For the second year, Dupaco helped local foster-care youth ICCU Members Approve build financial skills and assets as part of the Opportunity Merger with Dupaco ... Dupaco Improves Members' Financial Lives through Coaching.......

Enriching Lives through Sustainable

Money—That's Bright Green.....4 A Positive Impact— Now and into the Future

Passport program, an initiative of the Community Foundation of Greater Dubuque, in partnership with Four Oaks and Dupaco Community Credit Union. (L. Hemesath/Dupaco photo)

Couple Finds Lifelong Partner in First Community Trust

Project Honors Legacy

Technology Enhancements Offer Members Greater Convenience

Community is Our Middle Name: A Chronology

O M M upaco

ACCOUNTS FEDERALLY INSURED BY NCUA THE FINANCIAL HOME YOU OWN ESTABLISHED 1948

The Power of the Cooperative Circle

When Dupaco Helps People Grow, Everyone Wins



Dupaco member Delora Beal (from left) and Dupaco Consumer Loan Officer Cindy Hilkin chat at the Dupaco Hillcrest office. In April 2011, Beal successfully completed Dupaco's Individual Development Account program. (J. Reilly photo)

BY EMILY KITTLE

MAQUOKETA, Iowa— Delora "Dee" Beal and Dupaco Community Credit Union are proof positive of the power of paying it forward.

Nearly three years ago, Beal benefited from a Dupaco savings program that literally changed the Maquoketa woman's life, giving her the keys to a world of personal and professional possibilities. And along the way, she has paid forward her good fortune and hard work, making a difference in the lives of others.

Beal credits Dupaco's Individual Development Account (IDA) program—a grant-based initiative that provides matching funds and financial coaching to qualified participants—for putting her on the road to a

brighter future.

"It helped me get a better job and more stability, and now I can live a dream I've had since I was a kid," Beal said.

How it Works

In the IDA program, the savings of a participant are matched by a dollar-for-dollar grant from the Iowa Credit Union Foundation (ICUF). The individual uses the funds for a specific asset, such as purchasing a vehicle or home, starting a small business or paying for education or job training.

Beal used her savings and matching funds to buy a white 2004 Dodge Intrepid on April 11, 2011, just one year and two days after enrolling in the program. Saving \$50 from every paycheck, she had accrued \$1,900, with another \$1,900 matched by

the ICUF.

"Dee is a role model for everyone who says they can't save money," said Dupaco Consumer Loan Officer Cindy Hilkin, one of Beal's



financial coaches. "I think all of us wish we could go back and tell a younger version of ourselves to start saving sooner so we're in a better financial position later in life."

Living a Dream

Beal, who once relied on her feet and a beat-up bike for

transportation, is making the most of life's new possibilities.

Owning a car allowed Beal to become eligible for a promotion at work at Hartig Drug, where she now serves as a floor supervisor. She also moved out of a housing project and onto a small acreage in Maquoketa, where she helps an elderly friend. And she helps take care of horses, a dream she's had for as long as she can remember.

Beal's car—and her ability to continue saving—has allowed her to be present for more family milestones, too.

She was able to drive to her sister's out-of-state wedding and take a couple of road trips to visit her grandmother. And she proved to herself she was up to the savings challenge when she set aside enough money to fly to Arizona for her grandson's birth last fall.

"It opens up your world to be able to have a car," Beal said. "You're not limited to such a small area. You've got the world, and you can do what you choose to do."

That's Bright Green

While Beal is no longer enrolled in Dupaco's savings program, she continues to save what she can, turning to Dupaco when she needs financial guidance along the way.

"Dee is a living example of Dupaco's sustainable approach to money," Hilkin said. "It's the credit union's mission to improve each member's financial positionnot just for a day, but for a

lifetime." Dupaco does that by offering a wealth of products and services, including the IDA program and popular, no-cost Money Makeovers that help members cut costs and build savings. As Dupaco has grown, so has the credit union's ability to offer cost-effective financial

services. And the credit union's sustainable approach is getting noticed. An independent national credit union research firm recently recognized Dupaco as one of the "Top Performing" credit unions in the United States.

The Crystal Performance Award, presented by the Raddon Financial Group (RFG), recognizes credit unions for achieving a top ranking based on several factors, including profitability, growth, efficiency and fees. More than 350 credit unions participate in RFG's CEO Strategies Group research program

"Dupaco scored as one of the top three credit unions in the program," said Eric Wittekiend, a Dupaco member and strategic consultant at the Lombard, Ill.-based RFG. "In fact, Dupaco has scored in the top 2 percent of credit unions for each of the past six years."

Maximize profit

Stockholders who may or may

not be customers or users

Paid directors

Only stockholders vote; one

vote per share of stock (more

stock means more voting power)

Dividends issued to stock-

holders only

Owners/leaders may live anywhere in the world; headquarters

could be anywhere in the U.S.

Rates and fees may not be

favorable because of

for-profit status

Continued on page 7.

Welcome to the Financial Home You Own

On behalf of the Dupaco Community Credit Union Board of Directors and staff, I'm delighted to present your credit union's 2013 annual report. It highlights Dupaco's pursuit of fulfilling its mission: To improve the financial lives of our nearly 72,000 members, each of whom is an owner of the credit union.

The exceptional results displayed in this annual report are a tribute to the response we receive from members in the form of increased participation in their financial cooperative.

If you're not already a member, I invite you to discover Dupaco's unique approach to financial service and advice. Membership is

open to anyone who lives or works in our 28-county charter area of lowa, Illinois and Wisconsin. If you're already a member, please tell your family and friends about the many benefits of Dupaco membership. We're excited to help more people improve their financial positions in 2014.



What's the Difference?

Credit Union Organization Not-for-profit cooperative For-profit corporation

Primary objective Meet member/owner needs **Ownership** All members who are, by

definition, users of services

Volunteers Member controlled; one vote

per member (each member/

owner has the same power)

Distribution of Dividends issued to members net income and used for capital development,

additional locations, equipment, etc. to benefit members

Owners/leaders reside or have an interest in the community

Offer better overall rates and lower fees due to the nature of the organization and its

dividend distribution

Generated only through income stream

Members/owners

Yes. Property, sales, employer-related,

stream and/or issuance of stock

Generated through income

Stockholders

Yes. Property, sales, employer-related

FDIC

Joe Hearn President & CEO

Deposit insurance

Taxes

NCUA

monies and credits tax on reserves in Iowa

and income

2013 Annual Report Edition



Board Leadership Recognized

DUBUQUE, Iowa—Dupaco Community Credit Union recognized those individuals who maintained leadership roles on its board of directors during 2013.

Since their election or appointment at the 64th Annual Meeting in February 2013, these volunteer directors contributed significant time and expertise to the benefit of the credit union and its members.

Jeff Gonner served his second term as board chair during 2013. Other officers who volunteered during the year were Ron Mussehl, vice chair; Keith Langan, secretary; and Steve Chapman, treasurer.

Standing committees were chaired by Dick Burgmeier: Credit Union Service Organization (CUSO), Investment/Asset Liability Management (ALM); Steve Chapman: Salary Savings Plan Oversight; Denise Dolan: Audit, Political Action Advisory; Ron Mussehl: Business Lending; Renee Poppe:

Nomination; Randy Skemp: Credit/Delinquent Loan, Personnel; and Bob Wethal: Marketing and Services.

Our Vision:

To be our members' lifetime financial home.

Our Mission:

To improve our members' financial position and build valued relationships by delivering personalized financial advice, products and services.



After the Dupaco Annual General Meeting on Feb. 10, 2013, at the Peosta Community Centre, Dupaco Board Members (from right) Renee Poppe, Keith Langan and Dick Burgmeier join their board colleagues in taking the oath of office in preparation for another year of volunteer service to credit union members. (D. Klavitter/Dupaco photo)



ICCU Members Approve Merger with Dupaco

WATERLOO, Iowa—Members of Iowa Community Credit Union (ICCU) voted to merge with Dupaco Community Credit Union during a Nov. 18 meeting in Waterloo.

Once complete, the merger will create a stronger financial cooperative for members of both organizations by offering expanded financial products, services and advice, as well as greater convenience.

The organization will continue as Dupaco Community Credit Union, with 18 branches, more than 80,000 members and locations serving the communities of Dubuque, Cedar Rapids, Waterloo, Cedar Falls, Dyersville, Manchester and Carroll, as well as Platteville, Wis., and Galena, Ill.

"This partnership is a proactive step by two financially sound institutions to capitalize on their strengths and position the new organization to move successfully into the future," said Dupaco Board Chairman Jeff Gonner. "We are very excited to partner with Iowa Community Credit Union, as it will provide great benefits to all members, employees and the communities we serve."

Following final regulatory approval, the intended merger is expected to be completed April 1.

Merger FAQ: Mupaco.com/merger



A member casts her ballot at the lowa Community Credit Union Member Vote Meeting, which was held at the Waterloo Center for the Arts on Nov. 18. ICCU members overwhelmingly voted to merge with Dupaco Community Credit Union. (D. Klavitter/Dupaco photo)

SCENE IN: **2013**



Dubuque, IA 52004-0179 (563) 557-7600 / 800-373-7600

www.dupaco.com

Dupaco Improves Members' Financial Lives Through Coaching

BY EMILY KITTLE

DUBUQUE, Iowa—Anyone can sell you a product. But not everyone can teach you how to help yourself.

