



◀ **SCENE IN: 2018**  
Dupaco's Carrie Culbertson listens to Tinsley Steger, one of three winners of Dupaco's Philanthropy Day poster contest, talk about how she gives back and helps others. Tinsley's winning artwork was showcased at the National Philanthropy Day luncheon Nov. 15 at the Grand River Center in Dubuque, Iowa. (M. Blondin/Dupaco photo)

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# Owner's Manual

WINTER ▶ 2019



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**2018 HIGHLIGHTS**

Celebrated **70 years** as a credit union

**Forbes** ranks Dupaco top-rated credit union in Iowa

**Raddon** names Dupaco recipient of Crystal Performance Award

**NEW** Launched Variable Rate Term Share Certificates

Opened **Marion Learning Lab** and **NewBo Live Video Teller**

Staff vigilance prevented **more than \$2.4 million** in member **fraud losses** as of Dec. 19.

Celebrated **Thank Use** payout of **more than \$2.6 million**

**NEW** Revamped **Shine Online** and **Mobile Banking**

**NEW** Launched **ChangeUp Savings**

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



▲ **SCENE IN: 2018**  
Dupaco Chair of the Board Bob Wethal chats with board member Denise Dolan at the 2018 annual meeting at the Peosta Community Centre in Peosta, Iowa. This year's meeting will be Sunday, Feb. 24. (M. Blondin/Dupaco photo)

# More Than Local

As a not-for-profit financial cooperative, credit unions exist because of their members.

With the 2019 state and federal legislative sessions upon us, please know that we continually work hard and advocate in your best interest. As member-owners of Dupaco, that's what you deserve. With member benefits like Bright Track and programs like Thank Use, we strive to be different in everything we do.

In 2018, more than 50,000 Dupaco members shared in our success and collected more than \$2.6 million in Thank Use participation dividends that paid out on International Credit Union Day. What's equally impressive is that more than 83 percent of participating members improved or maintained their credit scores during the campaign.

Thank Use is doing great things for members—the more you use your credit union, the more you earn. With nearly \$9 million shared

in Thank Use since 2016, I'm excited to see what's in store for Thank Use 2019.

As we prepare for our 70th annual meeting in February, we reflect on our unique cooperative structure. It means Dupaco is more than local. Members control their money and reap the benefits. There are no outside investors or stockholders calling the shots. Your money stays right here, enriching your friends, neighbors and community.

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.

Thanks for doing business with the financial home you own.

Joe Hearn  
President and CEO



▲ **SCENE IN: 2018**  
Dupaco President and CEO Joe Hearn takes his turn in the dunk tank at the Inaugural Millwork District Bloktoberfest Celebration on Sept. 22 in Dubuque, Iowa. The event included a skate and BMX contest, kids' activities, local music, beer and food. All proceeds benefited the Dubuque Jaycees and Schmid Innovation Center. (D. Klavitter/Dupaco photo)

## Participate in 70th Annual Membership Meeting

You're invited to the 70th Annual Dupaco Membership Meeting on Sunday, Feb. 24, at the Peosta Community Centre in Peosta, Iowa. The 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 2018 *Owner's Manual* newsletter and on Dupaco's website. After a thorough evaluation and interview process, the nominating committee will present

these candidates: Steve Chapman\*, Ron Meyers\* and Renee Poppe\*.

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, follow [@Dupaco](https://twitter.com/Dupaco) on Twitter for live updates. \*Incumbents.

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



# Turn Your Loose Change Into Big Savings

Save a little money every time you spend. With Dupaco's new ChangeUp Savings tool, you can have your "loose change" from debited purchases automatically deposited into your Dupaco savings account.

**How it works:** Say you spend \$9.75 on your Dupaco MoneyCard. ChangeUp Savings will round up that purchase to \$10, automatically transferring the remaining 25 cents into your savings account. Don't have enough funds in your account to round up? No problem. ChangeUp Savings won't make the transfer.

All you need to participate is a Dupaco checking account and MoneyCard, along with a primary savings account. You can enroll within Shine Online or Mobile



Banking by following the prompt on the detail screen of your checking account.

It's one more way Dupaco is helping you save for a brighter future.

## THE ABCs OF Saving with Certificates

By Ali Hunzeker  
Lead member service representative

With interest rates on the rise, it's a good time to reevaluate your savings goals.

Depending on your goals, you might consider taking advantage of a term-share certificate, the credit union's version of a bank Certificate of Deposit.

### How a certificate works

With a term-share certificate, you lock your funds in for a specified amount of time.

