. 31, 2016

Dupaco members age 12 and younger are automatically members of DoPack.

[dupaco.com/parenting](http://dupaco.com/parenting)



## ▲ SCENE IN: 2016

Dupaco's Dylan Buls (far right) mentors high school students during the Cedar Valley Junior Achievement® of Eastern Iowa Titan Challenge in Waterloo, Iowa, on Nov. 16. The daylong competition increases students' understanding of running a business while competing for the chance to win a scholarship. (C. Pontzius/Junior Achievement photo)

## Notes Bearing Interest

**[1] Brenda Atkinson**, IRA specialist, received her Certified IRA Professional designation after passing the exam.

**[2] Matt Dodds**, chief operating officer, was sworn in to the Iowa Credit Union League board. The board represents the collective interests of Iowa's 92 credit unions and their more than 1 million members.

**[3] Paula Ervolino**, member service manager, was recognized as an Up and Coming Leader by the Dubuque Women's Leadership Network at its annual Women of Achievement Awards. Also nominated for awards were Michelle Becwar, Donna Digman and Jill Gogel.

**[4] Danielle Gratton**, chief financial officer, was elected as vice chair of the Iowa Credit Union Foundation board. The foundation works to help Iowans through grants, scholarships and programs focused on financial literacy and by providing

access to trusted financial services.

**[5] Jennifer Hanniford**, vice president, marketing communication, was selected by the TH Media's *bizTIMES* as one of its 2016 Rising Stars. These individuals are chosen annually for leadership, community volunteerism and being a model in their personal and professional roles.

**[6] Joe Hearn**, president and CEO, was appointed to the Credit Union Executives Society board of directors for 2016–17. CUES is dedicated to educating and developing credit union CEOs, directors and future leaders. Joe also was recognized as one of Dubuque's "Movers, Shakers and Newsmakers of 2016" by the Dubuque Chamber of Commerce.

**[7] Bob Hoefer**, strategic consultant and retired Dupaco chief executive officer, was among three credit union leaders

honored by the Iowa Credit Union Foundation with a 2016 Community Impact Award for making a difference in his community through philanthropic and charitable investments. Bob also was inducted into the Junior Achievement® of the Heartland's Business Hall of Fame for achievements, ethics and community involvement.

**[8] Melissa King**, assistant vice president, community outreach and education, southeast Iowa territory manager, was selected to participate in the 2016 Iowa Innovation Group, which challenges participants to identify new ways to improve how credit unions provide financial guidance to their members.

**[9] Mark Kremer**, insurance agent, garnered a spot in the Top 100 Agents for Life Sales. This recognition is based on all agents who represent Auto-Owners Insurance in the 26 states

in which the company operates.

**[10] Digger Kurt**, financial data analyst, was selected to participate in the Credit Union National Association Governmental Affairs Conference in Washington, D.C., in early 2017.

**[11] Joe Ervolino**, senior information systems administrator; **Rachel Kluck**, teller service supervisor; **Abby Scherrman**, consumer lending consultant; **David Schick**, member service representative/lending consultant/operations assistant; and **Peter Spinoso**, community outreach and education assistant, graduated from Dale Carnegie® Training.

**[12]** The Crasher Program allows young credit union professionals to attend conferences and participate in separate growth opportunities. **Jared Levy**, relationship development specialist, was selected to crash the Credit Union National Association

Marketing Conference. **Katie Schueller**, finance specialist, was selected to crash the Iowa Credit Union Convention. **Ashley Schultz**, accounting supervisor, was selected to crash the CUNA CFO Council Conference.

**[13]** Based on their leadership and participation as CUNA crashers the previous year, an opportunity to be a Crasher Mentor was extended to **Dylan Buls**, assistant vice president, branch manager, at the Iowa Credit Union League convention, and to **Tammy Wood**, relationship development specialist, at the GAC. Tammy also was selected for the inaugural Donald R. Meyers Advocacy Award and earned a scholarship to participate in the CUNA GAC in Washington, D.C., in early 2017.

