

UPDATE

NEWSLETTER

WINTER 2024

MESSAGE FROM THE PRESIDENT

Happy New Year to everyone. I hope the holiday season was peaceful for you and your loved ones.

With the holidays comes yet another opportunity for the criminal elements among us to prey on our trusting nature. Fraud continues to be at the forefront of the news and fraud against our members is no exception. Fraudulent activities continue to evolve, adapting to the changing landscape as fraudsters attempt to stay one step ahead of law enforcement and financial institutions.

Financial fraud remains a constant concern for DuTrac as well. From deceptive investment schemes to credit card fraud, financial institutions and individuals alike must be proactive in safeguarding our assets. Educating ourselves about common scams and being cautious about sharing personal information are essential steps in preventing financial fraud.

It is vital for DuTrac to foster awareness and share information about these schemes to protect one another from falling victim to these age-old tactics. We often send out emails to warn our members of fraud activity that might be occurring in our area. Please take these emails very seriously. I realize we may sound like a broken record; however, we do our best to help you protect your assets.

Again this month, we have included an article on fraud and how to protect yourself. Education and awareness campaigns play a vital role in empowering the public to recognize and report fraudulent activities promptly. By understanding the ever-changing nature of fraud and taking proactive measures to protect ourselves and our communities, we can collectively build a more resilient society against the persistent shadow of fraudulent activities.

Please stay informed, remain vigilant, and let's work together to create a safer and more secure future.

We wish you the absolute best in 2024!



Andrew Hawkinson
President and CEO



DUTRAC LOVES ITS MEMBERS!

Because we're driven to serve you, we've been working on something **BIG** and are excited to share the news with you on **February 14**.

Follow us on social media to be the first to know!



ASBURY BRANCH REFRESH COMPLETE

Have you noticed our new look? The Asbury Branch remodel is finally complete!

We want to thank all of our members for their patience during construction, as we know there were a lot of moving parts happening at once. If you haven't seen it yet, we invite you to stop by and check it out for yourself.



SAVE TIME, MONEY AND GO GREEN WITH E-STATEMENTS

Get your statements faster and securely store them in online banking. 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 online banking by clicking on 'Additional Services' or call 563-582-1331.

FINANCIAL UPDATE

DuTrac's financials as of November 30, 2023.

Number of members	52,828
Shares	\$912,866,432.22
Loans	\$874,525,886.99
Net Worth	\$127,224,729.06
Total Assets	\$1,053,667,555.48

LIFE INSURANCE THAT FITS YOUR NEEDS

Life Insurance can help give you confidence that your family will be cared for financially. And that's a great feeling.

As a member of DuTrac Community Credit Union, TruStage™ will work with you to select a policy that's right for your budget, with ongoing support and no hassle.

Visit dutraccu.org/invest today to get started!

TruStage™ Life Insurance is offered by TruStage Insurance Agency, LLC and issued by CMFG Life Insurance Company. The insurance offered is not a deposit and is not federally insured or guaranteed by your credit union. LIFE-1112-C9B © CUNA Mutual Group, 2012 All Rights Reserved TruStage™ is a marketing brand used to identify products offered through CMFG Life Insurance Company and programs offered through CMFG Life Insurance agencies to credit union members. CORP-1112-B43A

SCHOLARSHIPS AVAILABLE THROUGH DUTRAC

DuTrac Community Credit Union announces its Academic Scholarship Program. This program is available to graduating high school seniors who have been members for at least one year and whose account is in good standing.* The scholarships recognize members of DuTrac who demonstrate scholastic excellence, extracurricular and community involvement, and 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.

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@dutraccu.org, by Friday, March 22, 2024.

Complete application details are available online at [DuTrac.org](https://dutraccu.org).

*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.

ADDITIONAL SCHOLARSHIP OPPORTUNITIES

Iowa Credit Union Foundation Warren A. Morrow Memorial Scholarship

- High School Scholarship— Designated for high school seniors planning to enter college in 2024.
- Post-High School Scholarship— Designated for individuals entering or attending an accredited undergraduate, graduate or vocational program in 2024.

The essay must be the original work of the applicant and is limited to 500 words. Judging will be based on originality, clarity, meaningful content, accurate presentation of facts, adherence to contest rules, spelling, grammar and punctuation. **The deadline for applications is February 2, 2024.** Winners will be notified in April 2024. Questions about the scholarship or application process? Visit [DuTrac.org](https://dutraccu.org) for complete details.

Dubuque Area Labor Management Council Scholarships

The Education, Skilled Trades and Apprenticeship scholarship applications are now available. Scholarships have been increased to \$1,500 and a separate application for individuals entering an apprenticeship program has been created. Visit [DuTrac.org](https://dutraccu.org) for more information. **Scholarship applications are due March 15, 2024.**



SAFEGUARD YOUR WEALTH: UNMASKING THE 2024 TAX AND IRS SCHEMES

In the digital age, where technology and communication seamlessly intertwine, scammers have become increasingly sophisticated in their attempts to defraud individuals. One prevalent avenue for exploitation is through tax and IRS scams. As we approach tax season, it's crucial to be vigilant and informed to protect yourself from falling victim to these deceptive practices.

