



◀ SCENE IN: 2017
 Dupaco Community Credit Union's Mackenzie Damm (center) watches as children play with their new state-of-the-art tablets provided through the partnership of the Tri-County Child and Family Development Council, Dupaco and the Dupaco R.W. Hoefer Foundation on Sept. 29 in Waterloo, Iowa. The tablets will be used in three Head Start classrooms, serving 4- and 5-year-olds. (D. Klavitter/Dupaco photo)



- NEW** Began offering **First-Time Homebuyer Grant**
- NEW** Full credit reports available in **Bright Track**
- NEW** Began offering **Rewards Visa** credit card
- NEW** Began offering **Consolidation Student Loan**
- NEW** Began offering **Launchpad savings**
- NEW** **Marion Learning Lab** construction begins
- Staff vigilance **prevented** **\$1.8 million** in member **fraud losses**
- Great Credit Race** helped racers grow their credit scores
- Surpassed **100,000+ member** mark
- Celebrated **Thank You** payout

We Love Working for You

The member's handwritten note to me was short and simple: "Thank you, Dupaco, for giving me a chance when others wouldn't. I'm now on my way to getting my credit back on track. And thanks for the Thank Use! I love my credit union!"

Of the many letters I receive as Dupaco CEO, most are like this one: Positive, acknowledges an employee and expresses gratitude. At a credit union like Dupaco, people are worth more than money.

That's because Dupaco is a financial cooperative, owned by the same members who use our products and services. We exist to be advocates for our more than 102,000 members instead of maximizing quarterly stockholder profits.

Our member-centered structure also ensures we focus on products and services that are in your best interest. This includes conveniences like mobile check deposit, picture bill pay and Bright Track credit score monitoring.

What's more, 41 percent of our members who used Bright Track improved their credit score by at least one tier after at least 12 months of actively using the tool.

These additional no-cost member

benefits are accessible through Shine Online and Mobile Banking.

Member participation powers the credit union's success. As a result, Dupaco shared nearly \$3.2 million in Thank Use with participating members. In addition, we provided members an annual direct financial benefit of nearly \$15 million compared to Iowa bank rates and fees. This is equivalent to more than \$303 per household.

Your credit union 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.

In 2018, Dupaco will celebrate its 70th year of service to you. On behalf of your volunteer board of directors and dedicated staff, thanks for your membership.

We love what you let us do for you.

Joseph F. Hearn
 Joe Hearn
 President and CEO



▲ SCENE IN: 2017
 During a training session, Dupaco President/CEO Joe Hearn explains to credit union employees how they can help make a positive difference in the lives of each member. (D. Klavitter/Dupaco photo)



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S A V E ▶ B O R R O W ▶ I N V E S T ▶ I N S U R E ▶ T R U S T

Owner's Manual

WINTER ▶ 2018



▲ SCENE IN: 2017
 Board Chair Renee Poppe and Vice Chair Bob Wethal take the oath of office alongside Dupaco's seven other volunteer directors following the 2017 annual meeting. This year's meeting is scheduled for Sunday, Feb. 18. (D. Klavitter/Dupaco photo)

Participate in 69th Annual Membership Meeting

PEOSTA, Iowa—You are invited to the 69th Annual Dupaco Community Credit Union Membership Meeting on Sunday, Feb. 18, at the Peosta Community Centre in Peosta, Iowa. The business meeting begins at 1 p.m. and will be followed by refreshments, music and a sandwich luncheon. Door prizes will be awarded.

The meeting is the official forum for annual Dupaco board elections. A call for board candidate applications was published in the Summer 2017 *Owner's Manual* newsletter and on Dupaco's website. The nominating committee will present the following

proposed candidates: Jeff Gonner*, Ron Mussehl* and Randy Skemp*.

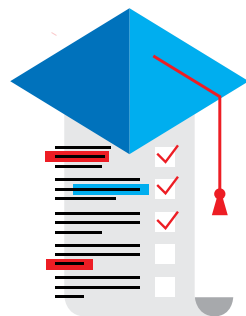
State regulations require members to vote by paper ballot for credit union board elections. Registration forms and paper ballots will be available at the annual meeting.

Tickets to attend are \$1 per member and must be purchased in advance at any credit union location. If you can't attend the meeting, follow @Dupaco on Twitter for live updates. *Incumbents.



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Start Taking Control of Your Student Debt



When you're drowning in student loan debt, it can be hard to see the light at the end of the repayment tunnel.

U.S. households are carrying \$1.34 trillion in student loans, making it the second largest category of debt in the nation, according to the Federal Reserve Bank of New York.

But there are steps you can take to relieve your debt burden and achieve financial stability.

- ▶ **Pay as you go.** If you are still attending school and can afford to do so, start making interest payments now. "This will save you in the long run, as that interest will accrue until payments are required," says Dupaco Community Credit Union's Jill Rothenberger.
- ▶ **Refinance your student loans.** With Dupaco's student loan refinance option, eligible borrowers can refinance existing private or federal student loans. "It's easier to manage if the debt is consolidated into

one monthly payment," Rothenberger says.