[dupaco.com/StaffUpdates](http://dupaco.com/StaffUpdates)

### 2016 EMPLOYEE MILESTONES

#### 5-Year Employees

▶ Dawn Aubrey  
▶ Nikolas Baal  
▶ Abbey Bahl  
▶ Tera Cuellar  
▶ Adam Dodds  
▶ Lisa Elskamp  
▶ Marina Henriksen  
▶ Andrew Katrichis  
▶ Emily Kelleher  
▶ Jessica Lehv  
▶ Kelly Liddle

▶ Tammy Merkes  
▶ Linda Minder  
▶ Ashley Oldaker  
▶ Matthew Schromen  
▶ Samantha Walser

#### 10-Year Employees

▶ Pam Baal  
▶ Karen Bergfeld  
▶ Keith Chaston  
▶ Danielle Gratton  
▶ Jennifer Hanniford  
▶ Dawn King

The following employees reached career milestones at Dupaco in 2016:

▶ Jaclyn Knopp  
▶ Michelle Kolfenbach  
▶ Mark Kremer  
▶ Morgan Phelps  
▶ Tami Rechtenbach  
▶ Michael Schroeder

#### 15-Year Employees

▶ Karla Burkle  
▶ Angie Culbertson  
▶ Rachel Kluck  
▶ Jo Roling  
▶ Chris Schlosser

▶ Stacey Smith  
▶ Justin Tauke

#### 20-Year Employee

▶ Donna Stence

#### 25-Year-Plus Employees

▶ Dawn Davis (25)  
▶ Deb Digmann (25)  
▶ Linda Maas (25)  
▶ Donna Digman (26)  
▶ Angie Heim (26)  
▶ Rhonda Heim (26)

▶ Diann Mozena (27)  
▶ Laurie Bell (28)  
▶ Diane Kieffer (28)  
▶ Jeann Digman (29)  
▶ Joseph Hearn (30)  
▶ John Koppes (30)  
▶ Linda Burgess (31)  
▶ Deb Herbst (31)  
▶ Mike Ferris (32)  
▶ Patti Meyer (33)  
▶ Nancy Laugesen (34)  
▶ Laurie Leibold (36)

▶ Pat Slattery (36)  
▶ Nancy TeKippe (38)  
▶ Gregg Liddle (42)  
▶ Sandy Courtney (46)

#### Retirements

▶ Lisa Bock  
▶ Jane Hermsen  
▶ Gloria Trierweiler



# Community Is Our Middle Name:

## JANUARY

- Kicked off the 10-month Thank Use campaign to reward members for their active participation in the credit union.
- Dollar the Dog participated in the annual mascot soccer game on ice during intermission at the Cedar Rapids RoughRiders hockey game in Cedar Rapids, Iowa.
- Partnered with First Community Trust to sponsor a free seminar on estate planning for Dupaco members in Dubuque, Iowa.
- Connected with NICC Business and Community Solutions in Dubuque to offer members a discount on select NICC classes offered through the program.

## FEBRUARY

- During Dupaco's 67th Annual Membership Meeting, Steve Chapman and Renee Poppe were re-elected to serve three-year terms on the credit union's volunteer board of directors. Ron Meyers was elected to fill the seat previously held by retiring director Richard Burgmeier.
- The title of "Honorary Director" was bestowed on Richard Burgmeier, who began his service in 1985.
- Released Bright Track, a free benefit of membership allowing members to access their credit scores—and providing tools to help them improve or monitor their scores—within Shine Online and Mobile Banking.
- Sponsored a skate party for DoPack members and their families at Skate Country in Asbury, Iowa.
- Sponsored the United States Air Force Band's Freedom Winds concert in Dubuque.
- Sponsored a discount ski day for



### ▲ SCENE IN: 2016

Jon Jackson (left), who sells refurbished furniture out of his home, participated in the Dupaco Community Credit Union-sponsored Community-Wide Garage Sale in Carroll, Iowa, in June. More than 90 sales were registered and received free publicity in a sale directory, available online and in print. The event was co-sponsored by the Daily Times Herald Advertiser and Carroll Broadcasting Company radio stations. (R. McKinsey/Daily Times Herald photo)

- Offered members reduced ticket prices for Dupaco Night during the United States Hockey League game between the Cedar Rapids RoughRiders and the Dubuque Fighting Saints.

## MARCH

- Dupaco staff visited the Iowa State Capitol in Des Moines to meet with legislators on credit union issues.
- The Center for Business Analytics at Loras College in Dubuque recognized Dupaco as the 2016 Business Analytics Innovation Award recipient for demonstrating excellence through its consumer-centric GreenBack Impact campaign that paid real dividends to its members.
- Supported Hospice of Dubuque by sponsoring BestFest.
- Offered members reduced ticket prices for Dupaco Night during the USHL game between the Cedar Rapids RoughRiders and the Dubuque Fighting Saints, and between the Dubuque Fighting Saints and the Waterloo Blackhawks.

