



SCENE IN: 2019

Dupaco's Erin Engler teaches a personal financial wellness course to fellow staff as part of an employee benefit training opportunity Feb. 26 at the Pennsylvania Avenue branch in Dubuque, Iowa. (M. Blondin/Dupaco photo)

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S A V E ▶ B O R R O W ▶ I N V E S T ▶ I N S U R E ▶ T R U S T

How to Establish AND Grow Your Credit Score

Follow these steps to establish your credit and set yourself up for a brighter financial future:

Get educated

Schedule a free Credit History Lesson to receive one-on-one credit coaching from a Dupaco expert. You'll find out what's in your credit report and learn how to improve and maintain your score. dupaco.com/CreditHistory

Establish credit

A Credit Coach loan can help you establish credit—and get you in the habit of making loan payments. Opening your first low-limit credit card will further establish your credit.

dupaco.com/visa

Start as soon as possible

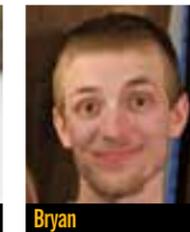
The length of your credit history makes up 15% of your score, so it's important to get started when you turn 18.

Use it for the right reason

Even without making purchases on your card, you'll begin to establish positive credit. In the beginning, consider charging just one small purchase you were already planning to make each month. Pay off your balance in full, on time, every month.



Ben



Bryan



Butch



Chuck



Demond



Emily



Emma



Jimmy



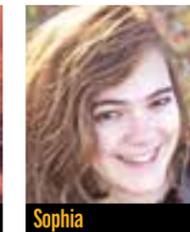
Kamryn



Nick



Ryley



Sophia

Great Credit Racers on Mission to Build Credit

Did you know your credit score impacts your ability to get a loan or credit card, rent an apartment and even get a job?

But it's really hard to get credit if you have no credit score. Doesn't make sense, does it?

On a mission to help members build their credit for a brighter financial future, Dupaco kicked off its third Great Credit Race® on May 1. Twelve participants are racing to build their credit score from 0 to as high as possible in six months.

The racers' first scores posted June 17. And the initial results delivered a clear front-runner, with Dupaco member Nick establishing an impressive score of 799. His early lead is sizable, with four racers in a tie for second place with scores of 701. But it's still anyone's race.

In the race, each participant:

- Received a Dupaco Platinum Visa® credit card with a \$1,000 limit.
- Gets one-on-one advice and coaching from Dupaco experts.

The racer with the highest score at the finish line wins \$1,000, with the second-place finisher receiving \$500.

The Great Credit Race is one more way the credit union is fulfilling its mission to improve each member's financial position, said Dupaco's Cindy Hilkin, who is mentoring the four race coaches.

"It's a great educational opportunity not only to build your credit but also to learn how it affects your future decisions," she said.

Follow the race—and learn more credit-building tips—at

dupaco.com/GreatCreditRace.



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Your Dupaco Membership Pays

At a cooperative like Dupaco, you're not just a member, you're an owner. Active participation powers the credit union—and you share in the success. The more you use Dupaco, the more you're thanked with extra cash dividends. An active checking account indicates your commitment and is the key to unlocking your Thank Use®. How much will you earn in 2019?



Build up your savings and earn up to \$60.



Earn up to \$60 for interest paid on your loans.



Use Dupaco's financial and insurance services to get up to \$25.



Earn 5 cents every time you pay with your Dupaco card.



Opt into Dupaco digital services and get up to \$15.



Earn up to \$15 for being a returning Thank Use participant.



If Thank Use participation reaches 53,500 members or more by Sept. 30, you'll receive an additional \$10.



Members under age 18 can earn \$25 by making five individual savings deposits of \$5 or more between Jan. 1, 2019, and Sept. 30, 2019.

To participate in Thank Use, you must be eligible for Dupaco membership and meet campaign requirements. See details at dupaco.com/ThankUse.

dupaco.com/HomeEquity

Home equity defined

The difference between the home's fair market value and the outstanding balance of all liens on the property. It's the part of the house that belongs to you, not your lender.

Did you know?

You can borrow against your equity with a home equity line of credit or home equity loan. Here are three money-smart ways to put your equity to work for you:



1. Debt consolidation

Transfer and combine your loan and credit card balances into one loan, potentially lowering both your interest and monthly payment.

2. Home improvement

Many projects, such as a kitchen or bathroom remodel, can increase the value of your home—in turn boosting your home's equity.

3. Anything at any time

Use the funds for an emergency, a vacation or something else.

Money Smart Ways to Use Your Home Equity

Dupaco Continues to Grow With Its Members

As more members join and use their credit union, Dupaco continues to grow, too—expanding and finding new ways to serve its members by boosting their financial positions. Earlier this year, construction began at two Dupaco locations, one in Dubuque, Iowa, and the other in Carroll, Iowa. Here's the latest on both projects:

Dubuque

Construction began this spring on the credit union's new operations center—located in a vacant manufacturing building in Dubuque's Historic Millwork District, the area where Dupaco was founded.

The redevelopment of the 174,670-square-foot, five-story building, previously known as Voices, will help meet the needs of Dupaco's rapidly growing number of members and employees. No Dupaco branches will close as a result of the new operations center.

Dupaco could occupy the building's top three floors by late 2020, with the first and second floors potentially featuring a mix of retail, entertainment and community space. Paying homage to the building's artful and historic past, it will be called the Dupaco Voices Building.

"Beyond giving new life to a tired community treasure, we want the building's use to best align with other community priorities," said

SCENE IN: 2019

Construction workers remove the iconic Voices sign for safekeeping May 15 during the revitalization of the Dupaco Voices Building in Dubuque, Iowa. (DreamCatcher Productions photo)

Dupaco President and CEO Joe Hearn.