Dupaco approaches financial services with a teacha-person-to-fish mentality. It is a holistic way of service, a mission, really, to improve the financial lives of its members—and non-members, too.

Today more than ever, members are coming to Dupaco to do more than just get a loan or open a deposit account, said Matthew Dodds, Dupaco's chief operating officer.

"Members want the convenience of doing business with a provider who can help them get organized, someone they trust, someone who can give them advice, direction and support," Dodds said. "They are looking to simplify the complex world of financial products and services."

By listening to its members, Dupaco delivers an array of services that helps members realize sustainable financial lifestyles.

Whether it's a free seminar about how to protect your identity or a college financial-planning presentation, Dupaco is in the financial-education business.

Money lessons occur outside of the traditional classroom setting, too. Through free Dupaco Money Makeovers, for instance, participants have the opportunity to review their total financial picture and "make over" their finances to cut costs and build savings. The service means something different for every person. But Money Makeovers typically address the participant's budget, loans, savings, investments and insurance.

Members also have free Credit History Lessons at their disposal. Dupaco coaches its borrowers on how they can drive up their credit scores to save money on interest and insurance—all in the name of promoting thrift and improving members' overall financial well-being.

Today's on-the-go members have access to virtual lessons, too. Dupaco regularly posts financial advice on its Facebook page and website, which also is home to budget worksheets, calculators and other valuable resources.

"Members know they can get a product anywhere they want, any time they want," Dodds said. "Members know that at Dupaco, they are getting more than just that product. They are getting a trusted confidant who is looking out for their best interests."



During a Breakfast Bites seminar in Cedar Rapids, Iowa, on Sept. 12, Dupaco's Tami Rechtenbach presents information about the financial decisions related to life's changes to more than two dozen members. (L. Hemesath/Dupaco photo)



Dupaco's Andy Katrichis (left) congratulates Kelly Heysinger during the April 5 opening of Unified Therapy Services' newest facility in Dubuque. Heysinger co-owns the therapy service with Gina Blean. (D. Klavitter/Dupaco)





David Klavitter Senior Vice

President, Marketing & Public Relations

John Koppes Senior Vice

President, **Business Lending**

Gregg Liddle Executive Vice

President, Risk Management

Nancy TeKippe

Senior Vice President, Service Delivery







2013 Annual Report Edition

Announcements of 2013

David Andrew



Michelle Becwar

Promoted to the position of education outreach and training coordinator located at the Asbury, Iowa, branch.

Tim Bemis

Joined Dupaco as an assistant manager in the Dupaco Insurance Services division, located at the Hillcrest branch in Dubuque.

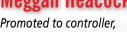
Brian Cassidy

Joined Dupaco as an insurance agent with Dupaco Insurance Services, located at the Manchester, Iowa, branch.

Deb Franklin

Joined Dupaco as a real estate lending consultant at the First Avenue branch in Cedar Rapids, lowa.





located at the Pennsylvania branch in



Promoted to business lending consultant, located at the Hillcrest branch in Dubuque.





Sylvia Miller

Joined Dupaco as a business development representative, located at the Williams branch in Cedar Rapids, lowa.



Enriching Lives through Sustainable Money: That's Bright Green

REPORT FROM THE PRESIDENT & CEO - JOE HEARN

In 2013, Dupaco helped members go more than green—we went bright green.

Bright green is Dupaco's sustainable approach to money. It reflects your credit union's mission to improve each member's financial position not just for a day, but for a lifetime.

Dupaco does that mainly in two ways: Our products, services and advice are designed to keep more greenbacks in your wallet. In that spirit, we perform thousands of free Money Makeovers and Credit History Lessons each year. These detailed reviews help improve the financial sustainability of many members and non-members, too. From traditional banking and investments to insurance and wealth management, bright green optimizes every stage of your financial life.

Bright green also means Dupaco helps strengthen your hometown. That's because your credit union is more than local—it's a memberowned cooperative. Your money is not siphoned away by outside stockholders. It stays right here, recycled within the community. This helps your friends, your family and your neighborhood. When the community grows, everyone prospers.

Growth

Again in 2013, your participation in Dupaco put more money to work locally by providing your friends and neighbors with low-cost loans for cars, homes, education, small businesses and more.

Overall credit union loan growth increased more than 7.2 percent in 2013. At the same time, Dupaco continues to pay above-market rates for member savings, resulting in increased deposits of more than 7.0 percent.

While member enrichment is Dupaco's hallmark, the job of your board and management team is also to ensure your financial cooperative remains strong. This benefits members and communities well into the future. Your credit union's 2013 performance reinforced that objective.

Merger

As a result of their CEO's retirement, members of Iowa Community Credit Union (ICCU) last year voted to merge with Dupaco Community Credit Union. Once complete on April 1, the merger will offer expanded financial products, services and advice, as well as greater convenience, to all Dupaco and ICCU members. Increased operational efficiencies will create a stronger financial cooperative for members of both organizations.

The combined institution will continue as Dupaco Community Credit Union, with 18 branches, more than 82,000 members and locations serving the communities of Dubuque, Cedar Rapids, Waterloo, Cedar Falls, Dyersville, Manchester and Carroll, Iowa, as well as Platteville, Wis., and Galena, Ill.

Membership grew to more than 72,000. An increase of 5.6°

Deposits grew to more than \$980 million. An increase of 7%

Assets total more than \$1.12 billion.

An increase of 5.2% Loans outstanding grew to more than

Dupaco remains extremely strong, with capital reserves at 12.36% of assets

\$590 million. An increase of 7.2

For the fourth time in five years, Raddon Financial Group recognized Dupaco as one of the performing" credit unions in the United States with more than \$500 million in assets, based on the credit union's 2012 performance

I applaud the ICCU Board of Directors for continually looking for new ways to improve rates, expand services, enhance member convenience and create new opportunities for the valued employees of their credit union.

This partnership is a proactive step by two financially sound institutions to capitalize on their strengths and position the new organization to move successfully into the future. We are very excited to partner with ICCU, as the merger will provide great benefits to all members, employees and the communities we serve.

Staff

Dupaco's mission is to improve each member's financial position. To deliver on this value proposition, we strive to hire the best and brightest people, and invest in their ongoing training and development. We strive to become an employer of choice.

Moreover, we as your credit union's employees are challenged to take it upon ourselves to continually elevate our personal knowledge and skills. We understand that, in order to deliver on the brand promise of Dupaco,

simply taking orders is not enough. Great service here is about looking beyond member requests and attempting to go deeper by making connections that can have a greater impact on their financial lives.

These connections must happen at every point we reach members in person, on the phone, via email and through emerging technologies. Ultimately, the more successfully we connect with our members, the larger the organization will become as members build savings, finance their dreams and tell others we are a great place to do business. At its highest level, our size and continued growth are a direct result of our successful oneon-one interactions with members.

Dupaco's positive member impact happens because of the board's commitment to providing necessary resources. I'm always delighted with staff for being up to the challenge to know, show and grow.

Volunteerism

Dupaco's successful long-term vision is a tribute to your credit union's democratically elected board of directors. I'm inspired by their unwavering passion for volunteer service and commitment to our mission. In representing you, each spends many hours every month focusing on credit union reports, meetings and other functions.

You are extremely fortunate to benefit from a legacy of service from exemplary individuals, including three who passed away in 2013: George Bogas, David Hansel and Donald Schadle. In true volunteer spirit, each sat at the board table and asked not how the credit union could make more money, but rather how we could better serve more members.

Their approach was to take the long view—a sustainable way to make a positive difference in the lives of our members. We hope you feel this lasting, positive impact.

> Joe Hearn President and CEO



During a training session, Dupaco President/CEO Joe Hearn explains member service expectations to new staff. (D. Klavitter/Dupaco photo)

Audits Again Affirm Financial Health, Practices

DUBUQUE, Iowa—In 2013 Dupaco Community Credit Union again received clean bills of financial health from an independent auditor, as well as state and federal examiners.

The accounting firm of McGladrey LLP in Jan. 2014 performed the independent Certified Public Accountant audit of the credit union's 2013 financial statements, as well as its compliance with federal regulations and management practices.

The State of Iowa Division of Credit Unions and the National Credit Union Administration also reviewed Dupaco's financial statements, security standards and adherence to regulations, policies and procedures.

"A clean bill of financial health provides independent confirmation that Dupaco's financial statements are presented in conformity with generally accepted accounting principles and in conformity with the requirements of the law—a

hallmark of a well-managed organization," said Danielle Gratton, Dupaco's chief financial officer. According to Gratton, Dupaco's previous clean reports can be attributed to the diligent work throughout the year

of the Audit Committee. Dupaco board members Denise

Dolan, Dick Burgmeier and Renee Poppe serve on the committee. Dolan serves as chair.

"Through a regular series of ongoing checks and balances, it is the Audit Committee's role to ensure that the highest degree of integrity is maintained in operations, and that the credit union is performing in accordance with all policies and procedures," she said.