- Awarded Dupaco college scholarships to five high school students, recognizing them for their scholastic standing, extracurricular activities, personal essays and financial need.
- 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.
- Offered discounted tickets to Adventureland Park in Altoona, Iowa, to Dupaco members.
- Offered discounted tickets to Lost Island Water Park in Waterloo to credit union members during the summer.

- Partnered with First Community Trust to sponsor free estate- and retirement-planning seminars for Dupaco members in Cedar Falls, Iowa.

## JULY

- Sponsored a night with the Cedar Valley CourtKings, a new Minor League basketball team in Cedar Rapids.
- Sponsored Dueling Dogs at the Dubuque County Fair and Dock Dogs at the Cedar Rapids Freedom Festival.
- Presented the "Understanding Credit and Bright Track" webinar.
- Garnered the Dubuque Area Chamber of Commerce Members



### ▲ SCENE IN: 2016

Dupaco's Megan Francois, along with other credit union staff members, press on Dollar the Dog temporary tattoos and pass out beach balls at Dupaco's free Family Fun Zone during the Delaware County Fair on July 13. (M. Blondin/Dupaco photo)

## APRIL

- Dupaco branches participated in Money Smart Week, which included staff volunteers at Scout Night in Waterloo, Iowa. Money Smart Week is a statewide endeavor to promote personal financial education. Although the initiative lasts only one week of the year, Dupaco provides financial coaching to members free of charge year-round.
- Sponsored the four-day Julien Dubuque International Film Festival in downtown Dubuque, which featured filmmakers from around the world. Dupaco members received discounted admission. The credit union also sponsored a special screening of the film *Broke, Busted and Disgusted* to bring awareness to the student loan-debt crisis.
- Promoted community and thrift by coordinating Community-Wide Garage Sales in Dubuque and Manchester, Iowa. Participants could register sale locations and search garage sale listings at no charge.

## JUNE

- Held the inaugural Community-Wide Garage Sale in Carroll, Iowa, with nearly 100 households hosting sales.
- The U.S. Department of the Treasury certified Dupaco as a Community Development Financial Institution, which designates

- Choice Award for Business of the Year.
- Invited members to Dupaco branches for an ice cream sundae and offered a series of participation specials as a reward for being part of the financial cooperative.
- Teamed up with Waterloo Bucks baseball to offer a double-buck-night promotion.



### ▲ SCENE IN: 2016

Dollar the Dog enjoys learning about bike safety at the Dubuque Bike Safety Rodeo May 21. The event was sponsored by Dupaco, UnityPoint Health—Finley Hospital and The Bike Shack. (M. Blondin/Dupaco photo)

- Dupaco members at Chestnut Mountain Resort in Galena, Ill.
- Offered members discounted tickets to a championship bull-riding event at the Five Flags Arena in Dubuque.
- Partnered with First Community Trust to sponsor a free seminar on estate planning for Dupaco members in Dubuque.

- Sponsored Everyday Heroes of the Tri-States in Dubuque, an American Red Cross event that publicly recognizes area citizens who display acts of heroism.

## MAY

- Coordinated Community-Wide Garage Sales in Platteville, Wis., and, for the first time, Cedar Rapids.
- Some ambitious employees participated in National Bike to Work Week.
- Promoted bike safety to children during the annual Finley Bike Rodeo, sponsored by Dupaco, in Dubuque.
- Sponsored the Boy Scouts Annual Mother's Day Pancake Breakfast in Dubuque, serving as an official ticket outlet.



### ▲ SCENE IN: 2016

Dupaco receives the Dubuque Area Chamber of Commerce's Business of the Year Award during the organization's annual meeting July 14 at the Grand River Center in Dubuque, Iowa. The award honors the credit union's outstanding leadership, community involvement, growth, achievement, innovation, creativity and engagement. Representing Dupaco (from left): Lisa Bowers, Steve Ervolino, Deb Digmann, Digger Kurt, Randy Skemp, Joe Hearn, Todd Link, Danielle Gratton and David Klavitter. (Digital Dubuque photo).