Certificates usually earn a higher interest rate than normal savings accounts. The money compounds interest during the duration of the term. Typically, the longer the term, the higher the rate. Dupaco offers two options: a fixed-rate certificate and now a variable-rate certificate that adjusts with the market.

### When it's a useful strategy

Certificates can be a worthwhile way to save for larger purchases, such as a down payment on a house. If you know you aren't going to

need the funds for a certain period, why not get paid more for them?

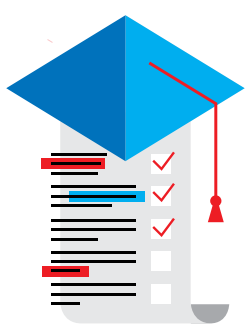
And the money is out of sight, out of mind. You'll still see the funds on your statements, but you aren't able to access them without paying a penalty to take them out early.

**In other words: It forces you to save the money instead of spend it!**

To open a certificate, call Dupaco at 800-373-7600, ext. 206.

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

# 3 Things You Should Know About the FAFSA



Your college-bound students can now file their Free Application for Federal Student Aid for the 2019–2020 academic year. The FAFSA is used to determine student financial aid eligibility.

As you wade through your child's financial options, here are three things you should know:

### 1 | Complete the FAFSA even if you don't think you qualify for financial aid.

If you will be attending college next fall, you should complete the FAFSA. Renew the application before each subsequent year of college.

The application is about more than applying for free funding. If you need a federal student loan, the FAFSA is required.

### 2 | Fill out the FAFSA as soon as possible.

You have until June 30, 2020, to complete the application for the upcoming academic year. But some federal, state and college

funding are first come, first served. The earlier you submit your information, the better chance you have to access the funding.

### 3 | Live in separate homes? Use the correct household information.

Tricia Poplcean, a college access counselor at Student Choice, answers many questions related to families that live in separate households. Here are a few guidelines to follow:

- ▶ The FAFSA should be based on the income of whichever parent your child lived with the most during the past 12 months.
- ▶ If your child spent equal amounts of time with both parents, use the income of the parent who provided the most financial support.
- ▶ If a stepparent also lives with the parent whom the child lived with the most, you also must provide the stepparent's income because that falls within the household income.

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

## Your Membership Gives You Access to Scholarship Opportunities

Dupaco offers multiple scholarship opportunities to students who plan to enroll in post-secondary education for the 2019–2020 academic year.

New this year, Dupaco will award a total of 15 \$2,000 nonrenewable scholarships. Ten will be awarded to first-time, full-time incoming freshmen who will attend an accredited four-year college or university, and five will be awarded to first-time, incoming students who plan to attend an accredited community college, trade school or technical college for a degree, diploma or certificate program.

Additional information about these opportunities is available at [dupaco.com/scholarships](http://dupaco.com/scholarships).

## Holiday Club: BY THE NUMBERS

Happy holidays, indeed! Dupaco members set a new savings record for the 2018 giving season.

\$4,932,165

Total dollars members saved in their Holiday Club accounts

\$252,560

Approximate increase from the previous year's savings total

4,882

Number of members with a 2018 Holiday Club account

349

Increase in member participation from the previous year

Oct. 30, 2018

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/save](http://dupaco.com/save).



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

## You Still Have Time to Fund Your IRA

There's still time to make good on your 2018 retirement savings goals.

- ▶ Eligible individuals can make contributions to a Traditional or Roth IRA for 2018 until **April 15, 2019**.
- ▶ Contributions for the 2018 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 experts at 800-373-7600, ext. 218, or [service@dupaco.com](mailto:service@dupaco.com).



# Rex Wellman

## 1941-2018

DUPACO BOARD MEMBER ~ 1981-1985 AND 1994-2008

The Dupaco family remembers Rex Wellman, who passed away Oct. 6.

Wellman served voluntary terms on Dupaco's board of directors from 1981 to 1985 and—following work-related relocations—from 1994 until November 2008. He served credit union members by providing outstanding leadership and actively participating in all credit union committee capacities, including two terms as chair of the board.

Wellman supported providing

credit union staff the resources and training necessary to meet member

needs and deliver outstanding service. He went so far as to generously lend his personal management expertise to conduct strategic board planning and employee training. He also worked tirelessly to mentor senior management through positive coaching.

Wellman served his country as a Naval Senior Chief Petty Officer and Recruiter, and he worked to instill

his strong military traits of honor, discipline and loyalty into his employer

and credit union leadership roles. Upon retirement from the board in 2008, Wellman was named an honorary director emeritus in appreciation for his tremendous contributions to the growth and success of the credit union.