The program offers favorable rates and repayment terms—and complements the credit union's Extra Credit Student Loan, which provides students who are heading to college or are already in school with funding to cover the gap left by other aid.

- ▶ **Deduct it.** You can deduct up to \$2,500 in qualified student loan interest from your taxable income.
- ▶ **Take advantage of loan-forgiveness programs.** If you are employed by the government or a not-for-profit organization, you might be eligible to receive loan forgiveness under the Public Service Loan Forgiveness Program. Qualifying teachers also can have their loans forgiven under the Teacher Loan Forgiveness Program or canceled under the Federal Perkins Loan Program.

dupaco.com/StudentDebt

Scholarship Opportunities for Dupaco Members

Don't miss the chance to apply for free money through these scholarship opportunities!

- ▶ The **Dupaco R.W. Hoefer Foundation Scholarship Program** offers up to 10 nonrenewable \$2,000 scholarships to students who plan to enroll at any accredited college or university as full-time, first-year students. Scholarship applications are judged on academic achievements, extracurricular involvement, financial need and either a video or essay submission. Applications for this scholarship are due by 5 p.m. CT Feb. 26 and are accepted online only.
- ▶ Awarded annually by the Iowa Credit Union Foundation, the **Warren A. Morrow Memorial Scholarship Program** is open to any Dupaco member who meets the scholarship's eligibility requirements. Applications for this scholarship are due Feb. 9 and are accepted online only.

Additional scholarship information is available at dupaco.com/scholarships.

An Index of Services: YOUR LIFETIME FINANCIAL HOME

Dupaco strives to serve as your lifetime financial home. So, whether you're at a branch, connecting with staff via Skype, phone or email or logging into Shine Online or Mobile Banking, you always have opportunities to access and master your money. Are you getting the most from your credit union?

Money Makeover

Whether your finances need total reconstruction or a simple touch-up, a free, one-on-one Money Makeover might help you uncover extra savings. You'll have an opportunity to review your entire financial picture, covering credit scores, budgeting, asset and debt review, systematic savings and retirement planning.

Dupaco provided more than **1,850** free Money Makeovers in 2017.

Bright Track

With Dupaco Bright Track, you can stay on the right track while managing your credit score and report so you can pay less and save more. Access your score—and tools to improve it—within Shine Online and Mobile Banking. Bright Track is a free benefit of membership.

81.6% of members who used Bright Track between October 2016 and October 2017 either maintained or improved their score by at least one credit tier.

Savings

Systematically save and earn for what you need or want with Dupaco savings accounts, including You Name It Savings, Holiday Club, Individual Retirement Accounts and Launchpad savings, which helps you establish and grow your retirement savings at your pace.

Members saved **\$4.68 million** in their 2017 Holiday Club accounts.



It's Not Too Late to Save

dupaco.com/ira

There's still time to make good on your 2017 retirement savings goals.

- ▶ Eligible individuals can make contributions to a Traditional or Roth IRA for 2017 until **April 17, 2018**.
- ▶ Contributions for the 2017 tax year are limited to **\$5,500** for eligible individuals, or **\$6,500** if you are 50 or older.
- ▶ Eligible individuals could receive a deduction for Traditional contributions or a tax credit for Roth contributions.

To learn more, contact a member service representative at any Dupaco location or Dupaco's IRA experts at (563) 557-7600 / 800-373-7600, ext. 218, or service@dupaco.com.

The Zero-Sum Budget: How and Why It Works

What if you could have a brighter financial future by spending every dollar you earned? Sounds counterintuitive, doesn't it?

Zero-sum budgeting forces you to give every dollar a job so your bottom line totals zero at the end of each month. You use last month's income to pay this month's expenses, including bills and savings.

"If you don't use every single dollar, you end up being tempted to spend that money on things you don't really need," says Dupaco's Erin Engler.

Curious whether this budgeting approach would work for you?

Consider these tips before you switch:

Review your current budget. Write down your monthly, semiannual and annual expenses. A free Dupaco Money Makeover can help you identify leaks in your budget and create a spending plan that's right for you.

Work with the bare minimum. Salaries can fluctuate, so work with the bare minimum of your potential to earn. That way, you're not spending more than you make.

Use multiple accounts. Because your budget includes several categories, it's helpful to utilize more than one account to organize where every dollar goes. Dupaco allows you to open multiple You Name It Savings and free checking accounts.

Account for variable expenses. Not every expense is the same each month. To make these expenses fit into a zero-sum budget, you can enroll in your utility provider's budget-billing service or overestimate these expenses.

Start at the right time. Because a zero-sum budget uses last month's income to pay this month's expenses, getting started can cause a temporary strain on your income. Consider starting during a month you receive three paychecks instead of two.

