

UPDATE

NEWSLETTER

MESSAGE FROM THE PRESIDENT

Transforming Lives

Since 1946, DuTrac has been in the business of assisting with the transforming of members lives, one member at a time. Members are choosing DuTrac's products and services to successfully navigate through transforming periods. A personal loan provides help to purchase price-inflated groceries and prescriptions until matters can work themselves out. Taking out the area's lowest-rate DuTrac Home Equity Plus Line of Credit (HELOC) product, or choosing a low-interest credit card with uChoose Rewards, is helping members with their homes' improvements, in covering the costs of a family wedding, or are making ends meet. These are only a few of value-added ways members partner with DuTrac to successfully navigate changes and transform their lives.

Exciting Transformations

If you have stopped in or driven by our Asbury Road location in Dubuque, you have certainly noticed some major transformations. Since its construction in 1988, the building's exterior has remained largely unchanged. However, we're pleased to announce that we've embarked on a journey to refresh and modernize the Asbury Road location, breathing new life into this cornerstone of our community. Our commitment to providing an exceptional banking experience extends beyond our services and into the spaces you visit. The Asbury Road branch is receiving a significant facelift with the installation of new siding and windows. This revitalization not only enhances the aesthetics of the building but also improves energy efficiency and comfort for all who enter. Our aim is to create an inviting atmosphere that reflects the evolving needs and tastes of our valued members.

A Look into the Future

As we move forward with updating our Asbury Road location, DuTrac also has exciting news to share about our Moline branch on the Avenue of the Cities Street. The current site, which was once home to the SD40 Credit Union before their merger with DuTrac, is set to undergo a transformation of its own. Please refer to the "Moline Branch Refresh" article in this newsletter for further details.

We're excited about the future and the positive changes these transformations will bring to both the Asbury Road and Moline locations. Your trust and support inspire us to continue providing the exceptional service you deserve. Thank you for being a part of our journey towards a brighter banking future!



Andrew Hawkinson
President and CEO

MOLINE BRANCH REFRESH

DuTrac Community Credit Union is happy to announce that a new Moline branch office is under construction at the existing branch office site located at 3153 Avenue of the Cities with a scheduled open date during the late spring 2024. This larger, modern facility with expanded property lines will have many features that will enhance the member experience including:

- Two drive-through lanes with canopy
- Separate drive-up ATM lane
- LED illumination to conserve energy and reduce electricity costs by more than 35% annually

The existing Moline branch office is closed and a temporary banking unit has been placed on the parking lot of the existing branch while the demolition and rebuild occur.

Hours of operation during construction will be 9:00 a.m. – 5:00 p.m. Monday through Friday. Please note there will be no drive-up, ATM or night drop access while construction takes place. Access to the temporary unit is available via 32nd Street.



INTERNATIONAL CREDIT UNION DAY 2023

The 75th anniversary of International Credit Union Day® will be celebrated on Thursday, October 19, 2023.

Join us at your favorite DuTrac branch office to celebrate with cookies or treats.

Credit union members worldwide will celebrate International Credit Union Day®, an annual event to commemorate the credit union movement's impact and achievements.

Credit unions are not-for-profit financial cooperatives that provide an effective and viable alternative to for-profit financial institutions for more than 393 million members in 118 countries worldwide. They are recognized as a positive economic and social change force.

SAVE TIME, MONEY AND GO GREEN WITH E-STATEMENTS

Get your statements faster and securely store them in PC Branch. All account information on e-Statements is identical to printed statements. Did we mention there isn't any cost to enroll in e-Statements? e-Statements are FREE!

Sign up for e-Statements in PC Branch by clicking on 'Additional Services' or call 563-582-1331.

FINANCIAL UPDATE

DuTrac's financials as of August 31, 2023.

Number of members	53,119
Shares	\$916,177,534
Loans	\$858,065,443
Net Worth	\$125,921,968
Total Assets	\$1,038,770,023

DUTRAC COMMUNITY CREDIT UNION ACADEMIC SCHOLARSHIP PROGRAM

DuTrac announces its 2024 Academic Scholarship Program. This program is available to graduating high school seniors who are members in good standing for at least one year at DuTrac Community Credit Union.*

The purpose of these scholarships is to recognize members of the credit union who have demonstrated scholastic excellence and who are interested in advancing their education at an accredited community college, trade school, technical college or university. Up to seven (\$1000) non-renewable scholarships will be awarded to qualified student(s). Applicants may qualify for only one award.

Eligibility

- Entrants must have an account established in their name and be a "member in good standing" for at least one year at DuTrac Community Credit Union.
- Entrants must be classified as a high-school senior and be accepted as an incoming freshman at an accredited community college, trade school, technical college or university.

Entry Requirements

Entrants must complete an application available online at DuTrac.org. There are two different options available to apply for this scholarship:

- Entrants must answer the questions below with a minimum of 500 words double-spaced: or create a 60 to 90-second in length video on the following: Leaders come in all shapes and sizes. Being a leader and being in a leadership position do not necessarily mean the same.
 - Please describe those qualities you believe a leader possesses.
 - Please describe a situation where you feel you demonstrated leadership.