On a regular basis, committee members oversee and ensure cash drawers are counted, loan files are audited, share withdrawals are verified and

member-statement mailings are monitored. Their work in conjunction with the internal audit department assisted in the auditing firm's verification of internal controls, accounting records and other factors—all of which have an effect on the safety and security of the credit union.

Danielle Gratton

A Positive Impact—Now and into the Future

REPORT FROM TH JEFFREY GONNER

Total liabilities and members' equity

A desire to help members better secure their financial futures and strengthen our communities prompted me to run as a candidate for your volunteer Dupaco Board of Directors in 2010. On behalf of my fellow board members, it gives me great satisfaction to report that your credit union is making a positive difference in the lives of our members—from increased overall member participation to everyday stories like Delora Beal's on page 1 of this report.

It has been my great pleasure to serve as your chairman for the past two years. In service to nearly 72,000 members, your credit union produced remarkable results in 2013. These outcomes are measured in terms of: member satisfaction; service delivery; member participation; financial performance and strength; risk management; organization culture; and execution.

Dupaco experienced measurably high achievement in all of these areas last year. This included steady membership growth and retention, increased services per each member household, strong financial performance and extremely low staff turnover.

These accomplishments also keep your board and management team humble.

That's because they reveal valuable information about the targets we set and the decisions we make in pursuit of serving our members' needs at whatever stage in life they may be. We remain focused on ensuring a strong and sustainable cooperative organization that can positively impact working families for many years to come. To achieve this, a solid balance sheet is critical.

Strategic Future Investments

Unlike other for-profit corporations, not-for-profit credit unions cannot raise supplemental money for capital improvements. This means a portion of each year's net income must be set aside as the only source of money for enhancing future services to members.

Your board strives to ensure Dupaco pays abovemarket rates on member shares while remaining rocksolidly strong. At the same time, your credit union's long-term plans require smart investments that will improve branch convenience, enhance electronic services and develop innovative products to meet our members' evolving and future financial needs.

As a locally based, member-owned cooperative, Dupaco's purpose and structure ensure everything is returned to the members and the communities. This includes efforts beyond tangible direct benefits to members and small businesses.

Last year, Dupaco employees, their families and friends logged thousands of volunteer hours to benefit charitable efforts in the communities we serve. Additionally, the credit union provided more than \$1 million in direct civic contributions during the past three years. And, yes, credit unions—including Dupaco—pay taxes.

In 2013, your credit union paid property, sales and employment taxes, as well as a special monies and credits tax paid only by Iowa-based credit unions on their reserves.

Credit unions are exempt from paying federal income taxes. That's because we promote the economic wellbeing of our members, especially those of modest means, through a system that is member-owned, volunteer-directed and not-for-profit. A tax on credit unions really is another tax on members. Please tell your elected representatives: Don't tax my credit union.

Continued National Top Performer For the fourth time in five years, Raddon Financial

Group, an independent national credit union research firm, recognized Dupaco as one of the 10 "Top Performing" credit unions in the United States, based on the credit union's 2012 performance. As a member-owned financial cooperative, these

cost savings are returned to you in the form of higher rates on savings and lower rates on loans. It supports improved conveniences like mobile check deposit and person-to-person payments. This recognition confirms that value proposition

and member service strategies are moving in the right direction. These strategies align with Dupaco's cooperative principles, which put people before profits.

Your Participation Keeps on Giving As a father and a working professional, I believe our

communities must remain vibrant, with opportunity and engagement for everyone. I also believe an energetic and thriving financial cooperative like Dupaco—with its economic model of self-reliance and mutual aid is a powerful means to promote the economic development of working families and communities. Your credit union's 2013 results were exceptional,

and I'm excited about the opportunities ahead. That's a credit to my fellow volunteer board members, our passionate employees and, most of all, you. Thanks for your faith, trust

and support of the financial home you own.



DECEMBER 31, 2013 AND 2012

Assets	2013	2012
Loans to members ⁻ , net of allowance for loan losses (2013—\$7,538,000; 2012—\$7,446,000)	\$582,896,568	\$543,260,296
Cash	5,576,711	3,898,421
Interest-bearing deposits in financial institutions	39,835,754	51,653,583
Investments Securities available-for-sale	431,972,891	405,011,549
Accrued interest receivable	3,234,689	3,326,354
Property and equipment, at depreciated cost	19,305,798	19,751,052
Other assets Deposit—Federal Share Insurance Fund (NCUSIF) Other	9,213,455 31,285,471	8,386,743 32,562,522
Total assets	\$1,123,321,337	\$1,067,850,520
Liabilities and members' equity	2013 [⁺]	2012
Liabilities Savings accounts Share draft accounts Term share certificates Notes payable Accrued expenses and other liabilities	\$649,753,327 114,037,060 216,997,129 0 3,729,199	\$603,027,248 107,368,804 206,070,857 10,000,000 4,625,981
Total liabilities	\$984,516,715	\$931,092,890
Members' equity Appropriated reserves Undivided earnings Unrealized gain (loss) on securities available-for-sale	\$44,606,511 99,054,111 – 4,856,000	\$42,000,584 80,444,046 14,313,000
Total members' equity	\$138,804,622	\$136,757,630

Includes 1,158 business loans totaling \$198,253,932 for 2013 and 1,158 business loans (same number as 2013) totaling \$194,336,383 for 2012

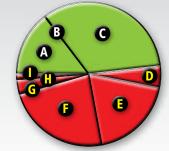
\$1,123,321,337

\$1,067,850,520

FOR THE YEARS ENDED DECEMBER 31, 2013 AND 2012

	2013 [*]	2012
Interest income Loans Investments	\$30,727,578 12,970,799	\$29,336,557 13,453,003
Total interest income	43,698,377	42,789,560
Interest and dividend expense	9,301,354	10,519,407
Net interest income	34,397,023	32,270,153
Provision for loan losses	3,122,113	2,599,502
Net interest income after provision for loan losses Other income	31,274,910 19,600,786	29,670,651 19,850,242
Operating expenses NCUSIF Deposit Insurance Expense	28,922,628 737,076	27,668,482 796,741
Net income	\$21,215,992	\$21,055,670
Transfer to appropriated reserves	2,605,927	3,177,604
Allocated to undivided earnings	\$18,610,065	\$17,878,066

INCOME DOLLARS



A Dividends paid to members 14.6%

MEMBER BENEFITS*

Life savings insurance premiums 0.1% Reserves

*48¢ of every \$1.00 earned went towards member

benefits during 2013.

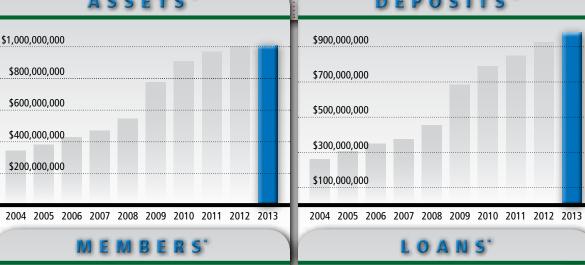
EXPENSES

Loan losses 4.9% Operating expenses 19.0% Salaries and benefits 23.4%

Occupancy 3.3% Interest 0.0% NCUSIF Insurance Premium 1.2%

OTHER

	Equity/Asset Ratio: 12.36%		Membership: 71,179		
	% Increase	\$ Increase		% Increase	\$ Increase
Assets	5.20%	\$55,470.817	Loans	7.22%	\$39,728,272
Deposits	7.02%	\$64,320,607	Membership	5.59%	_



E B E 3	2 0 71 11 3
70,000	\$500,000,000
60,000	
50,000	\$400,000,000
40,000	\$300,000,000
30,000	
20,000	
10.000	\$100,000,000

2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 'Through December 2013. Your savings federally insured to at least \$250,000 by the National Credit Union Administration (NCUA), a U.S. Government Age backed by the full faith and credit of the United States Government.

NCUA

Dupaco Saves Member Thousands in Insurance Premiums

BY EMILY KITTLE

CEDAR RAPIDS, Iowa—It's not uncommon for Dupaco members to save hundreds sometimes even thousands in annual premiums by moving their insurance policies to Dupaco Insurance Services.

And sometimes, those savings come when the member least expects them.

A Cedar Rapids member was refinancing her home with Dupaco. Her insurance carrier quoted her required flood insurance at \$6,700 per year. The high-dollar premium was enough to

prevent the member from moving forward with her loan—and raised a red flag with the staff at Dupaco.

"Everybody's flood policy should be the same price, whether they bought it from me or another agent," said Tim Bemis, assistant manager at Dupaco Insurance Services. "We did the extra homework and found out her agent was using the wrong building diagram and had miscalculated the premium."

With the correct information in hand, Bemis was able to cut the member's

premium by more than half, to \$3,100 per year. The grateful member moved her policy to her credit union's member-owned insurance agency. And now she will have her house paid off before she retires.

"It's about doing what's right for the member," Bemis said. "Can I save everybody money? No, I can't. But maybe I can suggest some changes, explain why your rates are higher or show you how we can save you money in the future. There's so much we can do to help you."

Dupaco Insurance Services offers a complete line of insurance options for home, auto, boat, recreational vehicles, jewelry and more. Dupaco also provides all commercial

lines, including bonding.

Launched in 2006, the independent insurance agency serves some 7,500 customers, the majority of them Dupaco members.