The Dupaco membership is grateful for Wellman's loyal service. He will be missed.

### SCENE IN: 2018

Dupaco's Joe Bisenius sits one-on-one with attendee Rebecca Boltz to answer questions following Dupaco's homebuying seminar Oct. 2 at NewBo City Market in Cedar Rapids, Iowa. (M. Jungers/Dupaco photo)



## 7 Things

ABOUT OUR

## Interactive Teller Kiosks

Dupaco's Interactive Teller Kiosks allow you to make transactions with a Dupaco staff member in real time. Here are seven facts you might not have known about these kiosks:

**6** Number of Dupaco staff who serve as video tellers from the Dubuque, Iowa, Operations Center. These are the same tellers who review your mobile deposits!

**19** Number of Interactive Teller Kiosks Dupaco operates in Iowa and Illinois.

### EXTENDED HOURS

Dupaco Interactive Teller Kiosks® feature extended hours: 8 a.m.—6 p.m. Monday–Friday, and 8 a.m.—1 p.m. Saturday. (\*The hours of the NewBo City Market kiosk in Cedar Rapids, Iowa: 8 a.m.—2 p.m. Monday–Wednesday, 8 a.m.—6 p.m. Thursday–Friday and 8 a.m.—1 p.m. Saturday.)

**80** Average number of daily transactions each video teller makes.

MORE THAN **\$51,000**

In November, video tellers prevented fraud losses of this amount between mobile deposits and Interactive Teller Kiosk transactions.

### 7 SECONDS

Average wait time for a transaction at an Interactive Teller Kiosk.

**8,500** Number of Interactive Teller Kiosk transactions in November.

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

## Kick off the New Year With a Fresh Start to Spending

With the holidays in the rearview mirror and a new year in front of you, it might be time for a frugal month—a spending fast to cleanse your budget in the areas where it needs it most.

When you strip your spending to the bare basics, it allows you to find your spending baseline—and maybe even rediscover your priorities. Here's what you should know before you get started:

**Track your spending.**

Keep a notepad with you at all times, and record everything you spend money on. Pay a bill—write it down. Turn on the lights—record it. Go to the grocery store—add it to the notebook. As you write it down, it will bring to light just how much you're spending.

**Be kind to yourself.**

Resist the temptation to judge yourself for overspending in the past. Instead, look ahead and stay positive about your budget challenge.

**Determine where you can cut costs.**

Your spending journal will help you start seeing where you can cut costs throughout your frugal month—and beyond. Each week, reevaluate your spending habits and try to cut even more.

**Discover your spending baseline.**

Stripping your budget will allow you to determine the least amount you can spend to live comfortably.

**Establish a new budget.**

Then you can establish a budget that better matches your priorities. A free Dupaco Money Makeover can help you create a budget to tackle those resolutions to save more for your goals. Schedule your Money Makeover by calling Dupaco at 800-373-7600, ext. 206.

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

## Staff Updates

**Mary Heavens** was appointed member experience trainer II at the Marion, Iowa, branch.

**Morgan Phelps** was appointed member experience trainer III at the Marion branch.

## Notes Bearing Interest

**Nancy TeKippe**, senior employment specialist, was awarded the Professional Cooperative Spirit Award during the annual Iowa Credit Union League Convention in September in Coralville, Iowa. The award recognizes individuals who have shown outstanding service, commitment and leadership in the credit union movement.

Additionally, **Steve Chapman**, Dupaco board of director, was awarded the ICUL Volunteer Cooperative Spirit Award, which recognized his commitment to the credit union movement. Chapman joined Dupaco's Board of Directors in 1988 and has served on numerous board committees as well as the Credit Union Service Organization board. He has served as chair of the board three times, for a total of nine years, and is currently serving as board secretary.

**Dupaco** was awarded the Community Impact Award during the ICUL convention by the Iowa Credit Union Foundation. The award recognizes individuals or organizations within the credit union movement who have demonstrated civic and charitable responsibility through volunteerism, advocacy or philanthropy. Dupaco strives to be a leader in every community it serves—investing in individuals and organizations that advance the credit union mission of fostering individual empowerment and financial sustainability.

**Sailu Aryal**, senior internal auditor; **Dorothy Back**, member service representative; **Jim Bemboom**, card services manager; **Victor Coria**, community outreach and education assistant; **Ryan Fitch**, member service representative II; **Hillary Gottschalk**, teller service supervisor; **Felicia White-Carson**, member service representative II; and **Courtney Woltz**, member service representative, graduated from Dale Carnegie® Training in the fall.

