

SPRING 2023 UPDATE

MESSAGE FROM THE PRESIDENT

Since 1945, DuTrac has been investing in our membership by offering lower loan rates, higher savings rates, quality-tested products and services, and by supporting the communities we serve by staffing community events, as well as funding scholarships, sponsorships and donations.

One of the most significant investments DuTrac can make with its membership is the purchase of new technology and equipment to improve DuTrac's efficiency and ability in serving its members, improving transaction processing as well as provide better reporting. Periodic, routine upgrades to technology are regularly taking place to ensure the ongoing accuracy, security, deliverability and stewardship of your funds. Routine upgrades take place overnight or in batches to limit disruptions for members and staff. Widespread system upgrades are infrequent, but may require a few days and may be accomplished over a weekend to limit interruptions to business.

DuTrac will be implementing widespread system upgrades from Wednesday, May 31 at 5 p.m. through Sunday, June 4 at 10 a.m. The upgrades will touch almost every aspect of DuTrac, from accounting and sales to products and services. The upgrades will positively affect how DuTrac conducts business with you moving forward. Although all DuTrac branch offices will be closed during a good portion of the dates noted, member service and support via telephone will be available to answer any questions on Thursday, June 1 and Friday, June 2 from 8:30 a.m. to 5:00 p.m.

DuTrac staff continue to work hard to ensure system upgrades are as seamless as possible for you. In the coming months, members will receive additional emails, letters, posts on social media and on DuTrac.org stating how the upgrades will be limiting access to certain products and services while others will process before the system upgrades occur to ensure your cash needs are met. I encourage you to review new postings and the most up-to-date information regarding the system upgrades on our website at DuTrac.org/upgrade.

While the system upgrades will have greatest impact on back-office processing, they will have a big impact on how we will be serving you moving forward. Whether you use DuTrac's digital services or visit us in-branch, members should expect a more efficient user experience.

I want to extend my gratitude to the membership in advance for your patience and understanding during this concluding phase of a three-year project. Each of us is excited to launch these upgrades and thereby enhance our ability to serve you.



Respectfully,

Andrew Hawkinson
President and CEO

OFFICE LOCATIONS

Bettendorf
2770 Middle Road • Bettendorf, IA

Clinton
2900 S 25th Street, Ste. A • Clinton, IA

Jersey Ridge
2330 E 53rd Street • Davenport, IA

Kimberly Road
3100 W Kimberly Road • Davenport, IA

Asbury Road
3465 Asbury Road • Dubuque, IA

Holliday Drive
2045 Holliday Drive • Dubuque, IA

Peru Road
18181 Peru Road • Dubuque, IA

St. Mary's
380 E 14th Street • Dubuque, IA

Walmart
4200 Dodge Street • Dubuque, IA

Dyersville
1161 16th Avenue Court SE • Dyersville, IA

Eldridge
200 N Fourth Ave • Eldridge, IA

Maquoketa
18072 Highway 64 • Maquoketa, IA

Moline
3153 Avenue of the Cities • Moline, IL

Monticello
337 S Main Street • Monticello, IA





ENTER DUTRAC'S NATIONAL ANTHEM SHOWCASE

April 17-May 12

Let your voice be heard during DuTrac's "Oh Say Can You Sing" National Anthem Showcase! Amateur individuals, duets, trios and quartets are invited to submit their best rendition of America's national anthem. Forms will be available starting Monday, April 17, at DuTrac.org and must be submitted no later than noon on Friday, May 12. Limit one entry per person or group.

The vocalist(s) having the winning selection will receive a **\$500 VISA® Gift Card** and will be aired by Radio Dubuque during the kick-off for the Dubuque Fireworks and Air Show.

Entry forms and complete rules will be available at DuTrac.org starting April 17. Submissions on CD may be dropped off at any DuTrac location or MP3 files may be emailed to ktegeler@dutrac.org.

WARRENS CRANBERRY FESTIVAL

Friday, September 22, 2023 - Warrens, WI

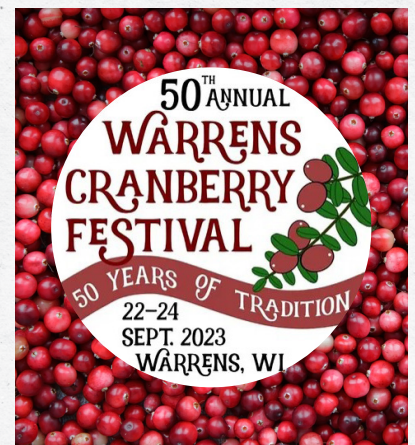
Warrens Cranberry Festival is a great time to begin your holiday shopping. With over three miles of shopping, including 850 arts and crafts booths, 350 flea market and antique booths, and 100 farm market booths, you're sure to find something!