Learn More

Watch Dupaco's latest Money Clips at dupaco.com/budgeting

Holiday Club: BY THE NUMBERS

Happy holidays, indeed! Dupaco members set a new savings record for the 2017 giving season.

\$4,679,605

Total dollars members saved in their Holiday Club accounts

\$231,040

Approximate increase from the previous year's savings total

4,533

Number of members with a 2017 Holiday Club account

225

Increase in member participation from the previous year

Oct. 30, 2017

Day the accumulated savings, plus interest, were automatically transferred to participants' checking or share savings accounts

Start saving now for next year's holiday spending; open your account at dupaco.com/OnlineAccounts.

New Features Coming to Website, Shine Online Banking

Dupaco Community Credit Union is known for its Money Makeovers. This time, the financial cooperative is getting a makeover of its own.

Before the tulips blossom, dupaco.com and Dupaco's desktop Shine Online Banking will roll out with a fresh design, enhanced navigation and new features—offering even more ways to know and grow your money.

"As a cooperative with a focus on doing what's in the best interest of our members, we'll continue to work toward the goal of producing meaningful and interesting digital content that connects members with information they can put to real use," says Jennifer Hanniford, vice president, marketing communication at Dupaco.

Shine Online Banking

Dupaco's Shine Online Banking will still deliver account information you're used to receiving, but page designs will be simplified, and you will be offered more self-service tools, including:

- ▶ Expanded selection of eNotifier alert options.
- ▶ Ability to open You Name It Savings accounts quickly and completely online.
- ▶ New security tools, including the ability to make your Dupaco credit and debit cards inactive if misplaced or stolen, and an optional two-step text-verification setting for Shine login.

Dupaco.com

In addition to product and service information, the newly designed website will offer educational tools and resources in a variety of formats, including video, blog, calculators, printable worksheets and more. Along with traditional navigation, you can explore content by answering questions about your end goal. The website will be accessible on any screen size.

Pending final testing, Dupaco's desktop version of Shine Online Banking is expected to launch in late winter, and dupaco.com is expected to launch in early spring.

dupaco.com

Survey Says: Dupaco Takes Member Feedback Seriously

Dupaco Community Credit Union wants to know what's on your mind. That's why surveys play such a vital part in engaging member sentiment.

We've got questions, and so do you. Here's a Q&A on Dupaco's surveys.

Q: Why does Dupaco survey its members?
A: Asking for input ensures your voices are heard. Since Dupaco members also are owners, it's important you have a say in what your credit union is doing and what it could be doing better.

Q: What types of surveys does Dupaco use?
A: Transactional surveys are triggered by becoming a member, using a new product or conducting a transaction. Relationship surveys are emailed to members regardless of whether you have conducted a transaction. Dupaco also emails surveys to members who have interacted with Dupaco Insurance Services and Dupaco Financial Services.

Q: How often are members surveyed?
A: Because products and services are always evolving, members are surveyed once every three months.

Q: How does Dupaco use the results?
A: The data helps staff and management determine how to improve services and functions for all members.

Q: Do respondents have to supply confidential information?
A: The surveys never request confidential financial information. Should you ever receive an unsolicited request for confidential information, do not provide it; instead, report the incident to Dupaco.

A: The surveys never request confidential financial information. Should you ever receive an unsolicited request for confidential information, do not provide it; instead, report the incident to Dupaco.



▲ SCENE IN: 2017

Dupaco Community Credit Union's learning lab in Marion, Iowa, takes shape. Dupaco's 20th branch will serve as a learning laboratory to explore and test new ways of helping members understand money and find financial solutions. The full-service branch, located near the intersection of Highways 151 and 13, is expected to open in spring 2018. (M. Blondin/Dupaco photo)

dupaco.com/locations

Staff Updates

Carter Albrecht joined Dupaco as a credit analyst at the Hillcrest Road branch in Dubuque, Iowa.

Chad Breitsprecker joined Dupaco as vice president, business lending at the Hillcrest Road branch.

Shelby Connolly joined Dupaco as a member service representative at the Locust Street branch (inside Hy-Vee) in Dubuque.

Adam Cook was promoted to system administrator I at the Hillcrest Road branch.

Robert Daughters was promoted to lead help desk

representative at the Pennsylvania Avenue branch in Dubuque.

Joe Ervolino was promoted to IT infrastructure supervisor at the Hillcrest Road branch.

Mike Felderman joined Dupaco as a commercial insurance agent at the Hillcrest Road branch.

Tim Forsberg joined Dupaco as a member service representative at the Hillcrest Road branch.

T.J. Houselog joined Dupaco as a member service representative at the Hillcrest Road branch.

Kelly Houtakker was promoted to deposit operations representative at the Pennsylvania Avenue branch.

Phylesia Kirkpatrick was promoted to contact center representative at the Pennsylvania Avenue branch.

Emily Kress joined Dupaco as a communication specialist at the Pennsylvania Avenue branch.

Cole Lansing was promoted to member service representative at the Locust Street branch.