The answers or video must be the original work of the entrant. Entrants must complete, sign and attach an official scholarship application, including honors page, along with most recent high school transcript, essay or video and college acceptance letter**.

Drop off or email completed applications, (Program and Honors/Awards) essay or video, most recent high school transcript, college acceptance letter and senior photo to any DuTrac Community Credit Union office or mail to DuTrac Community Credit Union, P.O. Box 3250, Dubuque, IA 52004-3250, Attn: Karen Tegeler; or email ktegeler@dutrac.org, by Friday, March 22, 2024.

*Children of DuTrac Community Credit Union employees and board members are not eligible for this scholarship.

** Incomplete or applications not fulfilling the entry requirements will not be included in the judging.



HOW TO AVOID TEXT SCAMS

Texting is quick and easy, and scammers are counting on you to respond. Fraudulent texts are filled with deceptive ways of stealing your money and personal information. Here are some of the most common text scams. They all work by impersonating well-known businesses.

1 – The most common text scam in the U.S. is the copycat financial institution fraud prevention alert. When you reply to this message, you will receive a call from the (fake) fraud department stating they will help get your money back. Instead, money is transferred out of your account. Worse still, many people report giving their Social Security number and other personal information to these scammers, leading to identity theft.

ABC Credit Union Alert: Did you attempt a purchase at XYZ Store for \$499.95? Reply YES or NO

2 – Another text scam thanks you with a free gift, reward, or prize. They make it look as if it is coming from a company you know, such as your cell phone provider or retail merchant. But everything about this is fake. If you click the link and pay a small 'shipping fee', you just gave your credit card number to a scammer and the fraudulent charges begin.

"Your Cell Phone Provider" Free Message: Your bill is paid. Thank you. Here is a little gift for you: *(link to click)*

3 – Texts pretending to be from the U.S. Postal Service, FedEx, and UPS say there is a problem with a delivery. They link to a website that looks real, but it is fraudulent. They may ask you to pay a small 'redelivery fee', which is a trick to get your credit card number and personal information.

USPS: The package address does not include a house number, so we were unable to deliver. Please update your information online. *(link to click)*

4 – Similar to the fake credit union texts, these pretend to be from 'Amazon' or another online retailer. They ask you to call and verify a charge and the phony Amazon rep offers to "fix" your account. People report giving the rep remote access to their phone so they can get it fixed and get their refund. Then the rep says a couple of zeros were accidentally added to the refund, so they need you to return that money to them – often by buying gift cards and giving the cards' PIN numbers. They may also ask you to return the funds through a local bitcoin machine.

Transaction Update: Your account is being debited for the phone purchase of \$399.97. Not you? Call Amazon at (888)***-****.

Do not be fooled by these fraudulent text messages. Delete them and do not respond or click! The credit union does use text messaging for alerts and updates, and we will never ask for your online credentials or ask you to click a link. Your safest way to protect your personal and financial information is to stay alert and informed.

Find the tools to identify fraud and steps to take if you become a victim at dutracs.com/support/fraud or email fraud@dutracs.com.

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://dutracs.com) or email fraud@dutracs.com.

UPCOMING EVENTS

october

- 9 2023 Annual Meeting
- 16-21 International Credit Union Week
- 21 Shred Event - Asbury Road Branch
- 21 Shred Event - Bettendorf Branch

december

- 25 All Offices Closed (Christmas)

november

- 11 All Offices Closed (Veterans Day)
- 23 All Offices Closed (Thanksgiving)

january

- 1 All Offices Closed (New Year's Day)

BACK TO SCHOOL MINI-GRANT WINNERS

DuTrac congratulates the following teachers who were randomly selected to receive \$150 through its Back to School Mini-Grant Giveaway. The funds may be used for school supplies, equipment or innovative educational expenses for their classroom or school.

Amelia Bailey
Madison Elementary School

Dalton Harms
Midland Middle/High School

Larissa Wilming
Western Dubuque
Drexler Middle School

Melissa Zeimet
John F Kennedy Catholic School

Ralph Rollins
Wahlert Catholic High School

Sheila McMinimy
Camanche Elementary School

Mariah Snyder
Camanche Elementary School

Alexa Hardyman
Platteville Middle School

Rileigh Newhard
Carpenter Elementary School

Emily Schrader
Audubon Elementary School

Alexis Curler
Lincoln Elementary School

Krystle Gascoigne
Hamilton Elementary School

Debra Moore
Jefferson Elementary School

Carolyn Tomkins
Kennedy Elementary School

Greg Dowe
Hempstead High School

Andrea Dostal
Cardinal Elementary School

Regan Hoerner
Western Dubuque Farley
Elementary School

Stephanie Schmid
Davenport North High School

Amy Heyvaert
Fulton High School

Carolyn Althaus
Kennedy Elementary School

Amanda Heiar
Carver Elementary School

Sarah Markham
Bluegrass Elementary School

Mollie Recker
Strawberry Hill
Elementary School

Nicole Janoski
Hayes Elementary School

Rebecca Vannorsdel
Tri State Christian School



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 Moline, 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.