**Eric Gilmour**, branch manager of Dupaco's Marion, Iowa, branch, received the Donald R. Meyers Advocacy Award and earned a scholarship to participate in the Credit Union National Association Government Affairs Conference in March 2019.

**Lynn Schmitt**, IRA supervisor, received her Life, Accident and Health license after passing the exam.



### ▲ SCENE IN: 2018

Dupaco member Bienvenue Rwibagiza, of Cedar Rapids, Iowa, plans to take his wife out to dinner with the Thank Use cash he earned. Thank Use is a Dupaco-only perk that "thanks" members—in cash—for using their credit union's services. Members shared more than \$2.6 million in Thank Use in 2018 and nearly \$9 million since 2016! Get ready for Thank Use 2019. Visit [dupaco.com/ThankUse](http://dupaco.com/ThankUse). (D. Back/Dupaco photo)

### DUPACO STAFF CAREER MILESTONES

**Five-Year Employee**

► Brian Lyons

### DID YOU KNOW?

For the latest new hires, promotions and transfers throughout the organization, go to [dupaco.com/StaffUpdates](http://dupaco.com/StaffUpdates).

**Dupaco**

**FINANCIAL STRENGTH**

As of Nov. 30, 2018

Members: **113,298**

Deposits: **\$1.34 billion**

Loans: **\$1.13 billion**

Assets: **\$1.71 billion**

Reserves: **\$247 million**

Reserve Ratio: **14.4%**



## Midwest Bus Trips Member Discount

Dupaco members receive a \$15 discount when booking any Midwest Bus Trips excursion online and using the discount code DUPACO (case sensitive).



## Cowbell Cup Discount Tickets at The Stable

**LOCATION:** The Stable, Cedar Rapids, Iowa  
Dupaco members receive \$4 off per ticket to any Dubuque Fighting Saints at Cedar Rapids RoughRiders hockey game at The Stable this season. Call (319) 261-GOAL (4625) and ask for the Dupaco discount.

## Creative Adventure Lab Free Admission

**LOCATION:** Creative Adventure Lab, Dubuque, Iowa  
Dupaco members get free admission to the Discovery Lab the first Sunday of every month when they present proof of membership. Admission includes one-story bouldering on the rock wall; all other programs/features are available for additional charge.



## Dupaco Days at the River Museum

**LOCATION:** National Mississippi River Museum & Aquarium, Dubuque  
**TIME:** 10 a.m.–5 p.m.  
**COST:** \$10.50 for adult admission, \$6.50 for children  
Dupaco members receive a 35-percent discount on general admission to the museum when they show proof of membership (Dupaco debit or credit card or check). The museum offers several daily activities, including touch tanks, live animal encounters and feedings. For more information, visit [rivermuseum.com](http://rivermuseum.com).



## Now through May 31 Waterloo Grout Museum Free Admission

**LOCATION:** Grout Museum District, Waterloo, Iowa  
Dupaco members receive free admission for two adults and all dependent children to all of the museums in the Grout Museum District. Members must show proof of membership by presenting their Dupaco debit or credit card or check.

## Saturday, Jan. 26 Snow White and the Seven Dwarfs

**LOCATION:** University of Dubuque Heritage Center, Dubuque  
**TIME:** 10 a.m. and 2 p.m.  
**COST:** \$10 adult, \$5 child  
Dupaco members receive a discount of \$5 off adult and \$4 off child ticket prices by using the code "dopack". Discount is not available 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](http://dbq.edu/HeritageCenter). Online and phone orders are subject to convenience fees.

## Sundays, Jan. 27 and Feb. 24 Chestnut Mountain Discount Ski Days

**LOCATION:** Chestnut Mountain Ski Resort, Galena, Ill.  
**TIME:** Noon–9 p.m.  
With coupon available at Dupaco, members can get a lift ticket for \$25 (\$30 savings) OR a lift ticket, lesson and rental for only \$35 (\$75 savings). Coupon is required and can be printed on-demand on Dupaco's website. A limited number of printed tickets are available at Dupaco's Dubuque, Peosta and Dyersville, Iowa; Galena, Ill.; and Platteville, Wis., branches.



