

# UPDATE

## NEWSLETTER

### MESSAGE FROM THE PRESIDENT

I wanted to take a moment to express our heartfelt appreciation for your unwavering patience and understanding during our recent system upgrade. Your support has been instrumental in ensuring a smooth transition, and I am truly grateful for your trust in DuTrac.

The last 'major' system upgrade occurred 'decades' ago. Therefore, over the past 14 months, the DuTrac team has diligently worked behind the scenes to enhance our banking systems and infrastructure to better serve your needs. We understand that change can be challenging, and we sincerely appreciate your patience as we implemented these upgrades. Our primary objective was to improve the overall banking experience for you.

The world of banking is rapidly evolving, and we are committed to staying at the forefront of these advancements to provide you with a seamless and secure banking experience.

At DuTrac, we are driven by the commitment to offer you innovative solutions that align with your evolving financial needs. We are excited about the future possibilities that these advancements will bring and look forward to embarking on this journey together with you.

We are privileged to have you as our valued members. Have a great summer and we wish you continued success in all your financial endeavors.



**Andrew Hawkinson**  
President and CEO

### DUTRAC YOUTH SAVE \$1.7 MILLION AND WIN NATIONAL YOUTH SAVING CHALLENGE™

DuTrac's younger members took to heart the theme of "Unleash the Power of Saving at your Credit Union™" to save \$1.7 million and win the 2023 National Youth Saving Challenge™. The Credit Union National Association (CUNA) headquartered in Washington, D.C., reported savings of \$15.2 million by the nation's youth during the National Youth Savings Month of April.

DuTrac encouraged younger members to save wisely through the credit union's scholarships, deposit savings bonus promotions through the Savasaurus Kids Club, financial education, and events for youth members of all ages. CUNA offered a grand prize of \$1,000 to create ten (10) youth awards worth \$100 each to encourage participation in the program. DuTrac was selected as the grand-prize winner. We reported 39 new youth accounts and 7,837 deposits totaling \$1.7 million for the month.

To learn more about the Savasaurus Kids Club, please visit [dutraccu.org](https://www.dutraccu.org).

### NEWSLETTER HIGHLIGHTS

2023 DuTrac Scholarship Winners

Customized Business Lending Solutions

Retirement Webinar and Social Security Seminars

Prevent Account Takeover Fraud

Upcoming Events



## NOT ALL CREDIT CARDS ARE CREATED EQUAL

Apply for a DuTrac Platinum Rewards Mastercard today and start taking advantage of its amazing benefits.

### Card Valet®

A mobile debit/credit card management application that helps reduce fraud by allowing cardholders to monitor accounts.

### uChoose Rewards

Earn points when you use your DuTrac Platinum Rewards – and with some retailers, earn additional points.

### MasterCard ID Theft Protection

Alerts you to possible identity theft by monitoring the surface, dark and deep web and searching for compromised credentials.

### Mastercard Secure Code

Provides an extra layer of protection when shopping online by asking you to confirm every transaction with a password you have created.

## FINANCIAL UPDATE

### DuTrac's financials as of May 31, 2023.

Number of members .....	51,744
Shares .....	\$921,018,478
Loans .....	\$827,941,806
Net Worth .....	\$124,811,977
Total Assets .....	\$1,038,661,714

## LOST ISLAND TICKETS

Discount tickets to Lost Island in Waterloo, IA are now available. DuTrac members can purchase waterpark tickets for \$30 and theme park tickets for \$43. Stop by Dubuque, Dyersville or Monticello branches to buy today!