Common Scam Techniques:

- 1. Phone Scams:** Scammers may call unsuspecting individuals, posing as IRS agents, and claim that the person owes back taxes. They use intimidation tactics, such as threats of arrest or legal action, to coerce victims into making immediate payments.
- 2. Phishing Emails:** Fraudulent emails claiming to be from the IRS may ask recipients to click on links or download attachments, leading to malicious websites or malware installations. These emails often request information, such as Social Security numbers or bank account details.
- 3. Fake Tax Preparation Services:** Scammers may set up fake tax preparation services, promising high returns or low fees. They use this guise to collect personal information, which can be used for identity theft or other fraudulent activities.
- 4. Identity Theft:** In some cases, scammers use stolen personal information to file fraudulent tax returns, claiming refunds on behalf of unsuspecting victims.

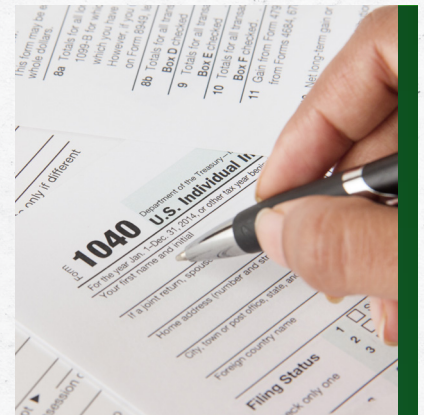
Protecting Yourself from Tax Scams:

- 1. Verify Caller Identity:** The IRS does not initiate contact with taxpayers by phone. If you receive a call claiming to be from the IRS, hang up and verify the legitimacy of the call by contacting the IRS directly using official contact information.
- 2. Be Wary of Emails:** The IRS does not initiate contact with taxpayers via email to request personal or financial information. Avoid clicking on links or downloading attachments from unsolicited emails.
- 3. Use Reputable Tax Professionals:** When seeking assistance with tax preparation, choose licensed and reputable tax professionals or tax preparation services. Research their credentials and reviews before sharing any sensitive information.
- 4. Secure Personal Information:** Safeguard your Social Security number, bank account details, and other sensitive information. Be cautious about sharing such information, especially in response to unsolicited communication.
- 5. Monitor Your Finances:** Regularly review your financial statements and credit reports to detect any unauthorized or suspicious activity. Report any discrepancies to your financial institutions and the IRS promptly.

Stay informed, be skeptical of unsolicited communication, and verify the legitimacy of any requests for personal or financial information.

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

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://dutracsupport.com/support/fraud) or email fraud@dustrac.org.



UPCOMING EVENTS

january

- 1 All Offices Closed (New Year's Day)
- 15 All Offices Closed (Martin Luther King Jr. Day)
- 30 FCT Estate Planning Webinar

february

- 2 Iowa Credit Union Foundation Scholarship Applications Due
- 19 All Offices Closed (Presidents' Day)

march

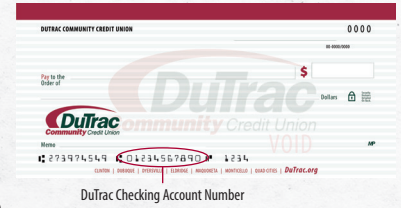
- 15 Dubuque Area Labor Scholarship Applications Due
- 16 Board of Directors Applications Due
- 22 DuTrac Scholarship Applications Due



IMPORTANT INFORMATION REGARDING YOUR TAX REFUND

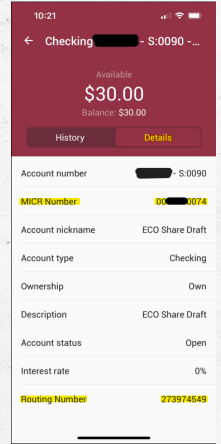
The following items will be needed for the deposit of your tax refund:

- DuTrac's routing number: 273974549
- The checking or savings account number you would like the refund deposited into. (No subshare accounts.)



If you would like your refund deposited into your DuTrac savings account, please select the savings option on your tax form(s) and provide your membership/account number. (Do not include any dashes. Do not add an additional 0 to your membership number.)

If you would like your refund deposited into your DuTrac checking account, please select the checking option on your tax form(s) and provide your checking account number. This number can be found at the bottom of your check in the center or it can be found through our mobile app. Once you are signed in, click on your checking account to open the history, then click on details. Your checking number is the MICR number. (Please do not include any dashes.)



If you are unsure about your savings or checking account numbers please contact your local DuTrac office at 563-582-1331. This information applies to all automatic deposits or withdrawals from your DuTrac checking or savings account(s).



MOLINE BRANCH UPDATE

We are thrilled to announce that we broke ground for our new Moline branch on November 1. Construction is currently underway and we hope to have the building frame complete by the end of December so work can continue inside during the winter.

The branch is currently on track to be completed by July.

This larger, modern facility with expanded property lines will have many features that will enhance the member experience, including two drive-through lanes with a canopy, a separate drive-up ATM lane, LED illumination to conserve energy, and more.

We can't wait for you to see it!