HOW TO PREPARE FOR THE END OF FEDERAL STUDENT LOAN RELIEF

The pause on federal student loan payments ended on August 30, 2023. Interest resumed on September 1, and payments will be due beginning in October 2023.

The student loan repayment transition may not be easy for some borrowers. A survey conducted for Pew Charitable Trusts in 2021 found that 67% of borrowers said it would be difficult to afford their student loan payments if they resumed the next month.

Understanding the repayment options available and making a plan for repayment can help borrowers strategize the best way to manage their debt.

Looking for answers about the return of student loans? Contact DuTrac Community Credit Union to figure out how to incorporate student loan payments back into your budget.

EARN 3X POINTS THIS HOLIDAY SEASON

Amazing things come in threes, and your DuTrac Platinum Rewards card is no exception. Starting November 1, 2023 through December 31, 2023, enjoy **TRIPLE POINTS** on every dollar you spend with your DuTrac Platinum Rewards Mastercard.

Excludes transfers and cash advances. Qualified transactions must be posted between November 1, 2023 and December 31, 2023 to be eligible for tripe rewards. Refer to DuTrac's terms and conditions at DuTrac.org if you have any questions about your Rewards program. Your standard APR for Mastercard Platinum and Business Mastercard Platinum is variable and will vary with the market based on the 13-week U.S. Government Treasury Bill. Foreign transaction fee of 1% of transaction amount will apply. Does not apply to cash advances or balance transfers. Earn 3 points for every \$1 you spend. There are no caps or limits on the number of points Mastercard Platinum and Business Mastercard Platinum card members may earn. Redemption of reward points starts at 2,500 points for a \$25 statement credit.



SKIP-A-PAY IS BACK!

Stress a little less this holiday season with DuTrac's Skip-a-Pay. Skip loan payments in November or December and make your season merrier and brighter.

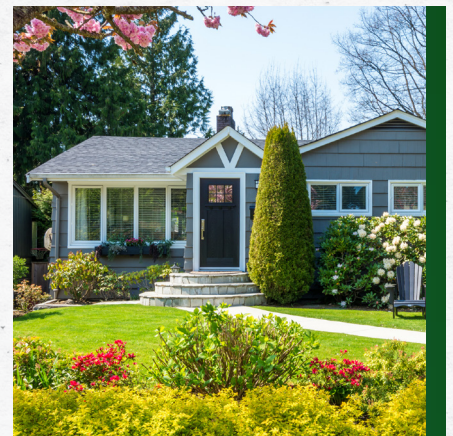
Apply by October 31, 2023, to skip your November payment(s) or by November 30, 2023 to skip your December payment(s).

A \$30 processing fee is charged for each loan payment you request to skip. Other qualifications or restrictions may apply. By choosing Skip-a-Pay you agree that interest will continue to accrue during the Skip-a-Pay period; that by electing to Skip-a-Pay the total interest charge will increase and extend the time required to pay your loan(s) in full based on your required minimum monthly payment; that you must take action to stop a recurring loan payment from another financial institution that you may have enrolled in through DuTrac.org for the month Skip-a-Pay is elected. All request for the Skip-a-Pay promotion are subject to approval. All loans must be current and your account must be in good standing. Loans with less than 12 months of payment history may not be eligible for the Skip-a-Pay promotion. Loans secured by real estate, single payment notes, business/commercial and credit cards are not eligible. GAP insurance may not cover skipped payments (refer to your GAP contract for details). Apply at least three business days before your November payment to skip your November payment(s) or by November 30, 2023 to skip your December payment(s).

HOME SWEET HOME STARTS HERE

What a year it has been in the mortgage industry—housing values are providing great equity advantages for homeowners, while interest rates have been higher than past years.

We invite you to contact us for an appointment to review your current mortgage situation. We can analyze your escrow account for future adjustments, review your homeowners insurance, see if you are eligible to drop PMI, discuss your tax assessment and exemptions, along with the equity you have. [Contact us today to schedule your mortgage review!](#)



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NO-COST RETIREMENT PLANNING WEBINAR

Tuesday, October 10 from 5:30 p.m. – 6:30 p.m.

A well-designed plan can help you obtain the most enjoyment possible during your retirement years. In an uncertain world, planning is the most important task to complete to increase the likelihood of a fulfilling retirement.

First Community Trust, a trusted partner of DuTrac Community Credit Union, is hosting a retirement planning webinar on Tuesday, October 10th, beginning at 5:30 p.m. This no-cost educational webinar is designed to inform you of your options and provide information to implement a plan that helps you accomplish your goals.

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



Matt Pillard
Trust Officer - FCT



**YOUR BEST LIFE BEGINS WITH A PLAN.
WE WORK WITH YOU TO CREATE IT.**

Our team of experienced financial professionals can create a plan to help you pursue your financial goals.

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



Mark Konrardy, MBA, CRC®
LPL Financial Advisor



Matthew Stewart
LPL Financial Advisor

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CRPC® conferred by College for Financial Planning.

OFFICE LOCATIONS

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