And membership has its perks. The credit union is able to leverage its membership to take advantage of additional discounts on products. Dupaco also has access to insurance from nearly a dozen companies, which means members receive the most competitive rates available.

"They don't have to call around to several different companies. I'm doing the shopping for them, and I can do it all in about 15 minutes," Bemis said.

Dupaco members will soon have a similar tool at their

disposal. Later this year, Iowa members will be able to go to the credit union's website and quote their own insurance through Dupaco Insurance Services.

"We want to be able to do business the way the member wants to do business," Bemis said. "There's a whole group of members who don't have access to agents during the day because they're at work, so we're trying to give them more access."

To receive a free, noobligation insurance quote, call the Dupaco Insurance Services team at 800-373-7600, ext. 210, or e-mail insurance@dupaco.com.

Dupaco Insurance Services is licensed in the states of Iowa, Illinois, Wisconsin, Minnesota and Missouri



Representing Dupaco Insurance Services are (from left) Keith Langan, Brad Langan, Mark Kremer, Pam Baal, Brian Cassidy, David Keil, Brian Lyons and Tim Bemis. n dupaco.com/insure



New Clients Tap Dupaco's Investment Team

DUBUQUE, Iowa—The search for savings alternatives last year drove more than 543 new clients to the door of Dupaco Financial Services (DFS), a wholly owned subsidiary of Dupaco Community Credit Union.

Launched in 1997, DFS works with a full-service national securities brokerage firm to make top-of-the-line investment and insurance information and opportunities available to members. Right here at home.

"With the steady lowinterest-rate environment in 2013, credit union members continued to look for competitive interest rates and returns on both their savings and retirement nest eggs," said DFS representative Michael Schroeder.

With Baby Boomers' retire-

ment years in full swing, DFS also assisted many members with 401(k) and pension rollovers, Schroeder said. As a result, DFS assets under management grew by 18.5 percent. He expects to see a similar trend in 2014, as interest rates are forecast to remain steady.

For a free, no-obligation consultation, contact DFS at 800-373-7600, ext. 2305.

Securities offered through LPL Financial, Member FINRA/ SIPC. Insurance products offered through LPL Financial or its licensed affiliates. The investment products sold through LPL Financial are not insured Dupaco Community Credit Union deposits and are not NCUA insured. These product are not obligations of Dupaco Community Credit Union and are not endorsed, recommended or quaranteed by Dupaco Community Credit Union or any government agency. The value of investment may fluctuate, the return on the investment is not guaranteed and loss of principal



Representing Dupaco Financial Services are (from left) Dan Smith, CFP®; Michael Schroeder; Suzan Martin-Hallahan, CFP®; Michael Poppen and Dan Pence.



Couple Finds Lifelong Partner in First Community Trust

BY EMILY KITTLE

DUBUQUE, Iowa—John and Pat Hail know when they've got a keeper.

So when they moved to a new home halfway

across the country, their financial home remained the same. You could say the Hails have grown up with

Dupaco Community Credit Union and its partner, First Community Trust, a Dubuque-based investment management company.

The couple began banking with Dupaco in the 1980s.

"From the beginning, we were treated with the utmost respect," Pat said. "We especially remember Patti Meyer's friendliness and kindness. It meant so much to us, as a young couple, to be treated with importance.

The Hails' relationship with their memberowned credit union continued to thrive over the years. The couple went on to finance two homes and several cars with Dupaco as they were raising their family.

"Each time we needed help making an important step forward in our lives, Dupaco was there for us," Pat said.

Because of their long-term relationship with Dupaco, it was natural for the couple to turn to First Community Trust when they decided to consolidate their investments and begin planning for their retirement. Dupaco partnered with First Community Trust to bring members a full line of trust, investment, estate-planning, retirement and wealth-management services.

"We wanted our nest egg in the hands of competent and experienced professionals we could trust," Pat said.

After retirement, the Hails moved to the Phoenix, Ariz., area to be closer to their children and grandchildren. But they remain connected to Dubuque through their relationships with both Dupaco and First Community Trust.

"We continue to enjoy the benefits of online banking to this day," Pat said. "Dale Repass and his staff have been exceptional in their



accessibility and availability to respond to our questions and guide us in our investments as our lives and needs continue to change. We could not hope to receive better service anywhere else."

For an investment or estate-planning consultation, contact Jim Liddle at (563) 690-0029 or e-mail iliddle@fctrust.com.





During a visit to Dupaco member Amy Buchheit's (right) workplace at Little Folks Trading Post, Dupaco's Melissa King celebrates the finalization of a financial plan. (J. Reilly photo)

SCENE IN: **2013**

Project Honors Legacy of 'The Pack'

In a project called "People of the Pack," Dupaco Community Credit Union and TH Media have teamed up to preserve a history of the Dubuque Packing Company and honor the people who worked there.

Stories and pictures from Pack workers and their families will be gathered and shared through an ongoing social media presence, as well as a hardcover book expected to be available for purchase in August.

As one of Dubuque's largest employers, many thousands of people worked at the Dubuque Packing Company from 1931 through the 1980s, said Brian Cooper, executive editor of the Telegraph Herald.

As the Pack and its payroll swelled in the 1940s, '50s and '60s, so did the fortunes of

Dubuque, Cooper said. Although the Pack eventually closed its doors in 2001, the impact it had on the tri-state area can be seen in the people and businesses that remain.

The idea for the project was hatched after Dupaco, which was chartered in 1948 to serve employees of the Pack, remodeled its Sycamore branch, according to David Klavitter, Dupaco senior vice president of marketing.

The Sycamore branch is located one block south of the Pack site on 16th Street in Dubuque. The office is specially adorned to pay tribute to the credit union's heritage and honor the hardworking men and women who helped make Dupaco what it is today.

Upon experiencing the

remodeled branch, longtime members immediately began sharing their stories and memorabilia with Dupaco staff, according to Klavitter.

"We felt these stories should be collected and shared before they were lost," he said.

The project was launched in July 2013.

The website and social media sites will remain ongoing virtual places to share, read and archive stories. People can check back regularly for interview clips and previews from the book.

The story collection deadline ended in January, but story

collection for the website continues. Books will be available for sale this summer. Watch the *Telegraph Herald* or Dupaco's *Owner's Manual* for details.

neopleofthepack.com



CONTINUED FROM PAGE 1

The prestigious award, based on the credit union's 2012 performance, reaffirms that Dupaco continues to help its members get—and stay—money ahead while building a stronger credit union to better serve members in the years to come

"When members like Dee do well, it helps the community," Hilkin said. "When the community prospers, everyone grows. That keeps money recycling locally among family, friends and neighbors."

It's a cooperative circle that keeps paying forward.



Delora Beal, at Dupaco's Sycamore branch in Dubuque, Iowa, on April 11, 2011, reached her 12-month savings goal: A reliable vehicle that helped make her eligible for a promotion at work.

Mon always said "Don't borrow trouble." So I made it a habit to only borrow books from the library. But when my old car died, I needed a loan. I hadn't established any credit history, but at Dupaco, character is worth more than collateral. They gave me a used car loan at a new car rate—and a free Credit history, Lesson on how a good credit score could save me money. Dupaco is more than local. It's a cooperative that puts money to work locally by providing briefs and neighbors low-cast loans for cash, lomes, efficient, funding lo small businesses and more. Since Dupaco taught me to help myself, I'm finding ways to help my hometown. Instead of just borrowing books at the library, I lend my time as a volunteer, reading to kids. To borrow a phrase life-changing. **Enriching Lives.** Some call that smart money. I call it... **Enriching Lives.** Some call that smart money. I call it... **Enriching Lives.** Some call that smart money. I call it...

LENDING INITIATIVES

DUBUQUE, lowa—In the cooperative spirit of giving back to its members, Dupaco continues to offer rate-discount programs, convenient access to loan processing and a variety of payment options.

Cooperative Loan Giveback Program: A bonus discount of up to 0.45% APR* off credit union loan rates is available to members who apply for a new consumer loan.* Additionally, Dupaco does not charge loan-processing fees.

Instant Online Loans: Numerous online services, including instant 24-hour online loan approval^{**} for all consumer, auto, VISA[®] and even home equity loans, have proven to be beneficial to members.

Pick-A-Payment Auto Loans: Allow members to decide their monthly payment amount and what time of month the payment will be due.

*The Cooperative Loan Giveback amount is based on credit union account relationships and is subject to credit qualification vary. In some instances, n

on loan amounts of \$5,000 or more

"Approval subject to credit qualification. Response times may on vary. In some instances, members may be asked to contact

the credit union before a decision is made on their application

LOAN ACTIVITY	2013	2012
Total Outstanding Loans	\$590,434,568	\$550,706,296
Outstanding Loans as % of Member Savings	60%	60%
Total Loans Disbursed	\$531,700,000	\$583,500,000
Real Estate Loans Disbursed	Exceeded \$255.5 million	Exceeded \$240 million
Consumer Loans Disbursed	Exceeded \$174.9 million	Exceeded \$196.5 million
Business Loans Disbursed	Exceeded \$101.3 million	Exceeded \$147 million
Loan Delinquencies as % of Loans Outstanding	1.55%	1.70%
Net Loss from Charge-offs and Member Bankruptcies	\$2,866,666	\$1,627,059
Delinquencies and Losses (compared to national averages)	In line with national averages	In line with national average
Loan Applications Reviewed	36,872	35,765
Loan Applications Approved	25,101	24,220
% Approved	68%	68%



11375 Oldenburg Ln. Galena, IL 61036-6125 Phone: (815) 777-1800 Toll Free: 800-373-7600 Branch Extension: 72 Fax: (815) 777-1919

Platteville

1100 E. Business Hwy. 151 Platteville, WI 53818 Phone: (608) 348-4499 Toll Free: 800-373-7600 Branch Extension: 73 Fax: (608) 348-9505



Shared Branches Serve Up Homestyle Conveniences

CEDAR RAPIDS, Iowa—You're on the road, hundreds of miles away from home. You could use a cash recharge, but you're a long way from your credit union.