- specialized organizations serving low-income communities and people who lack access to financing.
- Sponsored the Jackson County Pro Rodeo in Bellevue, Iowa, offering members discounted tickets at branch locations.
- Helped sponsor Music in the Gardens, a free event held on Sundays at the Dubuque Arboretum & Botanical Gardens.

- Hosted a free family fun area at the Delaware County Fair in Manchester, where families were treated to complimentary water, temporary tattoos, stickers and beach balls.
- Hosted a member pool party at Flora Park in Dubuque and at the Aquatic Center in Dyersville, Iowa.





# A Chronology

At Dupaco, one of our guiding principles is to maintain a high level of social responsibility, community involvement and good corporate citizenship. Dupaco's 396 employees volunteered more than 6,209 hours of their time to support area non-profit organizations and raised more than \$810,000 on behalf of non-profits in 2016. During the year, 151 employees supported more than four non-profits per employee.

- [www.dupaco.com/events](http://www.dupaco.com/events)
- [facebook.com/dupaco](https://facebook.com/dupaco)
- [twitter.com/dupaco](https://twitter.com/dupaco)

- Sponsored Dupaco Race Night at Hawkeye Downs, supplying free tickets to members at Dupaco's Cedar Rapids branch on Williams Boulevard.
- Sponsored the 19th annual Music in the Park festival in Asbury, a free family event featuring a variety of music, entertainment, food, children's games and family activities.
- Sponsored two performances of "Snow White" for Dupaco members and their families at the Bell Tower Theater in Dubuque.

Award presented by Raddon Financial Group. Dupaco also received the award in 2009 and 2011–2015.

## OCTOBER

- Dupaco's free mobile app got a facelift, launching with a sleek, new look and more member-friendly features, including the Picture Pay bill-pay system.
- Dupaco employees and their families joined in the annual Halloween parades in Asbury and Dubuque.
- Dupaco, KAT-FM and AMC Theaters offered the Halloween Benefit Movie in Dubuque with two showings of *Minions*. All proceeds benefitted the Multicultural Family Center's Future Talk program.
- Through a partnership with the national Iowa College Access Network, conducted a free seminar for college-bound students and their families, which explored available resources to help cover the costs of a college education.
- More than 45,000 Dupaco members were paid more than \$2.85 million for their participation in the Thank

## AUGUST

- Sponsored Summerfest in Dubuque to benefit the Education-to-Employment Grant fund for the 2016–17 school year.
- Opened Dupaco's San Marnan Learning Lab on Schukei Road in Waterloo.
- Partnered with First Community Trust to sponsor a free estate-planning seminar for Dupaco members in Cedar Falls.
- The Dupaco-sponsored Ruhl&Ruhl Realtors Charity Kickball Tournament returned to the field in Dubuque.



### ▲ SCENE IN: 2016

Dupaco staff and families create holiday cards Dec. 3 at the Pennsylvania branch in Dubuque, Iowa. The cards were handed out while a group from Dupaco went caroling through the halls of two Dubuque-area nursing homes Dec. 6. (J. Hanniford/Dupaco photo)

- Dupaco branches on International Credit Union Day.
- Offered free on-site healthcare assessments for Dupaco staff and their spouses.
- Teamed up with Bloomsbury Farm in Atkins, Iowa, to offer DoPack members a free child's admission to the farm with the purchase of an adult ticket.
- Distributed a record \$4.44 million to members who saved through Holiday Club accounts.
- Dupaco Financial Services presented "Social Security: Know Your Options. Maximize Your Benefits," a free seminar for Dupaco members, in Dubuque.

- a special screening of the film *Broke, Busted and Disgusted*.
- Offered a poster contest for DoPack members, encouraging them to illustrate how they give back and help others. Student winners were invited to the National Philanthropy Day luncheon

Dupaco's partner in education.

## DECEMBER

- Allowed members with qualifying Dupaco loans to skip their December payment through the Pay Pause program.



### ▲ SCENE IN: 2016

Dupaco presents the check from the Halloween Benefit Movie to the Multicultural Family Center's Future Talk program Dec. 2 in Dubuque, Iowa. The Future Talk program helps teens become engaged and empowered in the community by teaching important life skills, including financial literacy and money management. (M. Kuhl/Dupaco photo)

- Presented the webinar "Financial Checkup—Plan for Life's Changes."
- Participated in the annual Fireman's Parade in Key West, Iowa.
- Sponsored Family Fun Days for credit union members at Chestnut Mountain Resort in Galena.