Tyler Loucks was promoted to help desk representative at the Pennsylvania Avenue branch.

Katie McClain joined Dupaco as a human resources supervisor at the Pennsylvania Avenue branch.

Sarah Michels was promoted to deposit operations representative at the Pennsylvania Avenue branch.

Angie Ries was promoted to member service representative/lending consultant at the Ninth Street Southeast branch in Dyersville, Iowa.

Scott Schuster joined Dupaco as a member service representative at the Hillcrest Road branch.

Jess Theisen was promoted to consumer lending consultant at the Hillcrest Road branch.

Kimberly Timmer was promoted to member experience trainer II at the Pennsylvania Avenue branch.

Sherry Yonda was



FINANCIAL STRENGTH

As of Nov. 30, 2017

Members: **103,645**

Deposits: **\$1.30 billion**

Loans: **\$968 million**

Assets: **\$1.62 billion**

Reserves: **\$238 million**

Reserve Ratio: **14.7%**

promoted to assistant vice president, mortgage services at the Saratoga Road branch in Asbury, Iowa.

Notes Bearing Interest

Carrie Crane, member service representative II; **Dylan Buls**, assistant vice president, branch manager; **Traci Nichols**, member service representative II; **Mallory Blondin**, content development specialist; **Amy Gleason**, member solutions consultant; **Sarah Scherrman**, member experience trainer I; **Jacki Clasen**, community outreach service representative; and **Rachel Keeler**, relationship development specialist, graduated from Dale Carnegie® Training last fall.

Tim Gau, IRA representative, received his Certified IRA Professional designation after passing the exam.

Melissa King, assistant vice president, community outreach and education, southeast Iowa territory manager, received the Donald R. Meyers Advocacy Award and earned a scholarship to participate in the Credit Union National Association Government Affairs Conference.

Kelly Liddle, fraud specialist, recently passed the Certified Financial Crimes Investigator exam, expanding her knowledge and skill set in helping protect members from fraud.

Todd Link, senior vice president, risk management and remote delivery, was selected to join the CO-OP Financial Services Co-creation Council, which helps credit unions leverage the latest technology to strengthen member connections through convenient and secure digital experiences.

Jamie Millius, human resources representative, was elected to serve on the Tri-State Human Resource Associate board as secretary.

Cydney Porter, **Erin Bubenyak** and **Mary Mullenix** were recognized as Dale Carnegie® coaches.

Tammy Wood, relationship development specialist, and **Wes Hendricks**, assistant vice president, branch manager, graduated from the Northeast Iowa Community College Level 2 Leadership Academy.



▲ SCENE IN: 2017

Dupaco Community Credit Union's Tungula Sartin meets with member Robin Burckart at the Sycamore branch in Dubuque, Iowa, on Oct. 19 during Dupaco's Thank Use payout celebration. Although Thank Use has ended, you are welcome to learn, earn and save at Dupaco any time. (M. Kuhl/Dupaco photo)

DUPACO STAFF CAREER MILESTONES

5-Year Employee

▶ Katie Schueller

10-Year Employees

- ▶ Krystal Frederick
- ▶ Chelsey Kephart
- ▶ Suzan Martin-Hallahan

25-Year-Plus Employees

- ▶ Jeann Digman (30)
- ▶ Mike Ferris (33)
- ▶ Angie Heim (27)
- ▶ Nancy Laugesen (35)
- ▶ Diann Mozena (28)

Retirements

- ▶ Julie Laugesen, deposit operations representative at the Pennsylvania Avenue branch in Dubuque, Iowa: 25 years of service, retired December 2017.
- ▶ Janice Willenborg, member service representative at the Ninth Street Southeast branch in Dyersville, Iowa: 23 years of service, retired December 2017.

DID YOU KNOW?

For the latest new hires, promotions and transfers throughout the organization, go to Dupaco.com/StaffUpdates.



Fourth Saturday of each month, January–April
Museum Madness at Grout Museum District

LOCATION: All Grout Museum sites
TIME: 9 a.m.–5 p.m.
COST: \$4 for Youth Explorer Pass, \$6.50 for Adult Explorer Pass
Dupaco members can present a Dupaco credit or debit card as proof of membership to receive half-price admission to Museum Madness, which offers numerous hands-on activities, interactive experiments, movie showings, special guests and demonstrations at all Grout Museum sites.



Sundays, Jan. 28 and Feb. 25
Chestnut Mountain/ Dupaco Ski Days

LOCATION: Chestnut Mountain Ski Resort, Galena, Ill.
TIME: Noon–9 p.m.
COST: Save on lift tickets and rental packages with coupon
With coupon available at Dupaco, members can get a lift ticket for \$25 (save \$25) or a lift ticket, lesson and rental for only \$35 (save \$70). Coupon required and available at Dupaco locations in Dubuque, Peosta and Dyersville, Iowa; Galena, Ill.; and Platteville, Wis., or print one at dupaco.com/events.