## Saturday, Feb. 9 Dupaco Night With the Saints

**LOCATION:** Mystique Ice Arena, Dubuque  
**TIME:** 7:05 p.m.  
It's a Cowbell Cup matchup as the Dubuque Fighting Saints take on the Cedar Rapids RoughRiders. Receive a special ticket price of \$8 per ticket by purchasing online at [DubuqueFightingSaints.com/groups](http://DubuqueFightingSaints.com/groups) and entering the password "cowbell". Order deadline is Jan. 31. Limit eight tickets. Tickets purchased online include a \$1-per-ticket processing fee. Children ages 3 and younger who do not need a seat do not need a ticket. Call Katie Kenne at (563) 587-2211 with questions.

## Saturday, Feb. 9 Party at the Park

**LOCATION:** Electric Park Ballroom, Waterloo  
**TIME:** Doors open at 6 p.m.; show begins at 7 p.m.  
Sponsored by Dupaco, the Iowa Public Radio and Friends of KUNI/KHKE present Chad Elliott and the Redemptions, Kevin Burt and his band, and Elizabeth Moen. Tickets can be purchased at [nationalcattlecongress.com](http://nationalcattlecongress.com) for \$30/\$25 each in advance, or at the door for \$35/\$30 each.

## Friday–Saturday, Feb. 15–16 Coors Bull Riding Classic

**LOCATION:** McElroy Auditorium, Waterloo  
**TIME:** 7 p.m.  
With coupon available at Dupaco's Waterloo and Cedar Falls, Iowa, 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. 24 70th 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 for \$1 each. Business meeting begins at 1 p.m., with sandwich luncheon to follow.



## Sunday, March 31 Stuart Little by E.B. White

**LOCATION:** University of Dubuque Heritage Center, Dubuque  
**TIME:** 2 p.m.  
**COST:** \$10 adult, \$5 child  
Dupaco members receive a discount of \$5 off adult and \$4 off child ticket prices by using the code "dopack". Discount is not available 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](http://dbq.edu/HeritageCenter). Online and phone orders are subject to convenience fees.

## Sunday, April 14 The Magic School Bus—Lost in the Solar System

**LOCATION:** University of Dubuque Heritage Center, Dubuque  
**TIME:** 2 p.m.  
**COST:** \$10 adult, \$5 child  
Dupaco members receive a discount of \$5 off adult and \$4 off child ticket prices by using the code "dopack". Discount is not available 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](http://dbq.edu/HeritageCenter). Online and phone orders are subject to convenience fees.



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

[facebook.com/dupaco](https://www.facebook.com/dupaco)

[twitter.com/dupaco](https://www.twitter.com/dupaco)

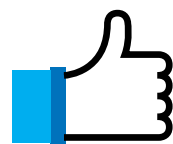
If you have any questions on Community Calendar information, contact Dupaco at 800-373-7600, ext. 0.

## EDUCATIONAL OPPORTUNITIES

## Tuesday, March 12 First-Time Homebuyer Seminar

**LOCATION:** NewBo City Market, Cedar Rapids, Iowa  
**TIME:** 6 p.m.  
Before you start the homebuying process, you need to figure out whether owning a home is right for you. Dupaco is partnering with Taylor Bergen at Coldwell Banker Hedges Realty to help assess your readiness for homeownership and guide the early stages of your homebuying process. Members can sign up for this free seminar at [dupaco.com/HomeSeminar](http://dupaco.com/HomeSeminar).

# My IMPACT



OLIN, Iowa—Donna and Dave Stoneking felt trapped in a never-ending mortgage.

Every two years, the Olin couple's bank required them to refinance their adjustable-rate home loan—and pay thousands of dollars in closing costs each time.

"At that rate, we were never going to pay the loan off," Donna says.

Donna reached out to Dupaco to see whether the financial cooperative could provide them some financial relief—just as the credit union had done for her sister, Linda Jackson, earlier in the year.

The Stonekings met with Dupaco's Jacki Clasen. And they were blown away by her solution—which not only set them up with a more sustainable home loan, but also provided them with the financing they needed to maintain their house for years to come.

Clasen reviewed the Stonekings' finances and suggested refinancing their mortgage into a Dupaco Mini-Mortgage, a loan ideal for those who want to pay off their home loan within 10 years.

Doing so eliminated several years of mortgage payments and saved the couple more than \$49,000 in interest. The Mini-Mortgage also eliminated the need to refinance every two years.

"It was amazing," Donna says. "I knew we would save some money, but I didn't realize it would be that much."

The good news kept coming.