Join us on Friday, September 22, 2023. Cost is \$50.00 per person.

Price includes transportation from Dubuque, admission to festival, water, snack, and driver gratuity.

Payment and reservations due by Friday, August 25, 2023.

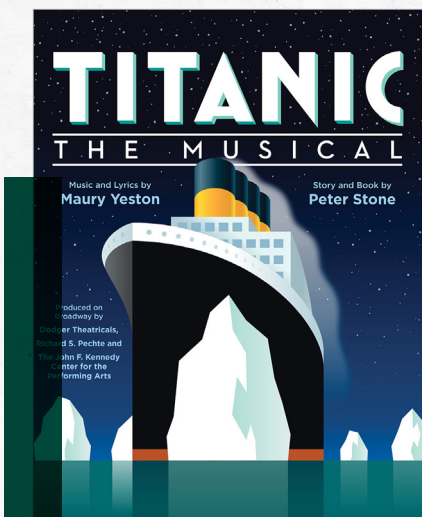
To make reservations, please contact Karen at 563-585-8584 or email ktegeler@dutrac.org.



SAVE THE DATE | 2023 DUTRAC ANNUAL MEETING

Event set for Monday, October 9, 2023.

'Save the Date' for DuTrac's 2023 Annual Meeting taking place on Monday, October 9, 2023 at 5:30 p.m. Additional information will be available July 1.



TITANIC - THE MUSICAL

Friday, October 27, 2023 - The Fireside Theatre - Fort Atkinson, WI

The very name signals one of the most enduring events of the Twentieth Century. Soaring songs, grand staging, and a set awash in glorious costumes makes this historic musical a must-see event. TITANIC is human drama that explores and reveals individual strength, love, faith, and especially the triumph of human dignity. Don't miss this musical as unforgettable as the historic event itself.

Join us on Friday, October 27, 2023. Cost is \$135.00 per person.

Price includes transportation from Dubuque, entrée choice of chicken waterford, sliced pork tenderloin, shrimp tempura or vegetarian, dessert, show, water, snack, and gratuities.

Payment and reservations due by Friday, September 15, 2023.

To make reservations, please contact Karen at 563-585-8584 or email ktegeler@dutrac.org.

SPRING IS IN THE AIR AND ROMANCE SCAMS ARE ON THE RISE

Romance scammers tell all sorts of lies to steal our hearts and money, and those lies are working. In 2022, nearly 70,000 people reported a romance scam, and reported losses hit a staggering \$1.3 billion.

Scammers pay close attention to the information you share, and don't miss a beat becoming your perfect match. You like a thing, so that's their thing, too. You're looking to settle down. They're ready too. But there is one exception – you want to meet in real life, and they can't. Reports show their excuse is often baked right into their fake identity. Claiming to be on a military base is the most popular excuse, but "offshore oil rig worker" is another common (and fake) occupation. In short, there's no end to the lies romance scammers will tell to get your money.

Romance scammers often use dating apps to target their victim, but even more common, the scam starts with unexpected private messages on social media platforms. 40% of people who said they lost money to a romance scam in 2022 said the contact started on social media; 19% said it started on a website or app. Many of these conversations then move the conversations to WhatsApp, Google Chat, or Telegram.

You may have heard about romance scammers who tell you they're sick, hurt, or in jail – or give you another fake reason to send them money. But did you know that many romance scammers operate by offering to do you a favor? They may claim to be a successful cryptocurrency investor who'll teach you how it's done. But any money you "invest" goes straight into their wallet. In another twist, they might say they've shipped you a valuable package (not true), which requires you to send money for "customs" or some other made-up fee. It is all a lie. You send the money, and the package never turns up.

Top payment methods on romance scams in 2022:

Cryptocurrency; Wire Transfer; Gift Card; Payment APP or Service

The way romance scammers take your money is another important piece of the story. People reported sending more money to romance scammers using cryptocurrency and bank wires than any other method: together, they accounted for more than 60% of reported losses to romance scams in 2022. While not the costliest payment method, gift cards were the most frequently reported – 24% of people who reported losing money to a romance scam in 2022 said it was taken using gift cards.

So how can you spot a romance scammer in the act?

- Nobody legit will ever ask you to help—or insist that you invest— by sending cryptocurrency, giving the numbers on a gift card, or by wiring money. Anyone who does is a scammer.
- If someone tells you to send money to receive a package, you can bet it's a scam.
- Talk to friends or family about a new love interest and pay attention if they're concerned.
- Try a reverse image search of profile pictures. If the details do not match up, it's a scam.
- Help stop scammers by reporting suspicious profiles or messages to the dating app or social media platform. Then, tell the FTC at [ReportFraud.ftc.gov](https://www.ftc.gov/ReportFraud.ftc.gov). If someone is trying to extort you, call your financial institution and report it to the FBI. Learn more at ftc.gov/romancescams.