Use campaign. Members received their participation dividend and also were treated to free cookies at

## NOVEMBER

- Todd Link and Jill Gogel hosted Dupaco's first Facebook Live event on how to spot an ATM skimmer device.
- Partnered with First Community Trust to sponsor a free seminar on retirement planning for Dupaco members in Dubuque and Cedar Falls.
- Sponsored "Life After Graduation: Explore Your Options" at Mindframe Theaters in Dubuque. The event explored the decisions parents and teens are faced with as students prepare to graduate from high school. It included

### ▲ SCENE IN: 2016

Dupaco staff lead a discussion on exploring options after high school during Dupaco's "Life After Graduation: Explore Your Options" event Nov. 15 at Mindframe Theaters in Dubuque, Iowa. The event included a special showing of the film *Broke, Busted and Disgusted*, which addresses the student loan-debt crisis. (M. Blondin/Dupaco photo)

- at the Grand River Center in Dubuque.
- Selected student artwork to be used in Dupaco's corporate Thanksgiving card. Artwork was submitted by students of Hoover Elementary School in Dubuque,

- Employees and their families made holiday cards to be distributed while caroling at area nursing homes during a card-creation workshop.
- Employees sponsored several area families experiencing hardships by donating and purchasing Christmas gifts for them.
- Dollar the Dog participated in the annual mascot soccer game on ice during intermission of a Waterloo Black Hawks hockey game in Waterloo.
- Dupaco Scholarship Program partnered with the R.W. Hoefer Foundation to form the Dupaco R.W. Hoefer Foundation College Scholarship Program, with 10 \$2,000 scholarships to be awarded to selected applicants in 2017.

## SEPTEMBER

- Hosted a ribbon-cutting ceremony and open house at the new San Marnan Learning Lab in Waterloo.
- Named one of Iowa's "Top Workplaces" by *The Des Moines Register*, ranking among the top 10 companies in the midsize employer category.
- Partnered with Town Square Media, Operation: New View Community Action Agency and Courtesy Cleaners and Coin Laundry to provide donated winter garments to tri-state area children in need as part of the annual Coats for Kids program.
- Partnered with First Community Trust to sponsor a free estate-planning seminar for Dupaco members in Dubuque.
- Recognized as one of the 10 "Top Performing" credit unions in the United States with the Crystal Performance



### ▲ SCENE IN: 2016

Dupaco's Carrie Culbertson talks with Gracie Rose Godel, of Dubuque, Iowa, one of three winners of Dupaco's Philanthropy Day poster contest, about how she gives back and helps others. Gracie's winning artwork was showcased at the National Philanthropy Day luncheon at the Grand River Center in Dubuque Nov. 17. (M. Blondin/Dupaco photo)





# Money

# Makeover

## My Impact: Real Stories

Jillane Shultz, at Dupaco's Williams Boulevard branch in Cedar Rapids, helped a member confront her credit card debt and gain confidence in her ability to achieve a brighter financial future.

### CEDAR RAPIDS, IOWA



A longtime member asked me for some guidance on debt consolidation. She had been working at a new job she loved for just over a year and felt that she was in a stable position to start paying down her credit card balances more aggressively. The member relied heavily on credit cards after the 2008 flood in Cedar Rapids. Helping her parents recover from the event, she moved in with them, cashed out her personal 401(k) and charged many flood-repair expenses along the way. She continues to live in her parents' home to assist them as they age, but she hopes to eventually purchase the house.

The member was certain we would not be able to help her, so she was ecstatic and grateful when Dupaco approved her for a personal loan to help her pay off her creditors. To show me how seriously she was taking the consolidation, she asked for a pair of scissors and began cutting up her cards in my office.

This member's goal was to get her spending in check to attain her homeownership goals, and I watched her financial confidence skyrocket by the time we were finished.

Scott Mangin, at Waterloo's San Marnan branch, helped a member get on the right track to refinance her house by using Dupaco's Bright Track to keep an eye on her credit score.

### WATERLOO, IOWA



A non-member stopped in for a Money Makeover—she needed help getting her finances back into shape. She was reluctant to even come in, as she had been told countless times by other financials that they could not help.

During her Money Makeover, I discovered that as part of her divorce settlement a few years ago, she was supposed to refinance the house into her name. But because of her poor credit score, she kept getting turned down.