Prior to meeting with Dupaco, the Stonekings had taken out a loan to replace half of the roof on their house. The couple's bank had said to come back later for a loan to replace the remainder of the roof. But when they returned, they were denied. Dave's credit score had dropped after he suffered a heart attack and was unable to work.

The Stonekings explained their predic-

ament to Clasen, and the credit union opened a Home Equity Line of Credit for them, providing the financing they had long been waiting for to replace the rest of their roof and buy a new furnace.

"They're helping us get the house fixed up, which is all we wanted to do in the first place," Dave says.

The couple says they have found their new financial home.

"They were so easy to work with and understanding of our situation," Donna says. "I've never had a financial bend over backwards for you to help you out, and Dupaco did that."



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).



## SCENE IN: 2018

Dupaco's Jacki Clasen (left) works with members Dave and Donna Stoneking at the Dupaco Learning Lab in Marion, Iowa. The credit union helped the couple break free from their never-ending mortgage nightmare. (B. Kaplan photo)



# How to Avoid Tax-Related Scams

## PROTECTION CONNECTION

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



Taxpayers aren't the only ones hoping for a tax refund during the upcoming tax-filing season.

"Fraudsters are constantly trying to steal identities," says Dupaco's Jill Gogel. "And during tax season, they're also going to try to steal tax refunds."

Here are some steps you can take to reduce your risk of tax-related identity theft:

**Make sure you have everything.** If you haven't received certain tax documents, reach out to the senders to find out when you will.

**Monitor your return from start to finish.**

Once your tax return has been accepted, know when your refund should arrive, and

monitor your accounts to make sure it does. The best way to track the status of your refund is to use the IRS' Where's My Refund?

tool at [irs.gov/refunds](http://irs.gov/refunds).

**Use eNotifier Alerts.** Dupaco's eNotifier Alerts can help you know when your refund arrives—and whether it is for the correct amount.

**Use caution with email links.** Never click on links or download attachments from suspicious emails.

**Keep your security software up to date.** Make sure your computer and virus software are up to date, and use strong passwords.

**Keep tabs on your credit.** With Dupaco's free

Bright Track credit monitoring, you can watch for suspicious activity on your credit report.

**Be prepared to fight fraud.** Dupaco's Family ID Restoration fraud-recovery coverage gives you additional resources to help you respond to identity theft and fraud.

If you notice suspicious account activity or believe you are the victim of fraud or identity theft, contact Dupaco immediately at (563) 557-7600 / 800-373-7600.

# Are Your New Gifts Properly Protected?

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

It can be easy to overlook the importance of ensuring these gifts are properly insured, 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
- ▶ Firearms
- ▶ Collectibles

- ▶ Fine art
- ▶ Drones

Homeowners and renters insurance policies limit the amount of property coverage for these items. 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—such as jewelry, fine art and firearms—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, such as wedding photography, 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.

To find out more or request a no-cost, no-obligation insurance analysis, go to [dupaco.com/insure](http://dupaco.com/insure), or contact the Dupaco Insurance Services team at 800-373-7600, ext. 210, or email [insurance@dupaco.com](mailto:insurance@dupaco.com).

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



# HOW TO Pay Bills in 3 Easy Steps With Picture Pay



1

Choose "Pay bills" from the main menu of Shine Mobile Banking.

2

Choose "Continue to Picture Pay."

3

Click on the camera icon, and use your device to photograph the bill you want to pay.

Picture Pay will automatically complete the fields for you. Just enter the amount you want to pay and the date you want it sent. Dupaco will take care of the rest!

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

# Stronger Together: The Importance of Advocacy

## POLICY FOR THE PEOPLE

Enroll to receive member advocacy emails and updates at <https://iowacreditunions.com/StrongerTogether>

As part of the credit union movement, we are stronger together when we make our collective voice heard.

That's because state and federal legislation often affects the benefits you receive as a member-owner of Dupaco—impacting the way you save, borrow and manage your money.

"Being part of a financial cooperative means you have a vested interest in your credit union," says Dupaco's Tammy Wood. "Whatever happens to your credit union happens to you."

Member advocacy was crucial during the 2018 Iowa legislative session. Iowa credit union members sent more than 40,000 emails and more than 2,500 handwritten letters to legislators last year to help defeat bankers' efforts to increase taxes on credit unions.

Learn more about how you can stay engaged during this year's legislative session and lend your voice to the credit union movement at [dupaco.com/PoliticalAction](http://dupaco.com/PoliticalAction). Your voice does make a difference.