Find the tools to identify fraud and steps to take if you become a victim at [DuTrac.org/support/fraud](https://dutrac.org/support/fraud) or email fraud@dutrac.org.

Article credit: Emma Fletcher - February 9, 2023 - Federal Trade Commission, Consumer Protection

DuTrac is your trusted financial partner and strives to protect you against fraud. DuTrac never requests personal information via email or text message, including usernames and passwords. Use caution when opening or responding to emails, text messages, and phone calls regarding your account. If unsure or suspicious regarding any communication about your DuTrac account, contact DuTrac directly at 563-582-1331 or visit any branch. Find the tools to identify fraud and steps to take if you become a victim at [DuTrac.org](https://dutrac.org) or email fraud@dutrac.org.



PRE-QUALIFY FOR YOUR MORTGAGE

Your dream starts here! Buying your first or fifth home is a process. DuTrac Mortgage makes it easy. As a buyer, start with becoming pre-qualified through our loan application process. Once pre-qualified, DuTrac Mortgage will provide you with a pre-qualification letter. Share this letter with your real estate agent and seller to show that you're a qualified and ready buyer.

Once an offer is accepted, let the DuTrac Mortgage team help walk you through the financing process to get you into your new home, with a mortgage custom fit for your needs. Learn more about home buying at [DuTrac.org/borrow](https://www.dutracs.org/borrow).



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FINANCIAL UPDATE

DuTrac's financials as of February 28, 2023.

Number of members	51,063
Shares	\$903,726,484.59
Loans	\$801,089,939.54
Net Worth	\$123,265,329.13
Total Assets	\$1,037,578,783.59

APRIL IS NATIONAL CREDIT UNION YOUTH MONTH

Unleash the Power of Saving!

This April, DuTrac encourages young members to foster good financial habits by setting aside money in a new or existing Savasaurus Club account.

Open a new savings account for your child through DuTrac's Savasaurus Club between April 1-30 and \$25 will be automatically added to the new account. Simply deposit \$25 in the account, and set up direct deposit, automatic transfer, or payroll deduction.

Existing Savasaurus Club members who set up a new direct deposit, automatic transfer, or payroll deduction to the account will also receive a \$25 bonus deposit. Please visit [DuTrac.org](https://www.dutracs.org) for details.



UPCOMING EVENTS

april

- 1-30** Credit Union Youth Month
- 17** "Oh Say Can You Sing" applications open

june

- 1-3** All branches closed for System Upgrades
- 4** All branches open 10 a.m. - 3 p.m.
- 19** All branches closed (Juneteenth)

may

- 2** Estate Planning Webinar
- 12** "Oh Say Can You Sing" applications close
- 29** All branches closed (Memorial Day)
- 31** All branches closing at 5 p.m.

july

- 4** All branches closed (Independence Day)

NO-COST ESTATE PLANNING WEBINAR

Tuesday, May 2 from 5:30 p.m. – 6:30 p.m.

Estate planning is a key component of financial wellness and of your financial well-being. Sadly, it is often neglected, leaving wishes of the deceased unfulfilled. The following questions need to be addressed when estate planning: Who will handle my affairs? How and who will oversee my assets being passed down? Are there advantages gained by considering alternative options?

First Community Trust, a trusted partner of DuTrac Community Credit Union, is hosting an estate planning webinar on Tuesday, May 2 beginning at 5:30 p.m. This no-cost webinar is designed to educate and inform you of your options, as well as provide information to help implement an estate plan that accomplishes your wishes and provides peace of mind.

To register, please contact Matt Pillard at 563-557-5044 or matt.pillard@FCTrust.com.



Matt Pillard
Trust Officer - FCT



RETIREMENT. INSURANCE. INVESTMENTS.

The choices you make today can determine the sort of retirement you will have in the future. Let the financial advisors at DuTrac Financial Group help you make the most of what you have and assist you in living the best life possible in the future by making the right financial choices now.

To get started on your financial journey, please contact Sherry Kurtz at 563-557-5002 or sherry.kurtz@lpl.com.



Nicole Corbett, CRPC[®]
Vice President,
Wealth Management
LPL Financial Advisor



Mark Konrardy, CRC[®]
LPL Financial Advisor



Matthew Stewart
LPL Financial Advisor

Securities and advisory services are offered through LPL Financial (LPL), a registered investment advisor and broker-dealer (member FINRA/SIPC). Insurance products are offered through LPL or its licensed affiliates. DuTrac Community Credit Union and DuTrac Financial Group are not registered as a broker-dealer or investment advisor. Registered representatives of LPL offer products and services using DuTrac Financial Group, and may also be employees of DuTrac Community Credit Union. These products and services are being offered through LPL or its affiliates, which are separate entities from, and not affiliates of, DuTrac Community Credit Union or DuTrac Financial Group. Securities and insurance offered through LPL or its affiliates are:

Not Insured by NCUA or Any Other Government Agency	Not Credit Union Guaranteed	Not Credit Union Deposits or Obligations	May Lose Value
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Your Credit Union ("Financial Institution") provides referrals to financial professionals of LPL Financial LLC ("LPL") pursuant to an agreement that allows LPL to pay the Financial Institution for these referrals. This creates an incentive for the Financial Institution to make these referrals, resulting in a conflict of interest. The Financial Institution is not a current client of LPL for advisory services.