To start, we consolidated several of her high-interest credit cards into a lower-interest personal loan using her car as collateral—helping her pay down that balance faster and save money on interest. I then showed her how to use Bright Track, Dupaco's free, online credit score monitoring solution. With Bright Track, she would be able to watch her credit score grow as she paid down her loan balances.

A few months later, she called me back with the news that her score had improved enough to qualify her to refinance her home.

Her home refinance alone will save her more than \$50,000 in interest by dropping her down to a 15-year loan. Needless to say, this new member is very happy she gave Dupaco the opportunity to become her new financial home.

Jamin Foust, loan consultant at Dupaco's Hillcrest/JFK branch in Dubuque, credits creativity as his secret sauce in helping a member-couple get money ahead.

### DUBUQUE, IOWA



A couple came in seeking an auto loan to purchase a used car for their daughter. While reviewing their credit, I found a case of credit card creep. Over the years, they had been putting purchases on credit, paying monthly minimums and carrying over balances. As a result, they were looking at credit card debt exceeding \$30,000.

It was time to get creative: I wanted to get them out from under this debt, get them the car loan they needed and help them achieve their long-term goal of homeownership.

A Dupaco loan for these members would pay off all the credit card debt—saving them more than \$200 a month in payments—and with one monthly payment instead of seven. Within three years, they'll be debt free, having saved \$13,900 in total interest!

Just six months after their consolidation loan with Dupaco, the couple's credit score improved by 100 points—giving them leverage to buy a home once they're ready!

Unexpected expenses that were heaped onto credit cards during a home remodel demolished a couple's credit. But Kathy Steffes, branch manager in Carroll, gave this member-couple the tools to rebuild a solid financial foundation.

### CARROLL, IOWA



A member-couple stopped in to the branch to refinance their mortgage and existing home equity line of credit. They were surprised to learn they did not qualify for a refinance—they thought they were in good financial shape.

I suggested a Money Makeover to see whether we could get things turned around. We began by plugging their monthly expenditures into the Dupaco budget worksheet. Both were shocked by what was revealed—their credit card debt had skyrocketed. During a major remodel of their home the year before, they had resorted to credit cards to cover all the unforeseen expenses. They hadn't realized their high balances were affecting their credit scores.

The budget worksheet also exposed that after making the minimum payments on all these credit cards, they only had about \$125 left at the end of each month for extra expenses or the savings account they were trying to get off the ground.

We discussed options to refinance some of the high-interest credit card balances, including using one of their vehicles as collateral for a lower interest loan. More importantly, we developed a budget to pay down the cards faster as well as set up systematic savings to finally start building some funds for future projects. A prior home remodel helped lead these members to a budget renovation.

The adage is that it takes a village to raise a child. With empathy, creative thinking, a lot of love and a little luck, Andrew Houy, from Dupaco's Pennsylvania Avenue branch in Dubuque, helped make a member-couple's parenting dreams come true.

### DUBUQUE, IOWA



Two young members came to me a few years ago with a unique issue they needed help with. The couple loved children and were experiencing fertility challenges. Their only hope to fulfill their dream of having a family was to go to a specialized doctor who provided a Hail Mary chance...and a tremendous bill. Each fertility treatment cost well into the thousands.

As young people with few assets and little equity, the task at hand seemed next to impossible, and time was of the essence. I worked with them on financing through a 100-percent home equity line of credit to procure the money needed. This was their shot.

Ultimately, the first attempt failed, followed by another unsuccessful run. They were now well into the five-figure debt range on the two procedures. They would give it one more try, putting everything on the line and asking for assistance with collateral from her parents, who were very willing to help.

A few months later, I got the call. Pregnant ... with twins! I'm thrilled for them and excited that in due time, we'll have two new DoPack members to welcome to the Dupaco family!

One member's Friday the 13th turned from frightful to delightful with the help of Traci Fagot at Dupaco's Asbury branch.

### ASBURY, IOWA



A member called me frantic and on the verge of tears because she was overdrawn on her checking account, even after her payroll deposit. This was on the heels of learning her tax-refund check was going to be delayed, in turn holding up her plans to pay off a short-term, high-interest payday loan.

Earlier in the year, the single mom took out a payday loan in a pinch to cover a heating bill. With a better-paying job on the horizon, she thought she'd be able to pay it off quickly at relatively little additional cost.

But life happens, and other obligations began to pile up. By the time she called Dupaco, the \$700 payday loan was costing her more in interest than the original loan—and continuing to rack up interest and accrue more fees.