## ▲ SCENE IN: 2018

Dupaco's Rachel Keeler explains how she provided the tools and coaching to help a new member take control of her finances and her life during the Northeast Iowa Chapter of Credit Union's monthly meeting with Iowa state legislators Nov. 29 in Dubuque, Iowa. (D. Klavitter/Dupaco photo)



## DON'T FORGET

Have you moved?  
Changed phone numbers?  
New email address?

Don't forget to update your contact information with Dupaco.

If the contact information we have for you is out of date, we might not be able to relay important account-related information to you, and it could affect your ability to activate your Dupaco credit and/or debit card.

To update your contact information, stop by any Dupaco branch or call 800-373-7600.



## ▲ SCENE IN: 2018

Dupaco's Pete Weber (left) visits with member Craig "Gerb" Smith, of Smith Home Gallery & Cabinet Works, during the SCORE Workshop on Oct. 24 at the Dodge Street Hy-Vee in Dubuque, Iowa. The workshop helped small business owners and entrepreneurs plan for the upcoming year. (M. Blondin/Dupaco photo)



# Growing Your Retirement Savings Takes Time

By Michael Poppen

There is a podcast I listen to called *Everything Is Alive*. The show basically gives voice and thought to an inanimate object. Then for 20 minutes an interviewer will ask engaging questions about this object's life, philosophical beliefs, struggles and triumphs—which are all allegedly true.

The most recent interview was with a grain of sand that went by the name of Chioke.

At one point, Chioke referred to the Greek myth of Sisyphus, who was condemned to an eternity of rolling a boulder uphill, only to

watch it roll down and repeat the cycle.

To Chioke's point, this task would have ultimately reduced the boulder to a speck... a piece of sand, after thousands of years of friction.

This story goes to show how the inverse is true. Each piece of sand or pebble is important in the grand scheme. With time and pressure, pebbles and sand form stone, which supports many of the foundations upon which we build these magnificent structures.

The same can be said of time and contributions to savings or a retirement plan. Each penny or dollar saved starts to add up over the course of weeks, months and years. It takes time, commit-

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ment and some sacrifice to retire successfully.

Eventually, that boulder you've been building and pushing will reach its summit. Then, hopefully, unlike our pal Sisyphus, you'll push that boulder over the mountain and enjoy the beautiful expanse of a comfortable retirement.

Dupaco Financial Services wishes you the best of health and happiness in 2019!

For a no-obligation consultation, contact Dupaco Financial Services at 800-373-7600, ext. 2305.

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# Make a New Year's Resolution to Plan



By Jim Liddle

The start of the new year is a perfect time to make sure your financial and estate plans are sound. Make it your goal to address the following in the coming year:

## 1. Estate planning

Determine what you want to happen with your assets upon your passing, and review your estate planning documents (will/trust) to ensure those wishes are carried out.

If you'd like assistance, your First Community Trust officer at Dupaco is happy to help. If your estate planning documents need updating—or if there are none—it's time to work with an estate planning attorney to have a plan drawn up and signed.

## 2. Retirement planning

Whether you're just starting your career or you've been retired for some time, it might be appropriate to review your retirement plan to make sure your goals match your actions. If you are close to retirement or are retired, understanding your expenses is instrumental in determining whether your nest egg will cover your needs.

Again, your FCT officer at Dupaco is happy to provide advice.

## 3. Investment planning

It might be a good time to ensure that your investments over your entire portfolio match your goals and risk tolerance. If you set the investment objective in your 401(k) through work when you started 20 years ago, or it has been awhile since you reviewed other asset allocations, a review is likely appropriate.

Dupaco partners with FCT to provide members fiduciary investment management services, which encompass estate, retirement and investment planning. A Dupaco trust officer is available to meet with you to review these items. The meeting is included with your Dupaco membership—and it comes at no cost to you.

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



# Couple Embarks on Ambitious Journey to Pay Off Debt

## The Story of a Dupaco Staffer and His Wife

It was during a meeting with his financial advisor that BJ Duehr broke down.

He told Dupaco Financial Services' Cole Schmelzer that his student loans were killing him, and he and his girlfriend, Madison, weren't saving enough.

Around that time, BJ also was reading a couple of money-related books for his role as a relationship development specialist at Dupaco—*Rich Dad, Poor Dad* and *The Total Money Makeover*.

"Reading both of those books and talking to Cole helped me realize that Maddie and I were living paycheck to paycheck," BJ says.

When BJ crunched the numbers in May 2017, he was disheartened to realize they had about \$75,000 worth of debt, including car, student and personal loans. Each month, they were putting about \$2,000 toward those loans, leaving no wiggle room in their budget.