## DUTRAC ANNOUNCES SCHOLARSHIP WINNERS

Seven graduates of area high schools, and members of DuTrac Community Credit Union, have been awarded scholarships through DuTrac's 2023 Academic Scholarship Program. Recipients of a \$1,000 scholarship are:

- **Serena Brokaw**, daughter of Christian Brokaw, graduated from Monticello High School (Monticello, IA). Brokaw plans to attend The University of Northern Iowa to pursue a double major in biology and nursing.
- **Andrew Day**, son of Michael & Cindy Day, graduated from Senior High School (Dubuque, IA). Day plans to attend Loras College to pursue a major in computer science.
- **Jena Edwards**, daughter of Dan & Sharon Edwards, graduated from Central DeWitt High School (DeWitt, IA). Edwards plans to attend Iowa State University and pursue a major in finance.
- **Kyra Howieson**, daughter of Darla Meyer & Kent Howieson, is a graduate of Senior High School (Dubuque, IA). Howieson plans to attend The University of Iowa to pursue a major in biomedical engineering.
- **Dontayvia Kirk**, daughter of Kelsey Sagers, graduated from Davenport Central High School (Davenport, IA). Kirk plans to attend Baylor University, Waco, TX, to pursue a major in biochemistry with plans for earning a medical degree.
- **Mia Maiers**, daughter of Jeff & Tricia Maiers, graduated from Beckman Catholic High School (Dyersville, IA). Maiers plans to attend The University of Iowa to pursue a major in business analytics & information systems.
- **Briley Miller**, daughter of Nikki Thomsen, is a graduate of Maquoketa High School (Maquoketa, IA). Miller plans to attend Iowa State University to pursue a major in animal science.

In addition, selected from over 280 applicants for one of eight \$2,000 Iowa Credit Union Foundation Warren A. Morrow Memorial Scholarships, is DuTrac member Jena Edwards, who is also receiving a 2023 DuTrac Scholarship Program award.



Serena Brokaw



Andrew Day



Jena Edwards



Kyra Howieson



Dontayvia Kirk



Mia Maiers



Briley Miller

## WARRENS CRANBERRY FESTIVAL

Friday, September 22, 2023 - Warrens, WI

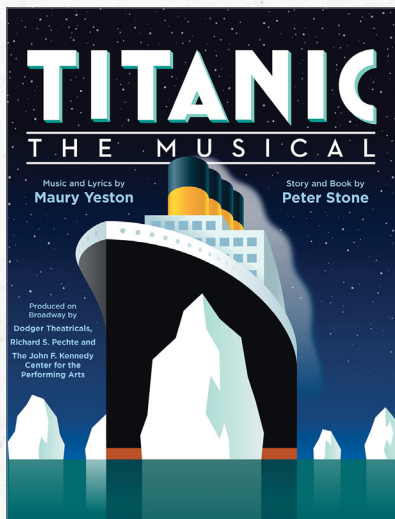
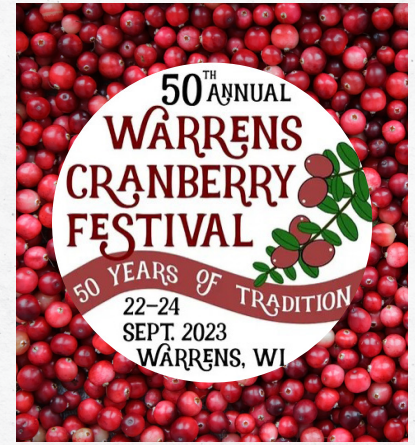
Warrens Cranberry Festival is a great time to begin your holiday shopping. With over three miles of shopping, including 850 arts and crafts booths, 350 flea market and antique booths, and 100 farm market booths, you're sure to find something!

Join us on Friday, September 22, 2023. Cost is \$50 per person.

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

Payment and reservations due by Friday, August 18, 2023.

To make reservations, please contact Karen at 563-585-8584 or email [ktegeler@dutrac.org](mailto:ktegeler@dutrac.org).



## 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 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, August 18, 2023.

To make reservations, please contact Karen at 563-585-8584 or email [ktegeler@dutrac.org](mailto:ktegeler@dutrac.org).