She realized she needed Dupaco for help. I got to work immediately on a plan to consolidate her three loans, including the payday loan, to one lower, manageable payment, saving her on sky-high interest and fees.

On that Friday the 13th, she realized her credit union truly had her best interest in mind. And this member is now back on track with a plan to keep her checking account in the black!

Curious whether we can positively impact your financial future? Stop in to any branch, call us at 800-373-7600 or email [service@dupaco.com](mailto:service@dupaco.com).

[dupaco.com/makeover](http://dupaco.com/makeover)

## Dupaco Helps Members Stay on Bright Financial Track

## Bright Track

As a not-for-profit financial cooperative, it's Dupaco's goal to help members achieve financial sustainability.

With Dupaco Bright Track, members can stay on the right track managing their credit

score so they can pay less and

save more. Bright Track launched in 2016 to

provide members access to their credit score—

and tools to improve it—within Shine Online and

Mobile Banking. The program is a free benefit of

Dupaco membership.

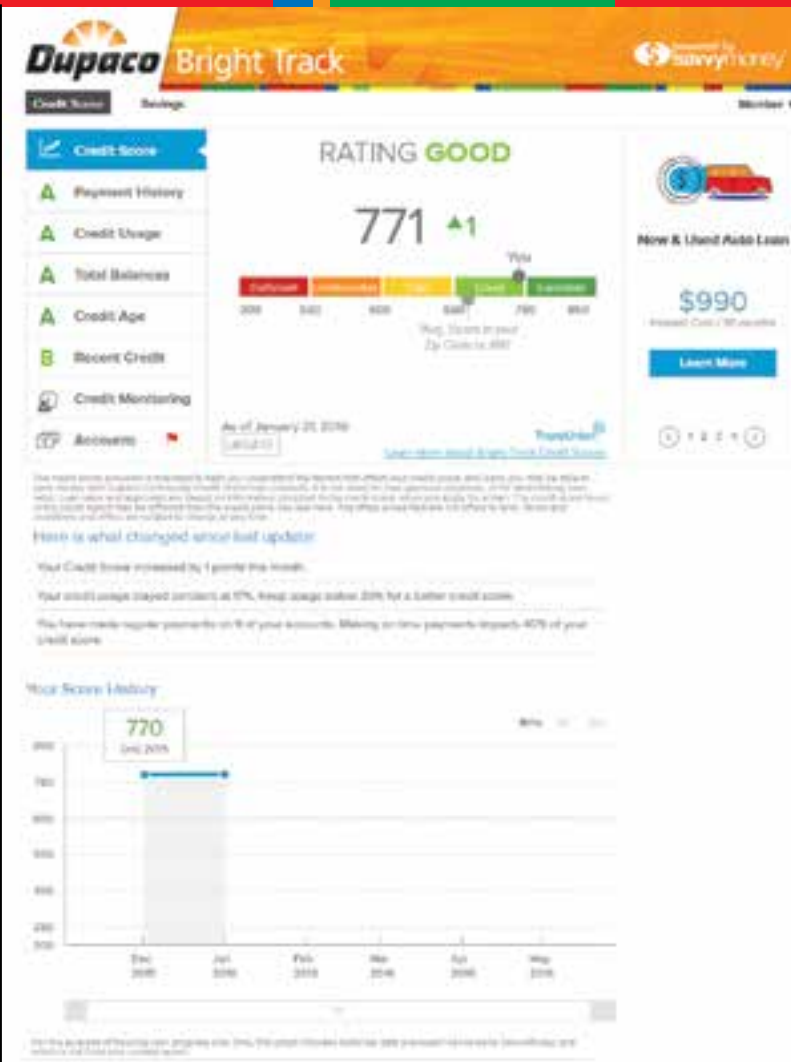
Along with providing members' credit scores,

Bright Track lets members know why their credit score falls where it does, assigning a letter grade

to each of the five components that make up a credit score, and offers practical ways to improve the score.

Bright Track complements the one-on-one, personal service already provided by Dupaco credit experts through Credit History Lessons and Credit Coach loans. It's one more tool to help members build or improve their credit scores—and gain access to better rates for both loans and insurance.

**16,321**  
Number of members who received free credit score and monitoring services via Bright Track in 2016



This is an example of what Dupaco members see online through Bright Track.

[dupaco.com/BrightTrack](http://dupaco.com/BrightTrack)