No worries. Shared branching keeps you connected to Dupaco Community Credit Union—no matter where you go.

Through shared branching, Dupaco members have access to face-to-face service at participating credit unions across the nation at no cost. It's another way credit unions have joined together in a cooperative effort to bring a new level of convenience to their members. During 2012, the network grew to more than 5,000 shared branch locations.

Dupaco members also can access their money through their Dupaco MoneyCard, which offers fee-free transactions within the Privileged Status® network of more than 3,447 ATMs nationwide.

With shared branching, members can make deposits, withdrawals, loan payments and transfers between accounts. Members also can purchase money orders, travelers' checks and official checks.

"Members love Dupaco's free checking combined with shared branching, because they have easy access to their funds any time without it costing extra money like it does at some places," says Tami Rechtenbach, Dupaco vice president of member services.

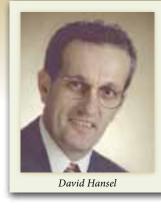
To use the free service, members only need to bring two things: their account number and a valid government-issued photo ID. Some credit unions will ask members to complete a simple form.

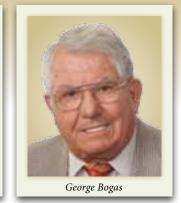
"The service is pretty well liked, and everybody treats you like you're in your own home credit union," says Dawn King, a member service representative at Dupaco's Williams Boulevard branch in Cedar Rapids, Iowa.

"And that's the whole point."

Locate a shared branch anywhere in the U.S. at www.co-opsharedbranch.org. To open a Dupaco account, visit any Dupaco location; go online to www.dupaco.com; call (563) 557-7600 / 800-373-7600, ext. 206; or e-mail service@dupaco.com.

Tami Rechtenbach







Dupaco Family Mourns Loss of Longtime Board Members

From the beginning, Dupaco Community Credit Union has embraced a mission of giving back.

Built on a legacy of service from exemplary individuals, Dupaco wishes to recognize three longtime volunteer board members who passed away in 2013:

- David Hansel passed away Feb. 4. Hansel served as a credit union director for more than 30 years, including two terms as board chairman. He was first elected in 1973 and served until 2003. Hansel had been a Realtor® in the Dubuque area since 1978.
- George Bogas passed away July 16. Bogas gave 47 years of voluntary service, beginning

Vicky Vondran

Jo Roling

in 1963, to the Dupaco membership. He actively participated on virtually all credit union board committees, and was awarded the Iowa Credit Union League Cooperative Spirit Award in 1999. Bogas retired from the Dubuque Packing Company in 1982.

 Don Schadle passed away Nov. 15. Elected to the board in 1957 and serving as a volunteer until 1994, Schadle was employed at the **Dubuque Packing Company for 39 years** until his retirement in 1982. His gentle good nature and volunteer spirit earned him the respect of all who knew him.

These men will be greatly missed.



During a visit to Camoplast in Peosta, Iowa, Dupaco's Jared Levy (left) reviews Gary Schroeder's financial information. (L. Hemesath/Dupaco photo)

Technology Enhancements Offer Members Greater Convenience

DUBUQUE, Iowa—It has never been easier for members to connect with their credit union at any hour of the day or night.

Dupaco Community Credit Union's array of online services is letting members easily monitor their finances.

"The driving factor behind all of the technology we implement is to allow members to bank on their terms—do what they want, when they want, from where they want," said Steve Ervolino, senior vice president of information services at Dupaco.

Here's a look at how high-tech enhancements gave members greater access to their financial home during 2013:

Mobile Deposit

Gone are the days when members had to find a branch to deposit a check. Dupaco's mobile-deposit feature allows eligible members to snap a photo of their paper checks and make deposits electronically.

Members use Dupaco's free mobile app, available for Apple- and Androidpowered devices, to launch Shine

n dupaco.com/mobile

Online Banking and follow a few quick steps to deposit checks in a snap.

"It's really about convenience for our members, especially for people who live a good distance from a branch," Ervolino said.

For more details, visit dupaco.com/ mobile.

Dwolla: Pay Anyone

Now Dupaco members can pay anyone—no matter where they do their banking—through Shine Online Banking.

Powered by Dwolla, this person-toperson payment system gives members the ability to make secure electronic money transfers right from Shine Online or Mobile Banking.

"It's an easy way to pay someone

without writing a check or knowing

any of their banking information," Ervolino said. There are plenty of practical ways to

use Dwolla, including:

 You're out for dinner with friends. The server puts everything on one bill. Your friend picks up the tab, and you reimburse your share to her via Dwolla.

 You have no cash to pay the babysitter. Send her payment immediately using Dwolla.

Visit dupaco.com/P2P for details.

Web Chat

Dupaco added a chat feature to its website, dupaco.com, as part of the site's 2013 facelift.

Through web chat, members have another means of access to Dupaco staff during normal business hours. Members can inquire about a product or service, find out whom they should contact for help or ask other general questions.

"From the call center's perspective, it's been well received and used,"



Joe Hearn

Jeann Digman

463 loans worth

more than \$63 million

for fourth

in Iowa.

in 2012, tying

Jeann Digman, vice president, mortgage lending, was recognized as a top-10 "President's Club"

producer by the Iowa Mortgage Association for providing

Joe Hearn, president/CEO, was elected to serve as treasurer of the Credit Union Executives Society (CUES) board of directors for 2013-2014. The Madison, Wis.based CUES is an independent, notfor-profit, international membership association. Its mission is to educate and develop credit union chief executive officers, directors and future leaders. A graduate of the rigorous CUES CEO Institute, Hearn holds the Certified Chief

David Klavitter

Executive designation from CUES.

David Klavitter, senior vice president of marketing and public relations, was appointed to serve on the Advocacy Committee of the Iowa Credit Union League (ICUL) Board of Directors for 2014. The Advocacy Committee is responsible for providing direction to the ICUL on public policy development and political engagement. The ICUL is a trade association representing the interests of lowa's

116 not-for-profit credit unions and their more than 1 million members.

Sherry Leeser

Sherry Leeser, assistant vice president, data and strategic marketing, was selected to receive the individual Governor's Volunteer Award for her contributions to Project Concern, where she serves as chair of the board

Dan Pence

of directors.

Dan Pence, who joined Dupaco in 2007 and worked as a financia consultant for Dupaco's Financial Services department in Cedar Rapids, lowa, retired in May 2013.

Aaron Plein

Aaron Plein, vice president, branch manager/service delivery, was selected to participate in the 2013 Iowa Innovation Group, an inaugural program of the lowa Credit Union League. Aaron will join a small but mighty group of innovators targeted with identifying new ways to improve the way credit unions provide financial

Amy Wickham

guidance to their

fields of membership.

Amy Wickham, assistant vice president, marketing communications, was selected to judge the 2013 Credit Union National Association's Diamond Awards, the premier marketing competition for credit unions nationwide.

to e-mails can allow harmful malware or viruses to be downloaded onto your computer. Links aren't always what they seem. Never click on or log in from a link embedded in an e-mail message Criminals can use fake e-mail addresses and make fake web pages that mimic the page you would normally expect.

Don't download that file. Especially

personally know, opening files attached

when sent by someone you don't

 Be on the alert for ways you could be taken advantage of. Sales venues like Craigslist, eBay[™] and newspaper classifieds are convenient hangouts for scammers. Only deal locally with people you can meet in person. Never wire funds; anyone who asks you to do so is likely a scammer.



Members' Financial Home **Shelters Them from Fraud**

BY EMILY KITTLE

DUBUQUE, Iowa—When it comes to protecting yourself from fraud, remember: It's a jungle out there.

From the recent Target® security breach to a myriad of online threats, being a consumer in today's world can be intimidating.

But Dupaco members have found sanctuary from the wilderness of fraud thanks to Dupaco's state-of-the-art security equipment, extensive staff training in identifying fraud attempts and a strong partnership with local law enforcement.

During 2013, Dupaco's fraudprevention efforts saved its members more than \$300,000, according to Gregg Liddle, Dupaco executive vice president, risk management and chief security officer.

"At Dupaco, the security of our members' information is a priority," Liddle said.

software with the capability to track members' account-usage patterns. When the software detects any activity out of the norm, it generates a report. Dupaco's fraud department can then review the transactions and take appropriate action.

ル dupaco.com/fraud

The credit union recently installed new

With the recent Target compromise, and another at Neiman Marcus, Dupaco has heightened its monitoring procedures. For those members with cards that were part of the Target breach, Dupaco issued new cards.