# UPCOMING EVENTS

## july

- 4 All Offices Closed (Independence Day)
- 18 FCT Retirement Planning Webinar

## september

- 4 All Offices Closed (Labor Day)
- 12 DFG Social Security and Retirement Seminar - Dubuque
- 13 DFG Social Security and Retirement Seminar - Bettendorf
- 22 Warrens Cranberry Festival Trip

## october

- 9 2023 Annual Meeting
- 16-21 International Credit Union Week
- 21 Shred Event - Asbury Road Branch
- 21 Shred Event - Bettendorf Branch
- 27 Titanic - The Musical Trip

## CUSTOMIZED LENDING TO HELP GROW YOUR BUSINESS

What do the following have in common?

- A Mazak CNC turning machine
- Accounts receivable and inventory
- A fleet of 10 trucks for a HVAC contractor
- Payroll for a business with 50 employees
- A single-family rental home
- A 150-unit apartment complex
- An 80-unit mini-storage facility
- A neighborhood retail shopping center
- A light-industrial building with office space
- A family-owned restaurant and building
- A professional office building
- A John Deere S790 combine
- A Kinze 36-row 5700 planter
- A 200-acre farm
- A carwash



**Jeff Waller**  
Commercial  
Lending Manager

Give up yet? A commercial loan from DuTrac can finance all of them, and more. Our experienced, dedicated staff is here to help with all of your commercial and agricultural lending needs. Our lenders will come to you, to see your business, to see your properties, to see your farm operation. We want to know the “who-what-where-when-why-and-how” of your business.

Most of our commercial loans come through networking done by our lenders and word-of-mouth referrals from realtors, accountants and members like you. The biggest compliment we can receive is a referral from a satisfied member. Please consider referring us to your friends and family.



### SHRED DOCUMENTS SECURELY

In celebration of International Credit Union Week, DuTrac is partnering with Tri-State Shred to offer free shredding to members at two locations. Take advantage of this great way to safely dispose of and recycle your old, confidential documents.

**Saturday, October 21**  
9 a.m. - 11 a.m.

Asbury office  
3465 Asbury Road, Dubuque

**Saturday, October 21**  
9 a.m. - 11 a.m.

Bettendorf office  
2770 Middle Road, Bettendorf

Members must remain in their vehicle (pull up, open trunk or doors) and let Tri-State Shred staff remove shred. A maximum of three grocery bags per vehicle is allowed.

**DuTrac will also have secure shred containers at most offices from October 16 to 20 (excluding Walmart, Asbury, and Bettendorf).** One grocery bag per member, and members must place shreds in the bin.

*This service is only for personal documents, not businesses or organizations.*



### IT'S ON THE HOUSE! WITH A HOME EQUITY PLUS LINE OF CREDIT

Build something new, refinish something old, or buy something you have always wanted. With DuTrac's Home Equity Plus Line of Credit, building a strong foundation for your future is a lot easier to accomplish with the right tools.

The Home Equity Plus Line of Credit includes:

- A one-time application
- Access to your line of credit 24 hours a day, seven days a week
- A low, variable interest rate
- A 10-year draw period without re-qualifying
- Repayment terms up to 15 years
- Automatic payments and direct deposit

Apply online today at [dutracs.org/borrow](https://dutracs.org/borrow).



## 2023 DUTRAC ANNUAL MEETING

The 2023 Annual Business Meeting for the membership of DuTrac Community Credit Union will take place on Monday, October 9, in the Community Room, third floor, of the Asbury Headquarters in Dubuque located at 3465 Asbury Road. The business meeting will commence promptly at 5:45 PM and conclude by 6:45 PM. In addition to members casting their votes to fill those Board seats with terms expiring during the 2023 Annual Meeting, they will receive a brief review of the 2022 financial operations of DuTrac and planned future highlights. The meeting will be both in-person and online.

RSVP to Karen Tegeler at [ktegeler@dutrac.org](mailto:ktegeler@dutrac.org) by October 2.

## HOW TO PREVENT ACCOUNT TAKEOVER FRAUD

Account Takeover Fraud is a type of identity theft where fraudsters obtain online credentials, take over an account and make unauthorized transactions and changes, and/or sell the verified credentials.