Friday, Feb. 2
Dupaco Cowbell Cup Competition

LOCATION: The Stable, Cedar Rapids, Iowa
TIME: 7:05 p.m.
COST: Varies
Dupaco members can purchase tickets to any Dubuque Fighting Saints at Cedar Rapids RoughRiders hockey game this season at a \$4 discount. To receive your discount, call (319) 261-GOAL (4625) and ask for the Dupaco discount, or go to <https://secure.ridertownusa.com/tickets/fundraiser/> and enter the code "Dupaco."

Saturday, Feb. 3
Dupaco Cowbell Cup Competition

LOCATION: Mystique Community Ice Center, Dubuque, Iowa
TIME: 7:05 p.m.
COST: \$8
The Dubuque Fighting Saints vs. the Cedar Rapids RoughRiders. Receive a special Dupaco Cowbell Cup ticket price of \$8 when you purchase them online at DubuqueFightingSaints.com/groups and enter the password "cowbell." Deadline to order is Jan. 31. Limit eight tickets. Tickets purchased online include a \$1-per-ticket processing fee. Children 2 years and younger who do not need a seat do not need a ticket. For questions, contact Katie Kenne at (563) 587-2211 or kkenne@dubuquefightingsaints.com.



Second Sunday of each month, February–April
Dupaco Days at the River Museum

LOCATION: National Mississippi River Museum & Aquarium, Dubuque, Iowa
TIME: 10 a.m.–5 p.m.
COST: \$10.50 for adult admission, \$6.50 for children
Dupaco members can present a Dupaco credit or debit card as proof of membership to receive a 35-percent discount on general admission to the museum, which offers several daily activities, including touch tanks, live animal encounters and feedings, National Geographic movies and exhibits. For more information, visit rivermuseum.com.

Friday–Saturday, Feb. 16–17
Coors Bull Riding Classic

LOCATION: McElroy Auditorium, Waterloo, Iowa
TIME: 7 p.m.
With coupon available at Dupaco's Waterloo and Cedar Falls branches, save \$3 off regular adult ticket prices for the Friday night performance. Tickets can be purchased at the National Cattle Congress in advance or on the night of the event.

Sunday, Feb. 18
69th Annual Dupaco Meeting of the Membership

LOCATION: Peosta Community Centre, Peosta, Iowa
TIME: Begins at 1 p.m.
All Dupaco members are invited to participate in your credit union's annual

meeting. Tickets must be purchased in advance and are available at all Dupaco locations. Business meeting begins at 1 p.m., with sandwich luncheon to follow.

Sunday, Feb. 25
Guess How Much I Love You and I Love My Little Storybook

LOCATION: University of Dubuque Heritage Center, Dubuque, Iowa
TIME: 2 p.m.
COST: \$10 adult, \$5 child
Dupaco members receive a discount of \$5 off adult and \$4 off child ticket prices to these Mermaid Theatre of Nova Scotia performances, offering innovative puppetry and stunning scenic effects. Dupaco members can receive the discount by using the code "dopack2017." Discount is not valid for the lap-seat option. To order tickets, visit the Farber Box Office at the Heritage Center, call (563) 585-SHOW (7469) or go to dbq.edu/HeritageCenter. Online and phone orders are subject to convenience fees.

Saturday, March 10
DoPack Skate Party

LOCATION: Skate Country, Asbury, Iowa
TIME: 4:30–6:30 p.m.
COST: \$2.25 per ticket
A private event open to DoPack Kids' Club members and their families. Tickets include admission, quad-skate rental (in-line skate rental is extra) and unlimited soda (a savings of approximately \$2.50). Tickets should be purchased in advance and are available at all Dubuque, Iowa, Dupaco locations. Quantities are limited.

Friday, April 6
Moon Mouse: A Space Odyssey

LOCATION: University of Dubuque Heritage Center, Dubuque, Iowa
TIME: 7 p.m.
COST: \$10 adult, \$5 child
Dupaco members receive a discount of \$5 off adult and \$4 off child ticket prices to this cosmic adventure about Marvin the Mouse, featuring



Thursday, March 15
Everyday Heroes of the Tri-States Breakfast

LOCATION: Best Western Plus Dubuque Hotel, Dubuque, Iowa
TIME: 7–9 a.m.
In partnership with Dupaco, the American Red Cross Northeast Iowa Chapter honors those who have gone above and beyond in service to others and their communities.



Thursday, March 22
BestFest

LOCATION: Grand River Center, Dubuque, Iowa
TIME: 5–7:30 p.m.
Support Hospice of Dubuque by attending BestFest. Enjoy samples provided by those voted the area's best product and service providers. Tickets go on sale the first week of February at Hospice of Dubuque, 1670 Kennedy Road, and at Dupaco's Hillcrest Road branch in Dubuque.