"Every day, unscrupulous individuals are developing new scams targeting the unsuspecting public," Liddle said. "Ultimately, if you notice suspicious account activity or experience securityrelated events, please contact the credit union immediately. You are your own best defense."

Here are a few basic tips to secure your personal information:

- Monitor account activity. Regularly check your accounts online and report any unauthorized transactions to Dupaco immediately by calling (563) 557-7600 / 800-373-7600. Sign up for free text and e-mail alerts on your accounts through Shine Online Banking. Set good passwords. Use a combi-
- nation of upper- and lowercase letters, numbers and symbols that do not contain sequences or repeated characters. Don't use information that can be assumed.
- Don't reveal personal information via electronic communication. E-mails and text messages are not secure and can be intercepted by fraudsters.

Employee Milestones



Chris Hearden, Kelly Klein, Donna Olberding, Jane Paisley, Georgia Slade, Kurt Wuertzer

Tim Boeckenstedt, Peggy Christ,

Shelley Dunne-Merkes, Erin Engler, Bob Nicks

Leslie Biver, Melissa Bockenstedt,

Matt Dodds, Paula Ervolino, Maria Hall, Mary Peters, Marie Pillard, Kevin Weber, Marcie Winkelman

Jacki Clasen, Tim Costello, James Doyle, Andrew Ernst, Jennifer Foley, Lisa Gassman, Jill Gogel, Westley Hendricks, Kelly

Leeser, Melissa Maas, R.J. Montes, Rebecca Nauman, Buni Place, Lynn Schmitt, Matt Ungs, Amy Wickham

Community Is Our Middle Name:

- Redesigned member statements with a larger page for easier reading, better use of color and streamlined account information.
- Installed automated external defibrillators at all Dupaco branches to address life-threatening cardiac emergencies.
- Renovated the business loan department to better serve member businesses.
- Chapman, Renee Poppe and Bob Wethal were elected to threeyear Board of Directors terms.
- Assisted Camp Albrecht Acres, a local non-profit, with its Green Bay Packers Tailgate Tour fundraiser.

MARCH

Awarded a Diamond Award

by the Credit Union National

Association, which was also

Diamond Awards recognize excellence in marketing creativity

in the credit union industry.

Sponsored BestFest 2013 in

Dubuque, Iowa, by serving as a

collection site for official voting

Designed to identify the best in

area businesses, BestFest is the

leading fundraiser of Hospice of

Sponsored Everyday Heroes

of the Tri-States in Dubuque, an

American Red Cross event and

a unique program designed to

who display acts of heroism.

publically recognize area citizens

Offered members reduced ticket

prices for Dupaco Night during

Cedar Rapids RoughRiders and

the USHL game between the

Dubuque.

ballots and as a ticket outlet.

judged to be "Categories Best."



- Increased awareness of Dupaco in the community by wrapping three Regional Transit Authority buses and two Dupaco company vehicles in vibrant and cheer-
- Conducted Breakfast Bites educational seminar regarding pre-planning a funeral in Dubuque, Iowa.
- Partnered with First Community Trust to sponsor a free seminar for Dupaco members regarding estate planning in Dubuque, Iowa.
- Sponsored a discount ski day for Dupaco members at Chestnut Mountain Resort in Galena, Ill.
- Recognized as a "Winning Workplace" in the Jan. 27 edition of the Dubuque *Telegraph Herald*. Businesses were selected based on nominations from the public.

Skate Country in Asbury, Iowa.

Dupaco Board of Directors

Robert W. Hoefer Boardroom.

tickets to the championship

bull-riding event at the Five

Offered members reduced

Flags Arena in Dubuque, Iowa.

ticket prices for Dupaco Night

League (USHL) game between

the Dubuque Fighting Saints

and the Cedar Rapids Rough-

Riders at the Cedar Rapids Ice

Arena in Cedar Rapids, Iowa.

Dollar Dog participated in a

mascot soccer game on ice during

intermission at the Cedar Rapids

Cedar Rapids, Iowa, on Feb 23.

educational seminars regarding

pre-planning a funeral in Cedar

RoughRiders hockey game in

Conducted Breakfast Bites

Rapids, Iowa, and Galena, Ill.

during the United States Hockey

Offered members discounted

 Sponsored skate party for DoPack members and their families at

R. Hansel passed away. Hansel was honored by Dupaco in 2002 for having served more than 30 years as a member of the Board of Directors. Greg Burgmeier, J. Stephen



• Provided free Credit History

Multicultural Family Center as

part of Dupaco's participation in

MoneySmart Week, a Dubuque,

Iowa, and Cedar Rapids, Iowa,

Lessons to Dubuque, Iowa,

residents at the Dubuque



 Promoted community and thrift by sponsoring Community-Wide Garage Sales in the communities of Dubuque, Iowa, and Manchester, Iowa. As part of the endeavor, participants could list and search garage sale listings at no charge.



- Dupaco employees committed to support the Dupaco R.W. Hoefer Foundation by contributing annual giving totaling more than \$22,000 through payroll deduction. Learn more at www.dupaco.com/foundation.
- Sponsored the Boy Scouts Annual Pancake Breakfast in Dubuque, Iowa, serving as an official ticket outlet.
- Partnered with First Community Trust to sponsor a free seminar for Dupaco members regarding before and after retirement options in Dubuque, Iowa.

- Promoted bike safety to children during the 16th Annual Finley Bike Rodeo, sponsored by
- Awarded Dupaco College Scholarships to five high school students, recognizing them for their scholastic standing, extracurricular activities, personal essays and financial need.
- Provided all staff with safety and security training. Member and staff safety is the main priority of the annual Dupaco training, which is mandatory for all employees.
- Completed renovation of the first floor of the Dubuque, Iowa,



credit unions, are owned and controlled by their members and operate solely for the purpose of serving those members.

Food Cooperative. Food co-ops, like

branch on John F. Kennedy Road. Partnered with First Community Trust to sponsor a free seminar for Dupaco members regarding before and after retirement options in Cedar Rapids, Iowa.

Dupaco members a discount on select program courses.

 Conducted Breakfast Bites educational seminar regarding life's changes in Galena, Ill.

JULY

- Sponsored Dupaco Race Night at Hawkeye Downs in Cedar Rapids, Iowa, supplying free tickets to members at Dupaco's branch on Williams Blvd.
- Sponsored the 16th Annual Music in the Park festival in Asbury, Iowa, a free event with a variety of music, entertainment, food, children's games and family activities.
- Sponsored an exclusive performance of "Cinderella" at the Bell Tower Theater in Dubuque, Iowa, for Dupaco members and their families.
- Sponsored Dupaco Sundays at Derby Grange Recreation Center in Dubugue, Iowa, allow-



The Dupaco Contact Center relocated from the Asbury, Iowa, branch on Saratoga Road to the lower level of the Pennsylvania Ave. branch in Dubuque, Iowa. The move was necessary to accommodate the growing workforce at Dupaco.

 Promoted community and thrift by sponsoring Community-Wide Garage Sales in the community of Platteville, Wis. As part of the endeavor, participants could list and search garage sale listings at no charge.

JUNE

 Sponsored the Jackson County Pro Rodeo in Bellevue, Iowa, offering members discounted tickets at branch locations.

ing Dupaco members to enjoy half-priced mini golf every Sunday

 Iowa Community Credit Union (ICCU) board voted to approve intent to merge with Dupaco.

 Launched new online loan application within Shine Online Banking to make it easier for members to apply for a Dupaco loan.

 Joe Hearn, Dupaco president and CEO, appointed to serve on CUNA's Plan to Win Task Force.

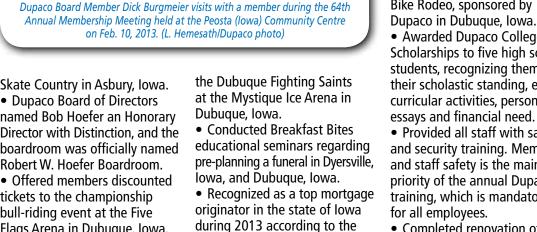


Dupaco and Cumulus Radio teamed up this summer to Pay it Forward in Cedar Rapids, Iowa, by randomly paying people's tabs for groceries, gas, food and more! The only request was that recipients consider paying it forward for someone else. Members of a financial cooperative like Dupaco "pay it forward" each day by making deposits that are turned into loans for other members. From left, Dupaco's Tim Costello and KHAK Radio's Bob James. (KHAK photo)

- Sponsored the Freedom Festival in Cedar Rapids, Iowa, selling discounted Freedom Festival 2013 buttons at our Cedar Rapids locations, including a free ride on the Dupaco Ferris Wheel at the Festival.
- Supported the arts as a sponsor of Music in the Garden, a free event held on Sundays at the **Dubuque Arboretum & Botanical** Gardens in Dubuque, Iowa.
- Reached a milestone in Dupaco membership: 70,000 and counting.
- Partnered with Northeast Iowa Community College **Business and Community Solutions** in Dubuque, Iowa, to offer

Officially organized in early 2012, the task force is made up of 15 credit union executives from across the country, and provides leadership, focus and modeling for successful federal advocacy strategies.