Something had to give. That's when BJ came up with an ambitious plan to eliminate their debt over the next four years. Madison had her doubts, but she was willing to give his crazy plan a try.

## How they paid off \$30,000 in the first 18 months

"Live like no one else, so you can live like no one else." It's a line from Dave Ramsey's *The Total Money Makeover*, and it's stayed with BJ ever since he read the book.

He proposed that he and Madison live just like that.

Instead of continuing to pay rent to live with their friend, BJ and Madison moved in with his parents for a year, so they could live rent free and put their paychecks toward their debt. To pay off their loans even faster, they took on extra jobs.

BJ has planned some strategic debt consolidation along the way. And to stay on track, he has "a budget for the budget." They use several Dupaco checking and savings accounts to help them budget to pay bills, pay down debt and build their savings.

"It's not as hard as people think it is to really, truly budget," Madison says.

Over the past 18 months, the couple has paid off about \$30,000 of their debt. During that time, they've even got married—and were able to do so without borrowing a dime—and moved to an apartment in Texas. BJ anticipates they will have their debt paid in full in about three more years.

### WHAT THEIR JOURNEY HAS TAUGHT THEM

**It starts within yourself.** *Sticking to debt-reduction goals won't happen unless you want it to.*

**Have a plan.** *Create a budget that works for you, and stick to it. Revisit it any time there's a change in your goals or financial situation.*

**It won't happen overnight.** *BJ is fond of telling Dupaco members, "You did not accumulate this debt overnight, and you're not going to pay it off overnight."*

**Reward yourself along the way.** *Leave yourself some fun money, too.*

**Be patient with yourself.** *Working multiple jobs or having less discretionary spending can feel discouraging at times, but remind yourself that it won't be like this forever.*

"Now we live paycheck to paycheck because we want to, not because we have to, and that's a much better feeling," BJ says.

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



### ▲ SCENE IN: 2018

*During an ambitious journey to pay off debt, Dupaco's BJ Duehr and wife, Madison, pack their vehicle as they fulfill their dream to move to Texas. (M. Blondin/Dupaco photo)*

**Hillcrest Rd.**  
3299 Hillcrest Rd. | Dubuque, IA  
PHONE: (563) 557-7600

**Pennsylvania Ave.**  
3999 Pennsylvania Ave. | Dubuque, IA  
PHONE: (563) 557-7600

**Asbury**  
5865 Saratoga Rd. | Asbury, IA  
PHONE: (563) 557-7600

**Sycamore St.**  
1465 Sycamore St. | Dubuque, IA  
PHONE: (563) 557-7600

**Key West**  
2245 Flint Hill Dr. | Dubuque, IA  
PHONE: (563) 557-7600

**Inside Hy-Vee**  
400 S. Locust St. | Dubuque, IA  
PHONE: (563) 557-7600

**Marion Learning Lab**  
5970 Carlson Way | Marion, IA  
PHONE: (319) 366-8231

**First Ave.**  
110 35th Street Dr. SE | Cedar Rapids, IA  
PHONE: (319) 366-8231

**Williams Blvd. SW**  
3131 Williams Blvd. SW | Cedar Rapids, IA  
PHONE: (319) 366-8231

**San Marnan Learning Lab**  
1946 Schukei Rd. | Waterloo, IA  
PHONE: (319) 234-0381

**W. Mullan Ave.**  
218 W. Mullan Ave. | Waterloo, IA  
PHONE: (319) 235-0381

**Cedar Falls**  
3301 Cedar Heights Dr. | Cedar Falls, IA  
PHONE: (319) 277-3940

**Carroll**  
503 W. Hwy. 30 | Carroll, IA  
PHONE: (712) 792-1735

**Dyersville**  
807 9th St. SE | Dyersville, IA  
PHONE: (563) 875-2795

**Galena**  
11375 Oldenburg Ln. | Galena, IL  
PHONE: (815) 777-1800

**Manchester**  
1200 W. Main St. | Manchester, IA  
PHONE: (563) 927-6187

**Platteville**  
1100 E. Business Hwy. 151 | Platteville, WI  
PHONE: (608) 348-4499

**Peosta Learning Lab**  
185 Peosta St. | Peosta, IA  
PHONE: (563) 582-2805

### INTERACTIVE TELLER KIOSKS

**Inside NewBo City Market**  
1100 3rd St. SE | Cedar Rapids, IA

**Inside Covenant Medical Center**  
3421 W. 9th St. | Waterloo, IA

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