Friday, April 6
Moon Mouse: A Space Odyssey

LOCATION: University of Dubuque Heritage Center, Dubuque, Iowa
TIME: 7 p.m.
COST: \$10 adult, \$5 child
Dupaco members receive a discount of \$5 off adult and \$4 off child ticket prices to this cosmic adventure about Marvin the Mouse, featuring

the electroluminescent artistry of New Orleans' Lightwire Theater. Dupaco members can receive the discount by using the code "dopack2017." Discount is not valid for the lap-seat option. To order tickets, visit the Farber Box Office at the Heritage Center, call (563) 585-SHOW (7469) or go to dbq.edu/HeritageCenter. Online and phone orders are subject to convenience fees.

Thursday, June 7, and Saturday, June 9
The Secret Garden

LOCATION: Bell Tower Theater, Dubuque, Iowa
TIME: 7:30 p.m. for both performances
COST: \$12 per ticket before discount
A musical adaptation of the classic novel performed by area high school students. Dupaco members enjoy a \$5 discount on tickets when purchased with a Dupaco debit or credit card or Dupaco check, and by using the coupon code "DUPACOSECRET." No ticket limit. Tickets can be purchased via phone at (563) 588-3377, at the Bell Tower Theater or online at belltowertheater.net.

Wednesday, July 11, and Saturday, July 14
Honk!
LOCATION: Bell Tower Theater, Dubuque, Iowa
TIME: 7 p.m. July 11; 2 p.m. July 14
COST: \$12 per ticket before discount
A musical adaptation of the Hans Christian Andersen story *The Ugly Duckling* performed by a cast of area kids ages 7 to 16. Dupaco members enjoy a \$2 discount on tickets when purchased with a Dupaco debit or credit card or Dupaco check, and by using the coupon code "DUPACOHONK." No ticket limit. Tickets can be purchased via phone at (563) 588-3377, at the Bell Tower Theater or online at belltowertheater.net.



Be on the lookout for additional events by checking Dupaco's Member Events and Discounts web page.

facebook.com/dupaco
twitter.com/dupaco

If you have any questions on Community Calendar information, contact Dupaco at 800-373-7600, ext. 0.

EDUCATIONAL OPPORTUNITIES

Wednesday, Feb. 28
Estate Planning Seminar

LOCATION: Pennsylvania Avenue branch training room, Dubuque, Iowa
TIME: 3–4 p.m. or 5:30–6:30 p.m.
Presented by First Community Trust, this free seminar will cover the topic of estate planning, with an overview of wills, trusts and more. Pre-registration is requested by contacting Jim Liddle at (563) 690-0029 or jliddle@fctrust.com.



My **IMPACT**



PLATTEVILLE, Wis.—After years of hard work, and plenty of heartache, the Kerkenbush family is proof positive that dreams really can come true.

The path to homeownership began seven years ago for Stephanie and Troy Kerkenbush, of Platteville.

Along the way, they learned how to take charge of their financial situation—how to budget, save for their future and drive up their credit scores. But as they learned how to make their money work for them, they were faced with new struggles. Both their mothers battled aggressive forms of cancer, one of whom has since passed away.

"We watched both our moms, the women who have always lifted us up when we needed it, go through such awful times, and they needed us more than ever," Stephanie says.

But the couple kept working toward their dream, and late last year their hard work paid off. They were ready to buy a home for their family of five.

"The pride we have owning this home is immeasurable, and I feel a peace in my heart that I haven't felt in a very long time," Stephanie says. "And I know that Troy's mom, Alice, is smiling down from heaven—she wanted this so badly for us."

The family's journey began during a free Money Makeover with Dupaco's Jo Roling at the Platteville branch, where they learned how to create and follow a budget. The couple started using a ledger to track their monthly income and expenses. They trained themselves to pay their bills first and always on time.

"I always dreaded money management years ago, because it just seemed overwhelming," Stephanie says. "But now that we're using the tools we've been given, I enjoy it."

Over the next few years, Roling continued to dive deeper into the couple's finances.

She opened a low-limit Dupaco Visa credit card to help them build their credit, and she showed them how Dupaco's free Bright Track credit monitoring service could help them keep tabs on their credit. In less than 18 months, the Kerkenbushes' scores climbed more than 115 points—showing them that financial success is attainable.

"Dreams can come true," Stephanie says. "Jo has been our biggest champion and cheerleader—and almost like a family member to us. The fact that we shared happy tears together at the closing says everything about our relationship with Jo and Dupaco."

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.



▲ SCENE IN: 2017
Dupaco Community Credit Union members Troy and Stephanie Kerkenbush stand proud with their three children outside of their newly purchased home in Platteville, Wis. With the help of their credit union, the couple worked hard to improve their credit and save for a down payment. (S. Kerkenbush provided photo)

Avoid Scams When Applying for Financial Aid



PROTECTION CONNECTION

dupaco.com/fraud

As students and their families wade through their financial options for the 2018–19 academic year, it's important to watch for scams that target the college-bound.