 Encouraged members to get involved in the "Don't Tax My Credit Union" campaign to ensure credit unions can continue to offer financial products that provide better returns on savings, reduced rates on loans and lower or no fees on services.



Iowa Mortgage Association.



Dupaco employees join in the annual Dyersville, Iowa, St. Patrick's Day parade on March 17.



A Chronology

At Irving Elementary School in Dubuque, Iowa, on April 18, Dupaco's Nancy Laugesen teaches the importance of saving money and spending it wisely to over 80 Boy Scouts and Girl Scouts from the Dubuque area as a part of Money Smart Week. (L. Hemesath/Dupaco photo)

 Launched "People of the Pack," a joint hardcover book project between Dupaco and TH Media to preserve the history of the iconic Dubugue Packing Company. The roots of Dupaco began at the Dubuque Packing Company more than 60 years ago in Dubuque, Iowa. Former Dupaco Director George Bogas passed away. Bogas was a former Dubuque Packing Company employee who gave 47 years of voluntary service to Dupaco. He was honored by Dupaco in 2010 as an Honorary Director in appreciation for his tremendous contributions.

AUGUST

- Partnered with First Community Trust to sponsor a free seminar for Dupaco members called "Estate Planning: An Overview of Wills, Trusts, and More" in Dubuque, Iowa, and Cedar Rapids, Iowa.
- Participated in the annual Fire-
- man's Parade in Key West, Iowa. Sponsored Family Fun Days for

Dupaco members at Chestnut Mountain Resort, in Galena, Ill.

 Conducted Breakfast Bites educational seminar regarding life's changes in Dyersville, Iowa, and Dubuque, Iowa.



- Launched the Great Credit Race—a prototype test that is part of a national study—designed to provide consumers insight into understanding money management and their credit scores.
- Launched mobile check deposit, a feature of Dupaco's mobile app that lets members snap a check photo and securely deposit it electronically.

United States and presented with the Crystal Performance Award by the Raddon Financial Group (RFG). Dupaco also received RFG's Crystal Performance Award in 2012, 2011 and 2009.

- Started pilot of new CUNA Mutual Mortgage Payment Protection, a voluntary insurance product that helps make mortgage payments for a "critical period" of six months for a covered event of involuntary unemployment, disability or death.
- Conducted Breakfast Bites educational seminar regarding life's changes in Cedar Rapids, Iowa.
- Launched DocuSign—a simple, secure and free service for members that allows them to receive and sign documents electronically, eliminating a trip to the branch or waiting for paperwork by mail.



Dupaco, KAT-FM and Star Cinema present a \$1,000 check to the Rising Star Theatre Company at the Annual Benefit Movie in Dubuque on Oct. 26. The Rising Star Theatre Company provides quality productions, meaningful production experiences and varied theatre-study opportunities for the youth of Dubuque and the surrounding tri-state communities. (J. Hanniford/Dupaco photo)

 Implemented free on-site healthcare assessments for Dupaco staff and their spouses.

At Dupaco, one of our guiding principles is to maintain a high level of social

responsibility, community involvement and good corporate citizenship.

In support of this, Dupaco is proud to share these 2013 events.

- Teamed up with Bloomsbury Farm in Atkins, Iowa, to offer DoPack members FREE admission to the Farm with the purchase of an adult ticket.
- Launched Live Online Chat service for members to offer them more ways to access the credit union.
- Implemented staff fraud alerts, an internal tool designed to update staff on current industry scams, in an effort to prevent members from falling victim to fraud. Internal fraud alerts by several Dupaco staff members stopped more than \$300,000 in fraudulent transactions.
- Updated eNotifiers in Shine Online Banking to make the process easier for members to enroll in eStatements and account alerts.
- Staff members and the Board of Directors attended the Iowa Credit Union League (ICUL) annual convention in an effort to be inspired by innovative ideas and to ensure Dupaco is up-to-date on best practices in the industry.
- David Klavitter, Dupaco senior vice president of marketing and public relations, presented initial findings from the credit union's pilot project "The Dupaco Great Credit Race," during a meeting of U.S. and international credit union leaders at Princeton University.



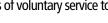
 Collected properly fitted new shoes for Cedar Rapids, Iowaarea kids during Dupaco's annual partnership with Mediacom Television.

 ICCU members voted to merge with Dupaco during a Nov. 18 meeting in Waterloo, Iowa. After April 1, 2014, ICCU will continue as Dupaco Community Credit Union, with 18 branches, more than 80,000 members and locations serving the communities of Dubuque, Cedar Rapids, Waterloo, Cedar Ralls, Dyersville, Manchester, and Carroll, Iowa, as well as Platteville, Wis. and Galena, Ill.



Dupaco's Lisa Elskamp, fellow Dupaco employees and their families went Christmas caroling and delivered holiday cards to residents at Stonehill Care Center in Dubuque, Iowa.

- ICCU staff participated in the Dupaco Experience, an internal staff-training program that coaches employees to look out for the best interests of members.
- Partnered with First Community Trust to sponsor a free seminar for Dupaco members, "Understanding Retirement Options Before and After you Retire," in Cedar Rapids, Iowa.
- Former Dupaco Director Don Schadle passed away. Schadle was a former Dubuque Packing Company employee who gave 37 years of voluntary service to Dupaco.



 Allowed members with qualifying Dupaco loans to skip their December loan payments.

DECEMBER

- Employees and their families made holiday cards for area nursing homes during a workshop at Dupaco's Asbury, Iowa, branch.
- Employees sponsored several struggling Dupaco member families experiencing hardships by donating and purchasing Christmas gifts for them.
- Conducted a makeover of Dupaco's website, dupaco.com, to enhance the user experience and to allow members to rate content and leave comments other users can read.



sundae and offered a series of participation specials to reward members for being part of the financial cooperative.

Dupaco invited members to its branches for a good old-fashioned ice cream

- Launched Dwolla (pronounced) "dah-waa-lah"), an electronic person-to-person payment system providing the ability to make secure electronic money transfers to other Dwolla users quickly, no matter where they do their banking.
- Set a record of \$50 million in total vehicle loans through dealership financing.
- Created a new product, "Credit Coach" loans, for credit-impaired members to help them move past credit difficulties, reduce interest rates, eliminate fees and get back on the road to financial success.

OCTOBER Partnered with First Community

- Trust to sponsor a free seminar for Dupaco members, "Understanding **Retirement Options Before and** After you Retire," in Dubuque, Iowa.
- Served cookies and coffee to members at all Dupaco branch locations in recognition of International Credit Union Day, celebrated by credit unions around the world.



partnership with College Access Network, Dupaco conducted a free seminar for college-bound students and their families regarding available resources to help cover the costs of a college education.

 Partnered with Cumulus Broadcasting, Operation: New

SEPTEMBER

Partnered with CoOportunity

members access to experts who

Affordable Care Act and find a

health insurance plan that makes

sense for their health and budget.

• Offered discounted tickets to

Adventureland Park in Altoona,

lowa, to Dupaco members.

Health—providing Dupaco

can help them navigate the

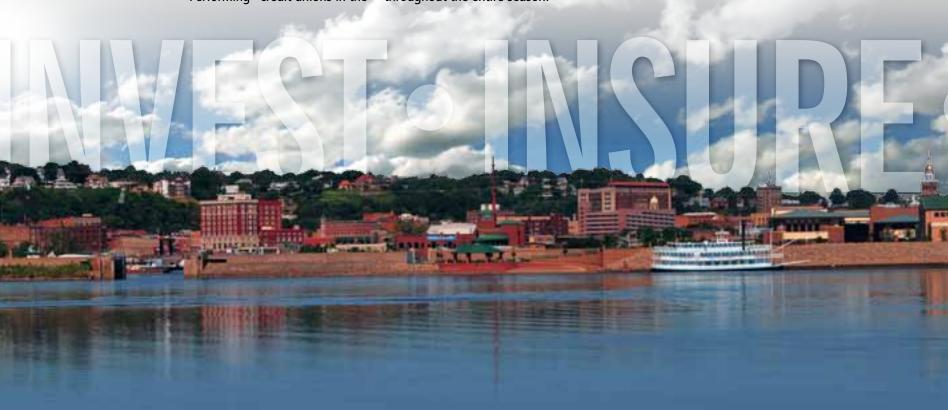
- **View Community Action Agency** and Courtesy Cleaners & Coin Laundry to provide clean winter garments to tri-state-area children in need as part of the 23nd Annual Coats for Kids program.
- Recognized as one of the "Top Performing" credit unions in the
- Partnered with RoughRiders in Cedar Rapids, Iowa, to offer members discount tickets to RoughRider hockey games throughout the entire season.
- Partnered with Five Flags in Dubuque, Iowa, to offer member discount tickets to Sesame Street Live® performances.



Dupaco Prime Time members review materials at a Breakfast Bites event held in

Platteville, Wis., in July. The seminar, which focused on organizing information and structuring financial accounts in case the unexpected happens, is part of Dupaco's ongoing commitment to member education. (L. Hemesath/Dupaco photo)

Show at the Grand River Center in Dubuque.





DEAR DUPACO,

Today I saw a poster in our lunchroom announcing that Dupaco would be at our workplace offering financial counseling. I've been a Dupaco member for 22 years—what on earth could you say to this longtime member that I haven't already heard?