CRPC[®] conferred by College for Financial Planning.



No-Cost AD&D insurance, just for members.

One of your membership benefits at DuTrac Community Credit Union is access to TruStage[®] Insurance products. As a member, you automatically qualify for Accidental Death & Dismemberment (AD&D) coverage.

To claim your no-cost coverage, visit TruStage.com/ADDcoverage or call 563-582-1331 to speak with a licensed TruStage insurance representative.



TruStage[™]
TruStage Insurance Agency

*Cost is between \$1 and \$1.50 per month for every \$10,000 of individual TruStage AD&D Insurance purchased. TruStage[®] Accidental Death & Dismemberment Insurance is made available through TruStage Insurance Agency, LLC and issued by CMFG Life Insurance Company, PO Box 61, Waverly, IA 50677 0061. The insurance offered is not a deposit, and is not federally insured, sold, or guaranteed by your credit union. Base Policy Series ADD-2018-POL, 2018-ADD-POLRDR-CR, 2018-ADD-POLRDR-CNR. Product availability and features may vary by state.

DUTRAC IS MAKING SYSTEM UPGRADES

All DuTrac branches will be closed, along with no access to PC Branch, MobileLink or Accessline, from 5 p.m. on Wednesday, May 31 until Sunday, June 4 at 10 a.m.

DuTrac is upgrading its primary banking system to meet the ever-changing needs of our members. We're investing in modern technology that will allow us to better serve you. These new upgrades will provide our members with the technological features and functionality necessary to meet their future financial needs.



DuTrac staff started the background work for the system upgrades over three years ago. The upgrades will touch almost every aspect of DuTrac, from accounting and sales to products and services. We've been working hard to ensure a seamless transition for our members. DuTrac's employees are the best of the best, so we're right on track!

What's Not Changing

Although there are a few changes coming your way, most things are NOT changing. These important things will remain the same:

- Account numbers and routing numbers
- Direct deposit and automatic payments currently set up
- Debit, credit, or ATM card numbers and PINS
- PC Branch and MobileLink User ID and Password
- Bill Pay payees and settings

For more information about our system upgrades, please visit dutrac.org/upgrade.

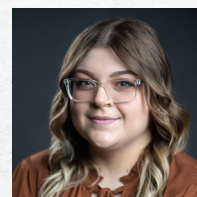
DEBO TO JOIN IOWA INNOVATION GROUP; HUBER TO MENTOR 2023 Iowa Innovation Group Participants

After clearing an application and interview process, the Bettendorf assistant branch manager, Lucinda DeBo, has been selected to participate in the 2023 class of the Iowa Innovation Group (IIG) through the Iowa Credit Union League (ICUL), in collaboration with the Filene Research Institute. This is the 3rd consecutive year DuTrac has had representation in the Iowa Innovation Group. In addition, Nicole Huber, branch manager at DuTrac's Kimberly Road office, was selected as one of four to mentor the team after participating as an Innovator in 2022.

ICUL has partnered with Filene Research Institute since 2013 to offer IIG, coaching emerging credit union leaders through Filene's "Method of Innovation" over several months. IIG aims to develop future leaders of our credit union industry, equip them with the abilities to evaluate industry insights, create innovative solutions and engage with a pioneering mindset. Participants will reveal their work at the Iowa Credit Union Annual Convention, September 13-15, 2023 in Coralville, Iowa.



Lucinda DeBo
Assistant Branch
Manager



Nicole Huber
Branch Manager

SENIOR MANAGEMENT TEAM

- Andrew HawkinsonPresident & CEO
Kim AdamsSenior VP of Operations & Facilities
Michelle ArissSenior VP of Finance
Megan EganSenior VP of Human Resources
Lee HoernerSenior VP of Sales & Service
Ron KinsellaSenior VP of Lending
Andy LassenSenior VP of Information Technology
Jason NortonSenior VP of Marketing & Business Development

MAILING ADDRESS

PO Box 3250
Dubuque, IA 52004-3250

Phone: 563-582-1331
Email: members@dutrac.org

Access your accounts 24/7: Call AccessLine at 563-557-5000 or enroll in PC Branch and MobileLink.