Use this guide to know which scholarship and financial aid "offers" to avoid:

► **A fee for FAFSA.** Many websites have been designed to look like the real Free Application for Federal Student Aid site (fafsa.ed.gov), except the user is charged a

fee to complete the application. Never pay the fee, cautions Denise Burmeister, director of strategic partnerships at Student Choice. "Just remember it's a free application. It should always be free," she says.

► **Guaranteed scholarship or financial aid.** Any claim of guaranteed scholarship money or financial aid also is a big red flag. Legitimate companies never guarantee scholarships or financial aid, Burmeister says.

► **A fee for scholarships.** Avoid applying for any scholarship that charges an application or redemption fee. To find reputable scholarships—which cost nothing and don't have to be repaid—use the scholarship search engines found at dupaco.studentchoice.org/Plan-for-College/Guide-To-Financial-Aid/. If you suspect you've responded to a scam, file a complaint with the Federal Trade Commission.

Why Young Adults Should Consider Credit

Today, many young adults are avoiding credit.

A 2016 Bankrate® survey found that less than a third of Millennials have a credit card, while more than half of people age 30–49 own one and nearly 70 percent of people over 65 do, according to a CNNMoney story.

When used responsibly, credit cards can be a tremendous credit-building tool. But here's what every young adult should know before applying for that first card.

► **Understand how credit works.** Dupaco can

help. During a free, one-on-one Credit History Lesson, you can learn the ins and outs of credit—and how to start sending your score in the right direction.

► **Start as soon as possible.** The length of your credit history makes up 15 percent of your score. The older it is, the better.

► **Choose your card carefully.** Stick with one card from your credit union. "The terms and convenience are better," says Dupaco's Amanda Durham.

► **Use your card wisely.** Dupaco's Great Credit Race participants who used their cards for small purchases and paid off their balances immediately were the most successful at building their scores the fastest.

► **Monitor your credit.** With Dupaco's free Bright Track credit monitoring service, you can review your credit report and score any time—and keep an eye out for fraud.

dupaco.com/visa

Are Your New Gifts Properly Protected?

dupaco.com/insure

The holidays often include receiving gifts of jewelry, drones and other valuable items.

It can be easy to overlook the importance of properly insuring these gifts, says Tim Bemis, insurance services manager at Dupaco Insurance Services.

"Because they're gifts and you don't have any money in them yourself, the value can sometimes surprise you," he says.

Gifts worth another look include:

- Jewelry
- Collectibles
- Drones
- Firearms
- Fine art

Homeowners and renters insurance policies limit the amount of property coverage for these items, Bemis says. But most Dupaco Insurance Services carriers offer the option to add a scheduled property rider to your policy that provides all-risk coverage for listed items up to their appraised value. The endorsement includes mysterious disappearance. If you received a drone, it's important to know what

it will be used for to determine whether it is insured. If it will be used for commercial purposes, neither a homeowners policy nor a commercial policy will apply. Instead, you need a commercial drone policy.

If it's for personal use, your homeowners policy will cover damage to the drone or liability up to your policy limits in the event it crashes into someone's property. "But if you are renting and don't have renters insurance, you don't have that liability coverage," Bemis says.

Request a no-cost, no-obligation insurance analysis at dupaco.com/insure, or contact the Dupaco Insurance Services team at (563) 557-7600 / 800-373-7600, ext. 210, or by email at insurance@dupaco.com.



STRIKE

A BALANCE

3.9% APR¹

on balance transfers. After six months the rate will be a low

10.25% to 17.25% APR¹

dupaco.com/visa

SCENE IN: 2017

Dupaco Community Credit Union's Leslie Alvarez (center) shares how making an impactful connection with a member inspires her during the credit union's Making Connections program Sept. 21 in Dubuque, Iowa. From orientation to ongoing coaching in the field, Making Connections is a three-part, one-year training program aimed at maximizing employee engagement. (M. Blondin/Dupaco photo)

dupaco.com/careers



¹The 3.90% balance transfer promotional rate is valid for balance transfers and cash advances that post to your Dupaco Platinum Visa between Jan. 2, 2018, and March 31, 2018. The 3.90% annual percentage rate (APR) expires six months from the date of your first balance transfer or cash advance, at which time the APR will revert back to the APR established at time of account opening, which is a variable rate from 10.25% to 17.25%, based on your creditworthiness. Account must be in good standing to qualify. All Visa APRs will vary with the market based on the Prime Rate. There is a grace period on purchases, and no annual fees or participation fees. Other fees include: cash advance fee—\$3 or 1.50% of the amount of each cash advance, whichever is greater (maximum of \$15); foreign transaction fee—1.00% of each transaction in U.S. dollars; late payment fee—\$15.00 or the minimum due, whichever is less if you are four (4) or more days late; returned payment fee—up to \$25. Offer valid only on Dupaco Platinum Visa. The information about the costs of the card described in this communication is accurate as of Jan. 7, 2017. This information may have changed since that date. To find out what may have changed, contact Dupaco.