Sincerely, Ben There, Done That

Ben's financial home—Dupaco—was stationed at his second home—work—during his break, visiting with interested employees about their credit reports. When Nancy Laugesen recognized Ben as a longtime credit union member, she waved him over and asked if he had ever examined his credit report.

THIS IS THE OUTCOME

He had not. So he gave me 10 minutes of his time to see what things looked like. What Ben didn't know was that there was a lot of room for additional savings in his budget with some debt restructuring.

In examining his credit report, I saw a mortgage and a vehicle loan with other lenders, and a high-balance, high-rate retail credit card that he admitted was becoming a budget burden. After suggesting restructuring to pay down his and his wife's debt faster and cheaper, I got Ben a Money Makeover appointment with Jo Roling, Dupaco branch manager in Platteville, Wis.

What a difference a day makes! Chatting with me in the employee break room paved the road to an early payoff of their mortgage debt—seven months sooner—by refinancing to a low-interest Mini-Mortgage. Jo also consolidated the couple's credit card debt and auto loan to a no-cost home equity loan. In the end, Ben and his wife will save more than \$22,000 in interest and have all debt paid off in 31/2 years. A true team effort on behalf of our longtime-turned-lifetime member!

DEAR DUPACO,

I'm late to the game and need to start saving money for retirement. But it seems impossible to save for the future when I have so many bills to pay now! My wife thinks the best thing to do is sell our home and downsize, but I love our home and don't want to sell just yet. Are there any other options?

Sincerely, Forever Young

Dupaco's Tammy Wood uncovered a few ways to make saving for the future a possibility for Forever Young.

THIS IS THE OUTCOME

I recommended that paying off his home before retirement would put Forever Young in a better position at retirement. Owning the home outright at retirement will leave him with a good amount of available cash when he and his wife downsize post-retirement.

In order to pay off the home before retirement, we refinanced it into a Dupaco Mini-Mortgage. This financing option also opened up some equity in the home, with which we could pay off his car loan and credit card at a lower rate.

Through this restructuring, Forever Young is now able to save more money each month and remain in the home he loves. More importantly, this will put him in a better position when it comes time to retire!

DEAR DUPACO,

After three years in a rental condo, my fiancé and I are finally ready to commit to a mortgage. We're very excited about taking the plunge! Our income today is steady, but my past love of credit cards made for a mountain of monthly payment obligations. Buzzkill. Will this affect whether we can buy a house? Sincerely,

A Buyer

Dupaco's Krystal Frederick delivered the good news that Buyer's credit card debt would not thwart her plans to buy a home. What followed was the icing on the (wedding) cake.

THIS IS THE OUTCOME

After combing through the details of their debt with Buyer and her fiancé, I was able to get these members approved for a home loan. But with Buyer's lower credit score, they'd be paying more in closing costs on the mortgage.

I enlisted the help of Dupaco lender Rebecca Nauman to craft a debt-consolidation plan that would lower the interest rates on the credit cards and save them money.

Buyer was paying upwards of 20 percent on her credit card debt and also had a higher-rate car loan. By bringing all the loans to Dupaco and using the equity in her vehicle, Rebecca paid off nearly half Buyer's credit card debt and slashed the couple's interest rate. With this new plan in place, the members will be out of debt faster and also save more than \$13,500 in interest!

Just before closing on their new home, I examined their credit scores once more. With the debt restructuring and good payment history, Buyer's score moved up 67 points, saving the couple hundreds in mortgage closing costs! Thanks to our team approach, Rebecca and I opened the door to savings and a brighter financial future for the future Mr. and Mrs.

Debt Checkup

Ensure your credit is not costing you more than it should.

Mortgage Lender:

Mortgage Lender:

Type of Card:

Type of Card:

Type of Card:

Lender:



DEAR DUPACO,

I'm busy as a union ironworker and family man. I have two auto loans and five credit cards, and although there's no stress on my wallet, I'm growing frustrated with trying to figure out where all my money is going. Frankly, I don't have time to worry about my bills. My co-workers told me to look to Dupaco. Anything you can do to alleviate this headache?

Bill Goodman

Dupaco Money Makeover artist Aaron Plein in Cedar Rapids delivered Bill a Dupaco experience that brought with it windfall savings.

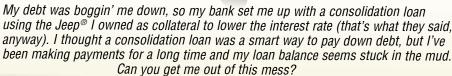
THIS IS THE OUTCOME

With little interest in spending so much time paying bills, and widely scattered debt, Bill was losing money to high interest rates. He had the right idea when he wanted to consolidate his payments to Dupaco. By doing so, I found we could save him \$124 per month on auto loans and \$130 per month on his credit cards. If he stays on track with his monthly payments, Bill will be out of his auto

loan debt in 4½ years and his credit card debt in three years! Instead of paying six different financials, he's now paying only Dupaco and is saving a whopping \$250 per month on all of his payments. We achieved Bill's goal of bringing his loans to one place and sweetened the

deal by saving him money—the icing on the cake!

Dear Duraco,



Sincerely, Big Muddy

One look at Big Muddy's big-bank statement, and Dupaco's Jamin Foust knew just what to do.

THIS IS THE OUTCOME

Muddy was an organized guy with a clean credit history—some loan and credit card debt, but he had always made his payments on time. His bank consolidation loan carried a hefty interest rate, which left him spinning his wheels and paying too much in interest.

I set him up with a new Dupaco loan to pay off the bank, which slashed his rate in half. He also had two high-rate credit cards that we included in the payoff. With this new, lowerinterest loan, he'll be out of debt in two years—saving money all the way.

To pave a smoother road to retirement, I also suggested Muddy use the money he was saving with his new Dupaco loan to pad an Individual Retirement Account. We set his up with a hassle-free biweekly automatic transfer to make sure the balance keeps growing.

With high interest rates sunk and a savings plan in place, Muddy's now standing on high ground and feeling squeaky clean!

DEAR DUPACO,

Instead of singing the ABCs with my four young children, I've started singing a new song ... the DEBTs. Our daily living expenses have risen, but my income is flat. I've gotten behind on rent and utilities, and now I'm racking up late fees, too. Can Dupaco school me on how to get back on track?

Karen Forekids

Dupaco's Tim Boeckenstedt was confident a little budget tutoring would have Karen earning extra credit before long.

THIS IS THE OUTCOME

Karen had been running negative on her checking account, losing ground to overdraft and late fees, and was past due on utilities, daycare and other responsibilities. I decided a Fresh Start loan and a Money Makeover were the best way to get her caught up. Together, we devised a weekly budget to help her meet her payment obligations, eliminating her worries of being evicted and losing her hard-earned cash to fees.

Since our initial meeting, Karen touches base with me each week to ensure she's on track, with a budget in the black. And she sure is! She's current on all her bills, paying weekly via Shine Online Bill Pay, and has even saved enough to cover holiday gift-giving in cash versus credit!

'Based on actual member experiences. Outcomes will vary for individual circumstances.

A Dupaco Money Makeover looks at your total financial picture to identify opportunities to painlessly "make over" your finances to cut costs and build savings. The second-best review is a Debt Checkup. A Dupaco representative will contact you if we find possible ways to save you money. All entries will be entered into a drawing for a chance to win an Apple® iPad2™.

The information collected on this form will NOT be shared with entities outside of Dupaco Community Credit Union. **HOME LOANS**

Balance: \$ Interest Rate: Years Left to Pay Off:

Interest Rate: Balance: \$ Years Left to Pay Off:

CREDIT CARD BALANCES

Interest Rate: Balance: \$ **Interest Rate:** Balance: \$

CAR AND OTHER PERSONAL LOANS

Balance: \$ Interest Rate: Years Left to Pay Off: Lender: Balance: \$ **Interest Rate:** Years Left to Pay Off: Lender: Years Left to Pay Off: Interest Rate: Balance: \$ Lender:

Interest Rate:

Interest Rate:

RULES: No purchase necessary to enter or win. Answers may be submitted via the official online entry form, via email to marketing@dupaco.com or mailed to Dupaco Community Credit Union, Attn: Debt Happens, P.O. Box 179, Dubuque, IA 52004-0179. All entries will be entered into a random drawing to win one 16-GB iPad2. Contest ends March 31, 2014. A purchase will not increase your odds of winning **Dupaco Community Credit Union**

Balance: \$

Balance: \$

Fill out the form as completely as possible. Return the form to any Dupaco branch OR mail in an envelope to:

ATTN: Debt Checkup P.O. Box 170 Dubuque, IA 52004-0179 Must be 18 years or older to participate. Dupaco employees, board members and their immediate family members are not eligible to win. Entries must be received by 5:30 p.m. CT on March 31, 2014. All entries become the property of Dupaco and none will be returned. By participating in contest, winner agrees to have their name and/or likeness used for promotional purposes. Winners will be notified by phone within one week of the entry deadline. Prizes must be picked up at a branch of Dupaco Community Credit Union during normal business hours. All prizes not claimed within 30 days will be forfeited Contest rules, drawing dates, deadlines and procedures are subject to change without notice as may be deemed necessary or appropriate by Dupaco Community Credit Union in its sole discretion

Years Left to Pay Off: