

# UPDATE

## NEWSLETTER

### MESSAGE FROM THE PRESIDENT

Another season has once again raced by as we head into the beautiful fall season in the tri-states. Just as the seasons change, DuTrac works to change as well to provide our members with up-to-date services and facilities to better serve you, our members.

At DuTrac Community Credit Union, we're committed to enhancing your banking experience and making financial services more accessible. I'm thrilled to share some exciting updates and developments happening across our branches.

#### New Moline Location

As we mentioned in our Summer Update newsletter, the brand-new Moline, Illinois location was completed and has been serving members since early July. This branch has been well received by our members and the community, in fact, DuTrac recently was awarded the "Neighbor of the Month Award" for its investment in the Moline community.

#### New Branch in Decorah

DuTrac's newest location, located at 915 Short Street in Decorah, Iowa, was opened to the public on September 16. This new space will provide a modern and welcoming environment for our current and future Decorah members, with updated facilities and enhanced service offerings. We look forward to bringing credit union services to Decorah and the surrounding communities.

#### New Clinton Branch location – Coming Soon

This summer DuTrac also purchased a new building in Clinton, Iowa, which when open, will be located just a few blocks north of our current leased location at the intersection of Manufacturing Drive and Valley West Drive. This expansion will allow us to better serve our Clinton members with more convenient access to our range of financial services. We are targeting to have this new location open by the end of 2024.

#### Monticello Branch Upgrades

Lastly, our Monticello, Iowa branch will be getting a makeover. We're investing in upgrades to improve the overall appearance and experience for our members. Look for these changes to be completed by the end of the year as well.

Thank you for being a valued member of DuTrac Community Credit Union. We look forward to serving you at our new and improved locations! We hope you enjoy all the wonderful things the fall season brings you!



**Andrew Hawkinson**  
President and CEO

### NEW DECORAH BRANCH NOW OPEN!



DuTrac Community Credit Union's newest branch, which opened September 16, at 915 Short Street, Decorah, was purchased with future growth in mind. At 4,025 square feet, it boasts a large conference room, six offices, three internal teller stations, safe deposit boxes, several workrooms, ATM, and two drive-up lanes.

The board of DuTrac is thrilled to announce this significant development in our ongoing effort to enhance our services and extend our footprint in the counties we serve. We have worked diligently to ensure all systems are in place to deliver a seamless banking experience for our members.

#### Decorah branch hours of operation are:

##### Lobby and Drive-Up

**Monday - Thursday: 8:30 a.m. - 5:00 p.m.**

**Friday: 8:30 a.m. - 5:30 p.m.**

##### Drive-Up Only

**Saturday: 9:00 a.m. - 12:00 p.m.**

We extend our gratitude for your continued membership with DuTrac Community Credit Union.

# DuTrac's Mobile Branch and Outreach: BUILDING STRONG ROOTS IN DECORAH

As we proudly open the doors of our newly remodeled Decorah branch at 915 Short St., we want to highlight the incredible role our Mobile Branch and Outreach efforts have played in laying a strong foundation within the community. While our branch was being renovated, the Mobile Branch acted as a fully operational DuTrac branch on wheels—opening memberships, processing loan applications, answering questions, and providing ATM services on Thursdays and Fridays. This allowed us to stay connected with the Decorah community when it mattered most.

Through Outreach, we connected with key community members and local businesses, learning how DuTrac can best support Decorah's growth. From attending events like Nordic Fest, Chamber gatherings, and community celebrations to visiting businesses door-to-door, our team worked to understand the community's needs.



Our two newest services, the Mobile and Outreach, are exceeding expectations in allowing DuTrac to offer better financial service to our communities by being where our members are and truly investing in what matters to the communities and members we serve.

## SKIP-A-PAY IS BACK!

DuTrac is once again offering members the opportunity to **skip your November or December** monthly loan payment. Free up some additional cash to help take the edge off your holiday stress with DuTrac's Skip-a-Pay!

Apply to skip your November or December payment on any eligible loan(s) once your previous month's payment has been made.