APPLY NOW FOR DUTRAC'S BOARD OF DIRECTORS

The DuTrac Nominating Committee is accepting applications from qualified members interested in serving on the DuTrac Community Credit Union Board of Directors.

Interested candidates are asked to submit biographical information and complete an application packet by **Saturday, March 16, 2024** and review director responsibilities.

To request an application packet, please contact:

DuTrac Community Credit Union
Attn: Nominating Committee
c/o Andy Hawkinson
PO Box 3250
Dubuque IA 52004-3250

DUTRAC HOSTS 77TH ANNUAL MEETING

DuTrac Community Credit Union hosted its 77th Annual Meeting of the membership on Monday, October 9, from its headquarters on Asbury Road in Dubuque. Both in-person and Zoom Webinar participation was available to members.

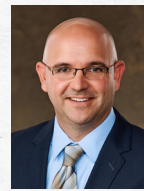
Crenna Brumwell and Kevin Mueller, Dubuque; Harlan Pedretti, LeClaire; and, Michael Ready, Asbury were each re-elected to serve one, three-year term, on the DuTrac Board of Directors.

Following the annual meeting, the Board held their annual reorganizational meeting. Table officers elected by the Board are Nicholas Specht, chair; Chad Kruse, vice chair; Kevin Mueller, treasurer; and, Daniel Deutmeyer, secretary. The Board took action to appoint Teri Zuccaro, Dubuque, as an associate board director. After fulfilling the necessary requirements to become a board member, associate directors may choose to stand for election by the full membership at a future annual meeting.

The Board committee appointments include: Credit Committee Chair Harlan Pedretti with committee members Kevin Mueller, John Vail, Nicholas Specht, Daniel Deutmeyer, and Ron Kinsella, DuTrac Senior Vice President of Lending.

Audit Committee Chair Crenna Brumwell, serving alongside Scott Neyens, Michael Ready, David Eggers, and associate director Teri Zuccaro.

John Vail will be serving as Nominating Committee Chair with committee members Crenna Brumwell and Chad Kruse. Board member Michael Ready will serve as associate director liaison.



Nicholas Specht



Chad Kruse



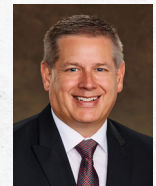
Kevin Mueller



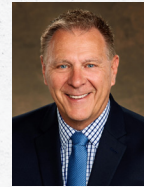
Daniel Deutmeyer



Crenna Brumwell



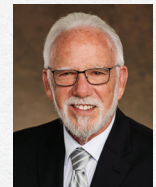
David Eggers



Scott Neyens



Harlan Pedretti



Michael Ready



John Vail



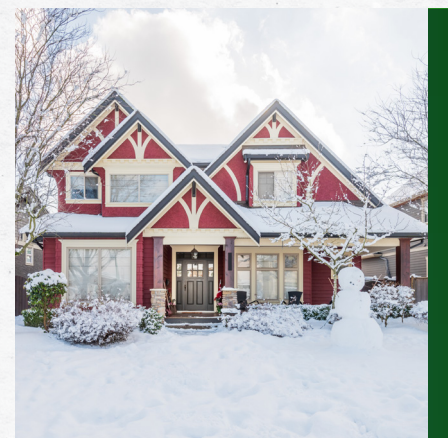
Teri Zuccaro

HOME SWEET HOME STARTS HERE

If you are considering buying or selling your home, we encourage you to reach out to one of our Mortgage Consultants for the latest mortgage rates, programs, and real estate news. In this ever changing real estate market, it is more important than ever to work with a trusted Mortgage Consultant that can help with your mortgage financing needs.

Let us get you pre-qualified so you don't miss the opportunity to make an offer in a fast moving housing market. With inventories low, you'll want to be prepared with your prequalification letter to provide to your realtor. As mortgage interest rates have risen most of 2023, we have seen periods of rates heading lower, thanks in part, to bond-friendly economic data.

Contact us today with any mortgage questions, let's get you pre-qualified for your next home purchase!



Celeste Hefel

Senior Mortgage Consultant

Dubuque Region
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NMLS #419753



Kyle Pfeiffer

Mortgage Consultant

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Julie Soucinek

Mortgage Lending Manager

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jsoucinek@dutrac.org
NMLS #406046

DuTrac
MORTGAGE

NO-COST ESTATE PLANNING WEBINAR

Tuesday, January 30 from 5:30 p.m. – 6:30 p.m.

A proper estate plan ensures your loved ones are taken care of and your assets are passed down in a manner you find most beneficial. You could name beneficiaries, create a will, or explore the possibilities of a trust amongst other options, but is one method more beneficial than the other?

First Community Trust, a trusted partner of DuTrac Community Credit Union, will be hosting an estate planning webinar on Tuesday, January 30 at 5:30PM. Join us to learn about the essential estate planning documents, including Last Will and Testaments, Revocable Living Trusts, Irrevocable Trusts, and more at this free virtual seminar!

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.**

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.

Also, don't forget to make your IRA contributions before April 15!

We welcome the opportunity to serve your financial planning needs.

Your best life plan begins by calling **563-557-5002**.



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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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.

OFFICE LOCATIONS

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