²Interest rate savings examples are for illustrative purposes only. All interest rate savings examples assume: 1) the credit card balance(s) the member held elsewhere were at a 23.00% annual percentage rate (APR) and 2) the balance transferred to a Dupaco Visa is eligible for the six-month promotional rate of 3.90% APR, which would convert to a 10.50% APR after the promotional period. Additionally, the Dupaco Visa minimum monthly payment amount is 3.0% of the credit card balance, while most other cards are at 1.0–2.0% of the balance. Consequently, the minimum monthly payment amounts used in the above examples are as follows: \$2,000 balance—\$40; \$5,000 balance—\$100; \$8,000 balance—\$160. Not all members will qualify for a Dupaco Visa.

Mairzy Doats, Goals and Oats

By Michael Poppen

Welcome to another year with Dupaco! Hopefully 2017 went down as smooth as that last cup of RumChata and coffee. Or, perhaps the year was a bit more challenging, like a spoon cutting through overcooked beef tenderloin?

Regardless, our aim is to start 2018 with renewed spirit and the steel resolve of the Quaker Oats man! Speaking of which, January is National Oatmeal Month. What better way to

address financial goal planning than utilizing the hardy, stick-to-your-ribs, pantry mainstay.

The message: **Make SMART goals.**

To save money, or eliminate debt, it is best to use concrete numbers to establish such a goal.

To say, "This year, I'll pay down debt," or "I'm saving more money," is a losing proposition. Instead set goals like, "I'm going to add \$100 a month to my mortgage payment," or "I'm going

to increase my 401(k) contribution by 2 percent." By using solid numbers, we are ultimately more accountable to meeting a specific objective.

For some, the stress of goal planning is much like the texture of oatmeal. The course, gluey texture can distract one from realizing the health benefits and end results. But just try to get one spoonful down the gullet, then the next; you'll realize it's not too bad.

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Quick Tips to Make You Retirement Ready



Worried you're not ready to retire?

If you're closing in on retirement and wondering whether you've saved enough, you might find peace of mind following these strategies:

Look at the numbers. Review your nest-egg assets, sources of fixed income (including Social Security, pension income and wages if you plan to work part-time in retirement) and projected expenses in retirement. "This is a great way to understand how much a member may be spending, what portion of that is covered by fixed income and what distributions, if any, from the nest egg will be required to maintain the

planned standard of living," says Jim Liddle, vice president, trust officer at First Community Trust.

Know what you need. With that information, you can project what will be needed from your savings on an annual basis so you can determine the necessary size of your nest egg.

Ask for help. If you'd like to boost your retirement savings, consider working with First Community Trust to determine what types of retirement accounts might be beneficial.

Cut expenses. If additional saving is not an option, look at your expenses to determine what can be trimmed. A free Dupaco Money

Makeover is a good place to start. "If money is freed up, boosting retirement savings will be a great way to solidify a member's ability to retire the way he or she wants to," Liddle says.

dupaco.com/trust



Jim Liddle

Dupaco Offers One-Stop Shopping for Vehicles

dupaco.com/dealerships

Buying a new vehicle?

Dupaco Community Credit Union partners with dozens of auto dealerships so you can obtain Dupaco financing right at the dealership—making the car-buying process even easier for members and eligible non-members.

"Everybody is so busy today with work and family life. It's more convenient to do everything at the point of sale," says Bob Nicks, indirect

lending manager at Dupaco. "You get the same rights and consideration you would at a branch."

Before you shop, it's a good idea to get preapproved for your auto loan. Dupaco's preapproval process helps you shop smarter by understanding your needs and setting a budget from the start, narrowing down your choices to save you time.

"A lot of our members still get preapproved for the loan so they

know their budget before they go to the dealership," Nicks says.

Dupaco partners with 114 dealers in Iowa, Wisconsin and Illinois, including most dealerships in the communities where Dupaco branches are located, according to Adam Dodds, lead indirect underwriting specialist.

You can find the partnering dealerships at dupaco.com/dealerships.

SCENE IN: 2017

During the National Philanthropy Day luncheon on Nov. 15 in Dubuque, Iowa, Dupaco Community Credit Union's Bob (from left) and Marilyn Hoefler were recognized as Outstanding Individual Philanthropists, while Dupaco board member Andy Schroeder was recognized as Outstanding Professional Fundraiser. (M. Kuhl/Dupaco photo)

dupaco.com/foundation



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Asbury
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Key West
2245 Flint Hill Dr. | Dubuque, IA
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Inside Hy-Vee
400 S. Locust St. | Dubuque, IA
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First Ave.
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PHONE: (319) 366-8231

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4th Ave. SE
501 4th Ave. SE | Cedar Rapids, IA
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San Maran Learning Lab
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Inside Covenant Medical
3421 W. 9th St. | Waterloo, IA
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Peosta Learning Lab
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dupaco.com/locations