**Simply fill out an online Skip-a-Pay form, contact DuTrac at [members@dutrac.org](mailto:members@dutrac.org), call 563.582.1331 or stop into any of our 15 branch office locations for further details.**



A \$30 processing fee is charged for each loan payment you request to skip. October payment must be made before applying to skip November; November payment must be made before applying to skip December. Applications submitted before the prior month's payment has been made will not be processed. Other qualifications or restrictions may apply. By electing to "Skip-a-Pay" you agree that interest will continue to accrue during the "Skip-a-Pay" period; that 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; and that any distribution will automatically stop and restart the following month. All requests for the "Skip-a-Pay" promotion are subject to approval. All loans must be paid current and your account must be in good standing. Loans originated after December 31, 2023 are not eligible for the 2024 "Skip-a-Pay" promotion. Loans secured by real estate, single payment notes, business/commercial loans, and credit cards are not eligible. GAP insurance may not cover skipped payments (refer to your GAP contract for details). Applications must be received at least 3 business days before the due date of the payment you would like to skip.



## 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.

Kelli Weber  
Marshall Elementary

Allie Krapfl  
Seton Catholic School

Brady Knepper  
Western Dubuque Peosta Elementary

Bethany Payne  
Dodgeville Elementary School

Candice Melissa Marisie  
Resurrection Elementary

Amanda Wallace  
Lincoln Elementary

Sierra Schrobilgen  
Prescott Elementary

Michelle Mentz  
Washington Middle School

Mandy Rawel  
Audubon Elementary

Rachel Bies  
Andrew Community School District

Courtney Weinschenk  
Lincoln Elementary

Katie Koopmann  
Western Dubuque Peosta Elementary

Dana McAtee  
Western Dubuque Peosta Elementary

Amber Pociask  
Eleanor Roosevelt Middle School

Andrew James Basten  
Dubuque Senior High

Michele Ottesen  
North High School

Amy Soppe  
Hoover Elementary

Brittany Frommelt  
Irving Elementary

Brittany Becker  
Prescott Elementary

Joseph Edler  
East Dubuque Middle School

Kathryn Heimerl  
Dodgeville Middle School

Kerry Bechen  
Lincoln Elementary

Baylor Crigger  
Central DeWitt High School

Lindsey Riegler  
Hoover Elementary

Kura O'Driscoll  
Westview Elementary

# CardTracker: COMING SOON TO DUTRAC

We are upgrading your DuTrac credit and debit card experience with new integrated technology at your fingertips. DuTrac is introducing **CardTracker** to both e-banking and the DuTrac app.

Integrating **CardTracker** into e-banking and the DuTrac app will give cardholders access to:

- View past, present, and pending card transactions.
- Get real-time balances for your credit card accounts.
- Access, view, and redeem your earned points in uChoose Rewards for your Mastercard Platinum card.
- Setup transaction email alerts and review alert history.
- Set security preferences to match your spending habits for your DuTrac credit and debit card(s).
- Receive alerts when your card is used, approved or exceeds the transaction controls set by you.
- Lock and unlock your credit and debit card(s).
- Establish transaction controls for dollar amount limits, merchant categories and geographic location.
- Dispute a transaction, report a lost card or make an inquiry with our help center.
- Set up travel notification on your own, no need to call and notify the credit union.

Leading up to the implementation of **CardTracker**, credit card activity will be **unavailable for viewing** through e-banking or CardValet from **Thursday, October 10 starting at 4:00 p.m. through Tuesday, October 15.**

**CardTracker** for the DuTrac App will be available in the coming month.

**NOTE:** *Your cards **will be available** for purchases and all other business during this time.*

**We hope you will enjoy the new conveniences and peace of mind that Card Tracker will bring to DuTrac's card holders!**



## MOLINE NEIGHBOR OF THE MONTH

The Moline City Council has identified quality neighborhoods as one of its top goals. In support of this goal, city staff has formed the Neighborhood Partnership Committee (NPC) as a collaborative effort to assist Moline residents in the neighborhood improvement efforts. DuTrac Community Credit Union was presented the "Neighbor of the Month" award in September for their investment in the community with their Moline office update.

# International Credit Union Week

OCTOBER 13-19, 2024



International Credit Union Week celebrates the spirit of the global credit union movement. International Credit Union (ICU) Day® has been celebrated on the third Thursday of October since 1948 and is recognized to reflect upon the credit union movement's history, promote its achievements, recognize hard work and share member experiences.

In 2024, we will gather as a global movement on Thursday, October 17, to celebrate ICU Day under the theme: One World Through Cooperative Finance. At a time in our history when we seem increasingly divided, we use the 76th anniversary of ICU Day to show how our movement brings people closer together through democratic, member-owned financial institutions that put people over profit. Check out DuTrac's social media during ICU Week to see what we are doing to celebrate!

## DuTrac is hosting a no cost shred event in celebration of International Credit Union Week!

Dispose of confidential documents and help ensure the safety and security of personal information. Shredding is a proven resource to greatly reduce the opportunity of experiencing fraud and identity theft.\*

**Saturday, October 19, 2024**

9 - 11 a.m.

**DuTrac's Asbury Road Office**

3465 Asbury Road, Dubuque, IA

**Saturday, October 19, 2024**

9 - 11 a.m.

**DuTrac's Bettendorf Office**

2770 Middle Road, Bettendorf, IA



Hosted by Tri-State Shred, members must remain in their vehicle (pull up - open trunk or doors) and let Tri-State Shred staff remove items to be shred.

**A maximum of three (3) grocery bags per vehicle.**

**Not available on October 19? DuTrac will have secure, locked shred containers at most branch offices from October 14 - 18, 2024 (excluding Asbury, Bettendorf, and Walmart).**

**One (1) grocery bag per member and member must place shred in the bin.**

While you gather your shred, please consider stopping into your local DuTrac branch office to celebrate International Credit Union Day, Thursday, October 17, for cookies or treats.

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

# DUTRAC COMMUNITY CREDIT UNION ACADEMIC SCHOLARSHIP PROGRAM

DuTrac Community Credit Union announces its 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 DuTrac Community 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 ten (\$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 [www.DuTrac.org](http://www.DuTrac.org).

**There are two different options available to apply for this scholarship.**

- Entrants must answer the essay question below with a minimum of 500 words double-spaced: or
- Create a 60 to 90-second in length video on the following:

***“People Helping People” is the credit union philosophy that DuTrac’s guiding principles are built on. Explain how you have helped, want to help, or made your community a better place to live. Please provide specific examples.***

- 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, mail to DuTrac Community Credit Union, PO Box 3250, Dubuque, IA 52004-3250, Attn: Karen Tegeler; or email [ktegeler@dutrac.org](mailto:ktegeler@dutrac.org), by Friday, March 7, 2025

\*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.



## A Nat King Cole Christmas with John-Mark McGaha

*Circa 21 Dinner Playhouse, Rock Island IL  
Thursday, November 21, 1:00 p.m. matinee show*

Dubuque Departure: Possible Platteville WI pickup based on numbers  
\$120 per member

In this romantic and heartfelt concert, McGaha leads a lush jazz ensemble and poignantly reflects upon Cole’s genius with intimate charm. Broadway World calls his voice “crystal-clear perfection.” Classic tunes include: The Christmas Song, Route 66, L-O-V-E, Unforgettable, and All I Want for Christmas Is My Two Front Teeth.

Price includes deluxe motor coach transportation from Dubuque, show, plated meal, water, snack, dinner staff, and driver gratuity.

***Make your reservation with final payment due by Wednesday, October 16. To make reservations, please contact Karen at 563.585.8584 or email [ktegeler@dutrac.org](mailto:ktegeler@dutrac.org).***

DuTrac reserves the right to cancel, terminate, modify, or suspend any promotion/event at any time.

# Guarding Against Crypto and Bitcoin Scams: Tips for Safe Investing

**The rise of popularity in the world of cryptocurrency has unfortunately attracted a surge in scams. Whether you're a seasoned investor or just exploring, understanding how to recognize and avoid crypto scams is crucial for protecting your assets. Here's a guide to help you stay safe.**

## 1. Crypto and Bitcoin Scams come in various forms

**Here are a few to watch out for:**

- **Phishing Scams:** Scammers use fake websites or send fraudulent emails or text messages posing as legitimate crypto exchanges or wallets to trick you into revealing your login credentials or private keys.
- **Pump-and-Dump Schemes:** Fraudsters artificially inflate the price of a cryptocurrency by spreading false information to attract investors. Once the price rises, they sell off their holdings at a profit, leaving other investors with worthless assets.
- **Ponzi Schemes:** These scams promise high returns with little risk and use new investors' money to pay off earlier investors. If it sounds too good to be true, it probably is.
- **Fake ICOs (Initial Coin Offerings):** Scammers create fraudulent ICOs to raise funds for non-existent projects. They lure investors with promises of substantial returns and then disappear with the money.
- **Impersonation Scams:** Scammers impersonate well-known figures, companies, friends, and family in the crypto space, offering fake investment opportunities or seeking personal information.

## 2. How to Avoid and Protect Yourself

**Implementing these strategies can help safeguard your investments and personal information:**

- **Conduct Thorough Research:** Before investing in any cryptocurrency or project, thoroughly research the team, technology, and market. Verify the legitimacy of the project through reputable sources.
- **Use Reputable Exchanges and Wallets:** Stick to well-known, regulated cryptocurrency exchanges and wallets with a strong track record of security. Be wary of platforms with little or no user feedback.
- **Enable Security Features:** Use strong, unique passwords and enable two-factor authentication (2FA) to add an extra layer of security to your accounts and never share these codes with anyone!
- **Be Skeptical of High Returns:** Investments with unusually high returns and low risk are often too good to be true and likely to be a scam. Always approach such claims with caution.
- **Verify Communications:** Be cautious of unsolicited messages or emails regarding investment opportunities. Verify the authenticity of any communication by contacting the company directly through official channels.
- **Keep Software Updated:** Ensure that your computer and mobile devices have up-to-date security software to protect against malware and other threats. Never allow anyone remote access to your device.

## 3. What to Do if You Encounter a Scam

**If you fall victim to a crypto scam:**

- **Report the Scam:** Contact your local law enforcement, the Federal Trade Commission (FTC) and the Internet Crime Complaint Center (IC3). Reporting helps prevent others from becoming victims.
- **Alert Your Exchange or Wallet Provider:** Inform the platform or exchange used for the transaction so they can secure your account.
- **Call your local DuTrac Community Credit Union Office:** We can place alerts on your accounts, shut down online access and assist you in what to do next.

**Stay Safe and Invest Wisely!**

# UPCOMING EVENTS

## OCTOBER

- 10 DuTrac Financial Group (DFG) Social Security & Your Retirement Seminar
- 13-19 International Credit Union Week
- 14 DuTrac Annual Meeting
- 19 Shred Event at Asbury & Bettendorf
- 23 First Community Trust (FTC) Retirement Planning Seminar

## NOVEMBER

- 11 All Offices Closed (Veterans Day)
- 21 Nat King Cole Christmas
- 28 All Offices Closed (Thanksgiving Day)

## DECEMBER

- 24 All Offices Closing at 12:00 PM (Christmas)
- 25 All Offices Closed (Christmas Day)

## JANUARY

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



## DuTrac MORTGAGE

**MORTGAGE RATES ARE TRENDING LOWER, IT'S A GREAT TIME TO BE A HOMEOWNER!**

Mortgage rates have come down from the highs of 2023 and what we were seeing earlier this year. If you are in the market to purchase a new home now is a great time to get pre-qualified at these rates. If considering buying or selling your home, we encourage you to reach out to one of our Mortgage Consultants for the latest information on mortgage rates, housing programs, and real estate news. In this fast paced housing market it is more important than ever to work with a trusted expert mortgage consultant who knows the market and can help with your mortgage financing needs - you deserve the home of your dreams. Visit [DuTrac.org](http://DuTrac.org) to obtain additional information, our online application, and contact information for the DuTrac Mortgage Consultants should you have further questions. Let's have you pre-qualified and ready for your first, or next home purchase today.



**Celeste Hefel**  
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## FINANCIAL UPDATE

DuTrac's financials as of August 31, 2024.

Number of members .....	53,067
Shares .....	\$999,131,317
Loans .....	\$883,794,175
Net Worth .....	\$130,388,047
Assets.....	\$1,127,309,332

# NO-COST RETIREMENT PLANNING SEMINAR

Wednesday, October 23, 5:30 - 6:30 PM

DuTrac's Asbury Road Office, 3465 Asbury Road, Dubuque

The earlier you begin to plan, the more likely you will achieve your desired results for retirement. Yet, if you are nearing retirement age, there are strategies to help you better enjoy your retirement years.

This no-cost in-person informational seminar hosted by the retirement and estate planning experts at First Community Trust (FCT), will share tips and necessary guidelines for improving your retirement years' earnings and generate thoughtful ideas about making the most out of your retirement years. Providing attendees with immediate feedback on the adequacy of their current retirement plans

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



**Matt Pillard**  
Vice-President, Trust Officer



## RETIREMENT. INSURANCE. INVESTMENTS.



### Kick Off Your Retirement

- Start by setting clear retirement goals.
- Determine how much money you would like to have at retirement and the age at which you plan to retire.
- This will help you to estimate the savings required and set a timeline for achieving your goals.

Consider scheduling an appointment today with one of our financial advisors to help set your goals.



**Matthew Stewart**  
LPL Financial Advisor

3465 Asbury Rd.  
Dubuque, IA 52002  
563-557-5002  
m.stewart@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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### 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

#### Decorah

915 Short Street • Decorah, 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