Once the scammer logs into your account, they can change account information (username, password, email, etc.), lock you out from your own account and then compromise personal information masquerading as you. They further commit identity theft by using your personal information to commit fraud or other crimes.

### Prevent Online Account Takeover

- #1. Never give anyone you do not know access to your devices.
- #2. Never share online banking login details or passwords with anyone.

### What they do

If someone is asking to access any of your devices and wants you to download specific software, you are at risk of becoming a victim of a remote access scam. These criminals will call and report a computer or internet problem they have detected and offer to help. They may even say they work for a widely-known company or even your credit union. They may go as far as stating they have your credit union on the phone to assist in protecting your money. **DO NOT trust the "help" offered that you did not request!**

### What you can do

Scammers want your money. If someone who is remotely connected to your device is asking you to login to your credit union account or share personal passwords, they are a scammer. Do not follow their instructions. Even if they say you need to pay them because they allegedly solved the problem you were having, don't trust them. You didn't ask for their "help."

**STOP any phone call by hanging up. END any remote session by turning off your device.**

If this happens to you, protect yourself by taking the following steps:

1. Report the scam to your credit union.
2. Have your device checked by an IT-specialist.
3. Change passwords, username and account security information to accounts that may have been compromised.
4. Report the scam to your local authorities.

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](mailto:fraud@dutrac.org).



# NO-COST RETIREMENT PLANNING WEBINAR

Tuesday, July 18 from 5:30 p.m. – 6:30 p.m.

Achieving a desired outcome requires preparation. Whether it involves planning out each stop on a cross-country road trip, focusing on the unique details of a wedding day, or preparing for a long retirement, taking the time to build out a plan increases the likelihood of reaching your desired result.

First Community Trust, a trusted partner of DuTrac Community Credit Union, will be hosting a no-cost retirement planning webinar on Tuesday, July 18 at 5:30 p.m. This presentation will cover the necessary components of a well-planned out retirement including information on income needs, sustainable distribution strategies, investment considerations, and more. Give your retirement the attention it deserves and plan to join us!

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



**Matt Pillard**  
Trust Officer - FCT



## SOCIAL SECURITY AND YOUR RETIREMENT SEMINAR

Find out more about your Social Security benefits and discuss the role they play when setting a clear direction for your financial future. Please join us in:

**DUBUQUE: Tuesday, September 12 at 6 p.m. at the Asbury branch - 3465 Asbury Road**

**BETTENDORF: Wednesday, September 13 at 6 p.m. at the Bettendorf branch - 2770 Middle Road**

To get started on your financial journey, please call Sherry Kurtz at 563-557-5002 or email [sherry.kurtz@lpl.com](mailto:sherry.kurtz@lpl.com).

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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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CRPC® conferred by College for Financial Planning.



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



**Mark Konrardy, CRC®**  
LPL Financial Advisor



**Matthew Stewart**  
LPL Financial Advisor

## OFFICE LOCATIONS

<b>Bettendorf</b> 2770 Middle Road • Bettendorf, IA	<b>Jersey Ridge</b> 2330 E 53rd Street • Davenport, IA	<b>Peru Road</b> 18181 Peru Road • Dubuque, IA	<b>Eldridge</b> 200 N Fourth Ave • Eldridge, IA
<b>Clinton</b> 2900 S 25th Street, Ste. A • Clinton, IA	<b>Kimberly Road</b> 3100 W Kimberly Road • Davenport, IA	<b>St. Mary's</b> 380 E 14th Street • Dubuque, IA	<b>Maquoketa</b> 18072 Highway 64 • Maquoketa, IA
<b>Asbury Road</b> 3465 Asbury Road • Dubuque, IA	<b>Holliday Drive</b> 2045 Holliday Drive • Dubuque, IA	<b>Walmart</b> 4200 Dodge Street • Dubuque, IA	<b>Moline</b> 3153 Avenue of the Cities • Moline, IL
		<b>Dyersville</b> 1161 16th Avenue Court SE • Dyersville, IA	<b>Monticello</b> 337 S Main Street • Monticello, IA