During the past six years, Dupaco has grown from serving 64,000 members to more than 117,000. To successfully serve these members, the number of credit union employees also has increased, though at a much slower pace.

Carroll

Dupaco's Carroll branch is being remodeled and expanded into a full-service learning lab—designed to help members understand money and improve their financial positions.

The branch will be open normal hours during the project, which is expected to be completed late this year.

The branch will go from 2,590 square feet to a

two-story, 6,211-square-foot Dupaco Learning Lab. Learning lab employees will focus on teaching members how to control their money through hands-on demonstrations of Dupaco desktop, tablet and mobile deposit services, and more.

As with the other learning labs, Dupaco employees located at a central location in Dubuque will remotely operate the Carroll lobby and drive-through live video tellers.

"Live video tellers will give members more access to Dupaco branch employees in order to have deeper conversations about money, products and services," said Dupaco Chief Marketing Officer David Klavitter.

dupaco.com/locations



dupaco.com/homes

How to Decide Whether You Can Afford a Bigger Home

By Krystal Frederick | Mortgage lending consultant supervisor
Thinking about buying a house with a larger footprint?

As you weigh the pros and cons, remember that more home means more expenses. Take the time to crunch all the numbers. Here's a breakdown of what to consider—in addition to the mortgage and interest—when looking at a larger house:

Compare property taxes.

If your next house is in a different neighborhood, you might be looking at more expensive property taxes, which will affect your budget. You can go to the county assessor's website and enter addresses to see past property taxes for homes in neighborhoods you're considering.

Calculate the utilities.

A bigger house means more rooms to heat and cool. If you find a property you're interested in, ask your real estate agent to find out what

the seller's average utility bills are during each season of the year.

Check into your insurance.

Communicate with your insurance agent to find out how a different home might impact your homeowner's insurance premiums.

Review your budget.

If you're nervous about a larger monthly payment, come into Dupaco for a free Money Makeover. There might be ways we can help you restructure your debt to free up more money in your budget.

Try some practice payments.

Say you're currently paying \$1,000 a month for your mortgage, and you're considering a home that would bump your monthly payment to \$1,500. Open a Dupaco You Name It Savings account, and have that extra \$500 automatically transferred into that account each month. Try it for three months and see whether you can

comfortably afford it.

Get preapproved for your loan.

Getting preapproved for your mortgage loan first will let you know how much you can borrow based on your income and existing debt.



Krystal Frederick

Member Participation Powers Your Credit Union

During the 2019 Iowa legislative session, you were instrumental in preventing for-profit banking lobbyists from advancing legislation that would hinder credit unions' ability to serve members, especially in rural areas.

Thank you for using your voice to write letters or emails to your local legislators on the impact Dupaco has had on you. Your participation with this legislative session made all the difference.

If you've visited Dupaco.com in recent weeks, you've likely noticed that a major makeover has taken place. Thanks to your feedback, our new website features a custom, bold and modern design, while being ADA compliant and adaptable for PC, smartphone and tablet users.

As you visit the new Dupaco.com, you'll also notice we're right in the middle of Thank Use

2019. At a cooperative like Dupaco, you're not just a member, you're an owner. As you participate in your credit union, you share in the success and are thanked with extra cash dividends.

Be sure to log into Shine Online Banking to see how much Thank Use you have already unlocked.

When you participate in your credit union, big things happen.



Joe Hearn
President and CEO



SCENE IN: 2019 ▶

Dupaco President and CEO Joe Hearn cheers to staff at a celebration following the Dupaco Voices Operations Center revival kickoff event in Dubuque, Iowa, on April 9. Dupaco board members and staff toured the building and signed a wood pillar to commemorate the moment. (M. Jungers/Dupaco photo)

dupaco.com

Have You Met Your Volunteer Board of Directors?

During Dupaco's 70th Annual Membership Meeting on Feb. 24, Steve Chapman, Ron Meyers and Renee Poppe were re-elected to serve three-year terms on the credit union's volunteer board of directors. Following the membership meeting, the board made the following appointments:

- | | |
|--|--|
| 1 Bob Wethal , chair of the board | 5 Denise Dolan , chair of Nomination and Personnel committees |
| 2 Andy Schroeder , vice chair, chair of Credit Union Service Organization Board of Directors | 6 Jeff Gonner , chair of Investment/Asset Liability Management Committee |
| 3 Steve Chapman , secretary, chair of Salary Savings Plan Oversight Committee | 7 Ron Meyers , chair of Credit/Delinquent Loan Committee |
| 4 Renee Poppe , treasurer, chair of Marketing Committee | 8 Ron Mussehl , chair of Business Lending Committee |
| | 9 Randy Skemp , chair of Audit Committee |



dupaco.com/about

NOMINATIONS BEING ACCEPTED

The Dupaco Nominating Committee is accepting applications from qualified members interested in serving on the Dupaco Board of Directors, an unpaid body of volunteers elected by the membership. Candidates are required to submit biographical information by Aug. 31, 2019, and individually review director responsibilities with members of the board and staff. From the applicant pool, the committee will recommend candidates to the membership at the March 1, 2020, Annual Meeting. No nominations will be accepted from the floor. Members must submit their intentions in writing to: Dupaco Community Credit Union, Nominating Committee, P.O. Box 179, Dubuque, IA 52004-0179.

Staff Updates

Matt Bell was appointed software developer II at the Asbury, Iowa, branch.

Jess Bradford was appointed accounting representative at the Pennsylvania Avenue branch in Dubuque, Iowa.

Nacole Carlyle was appointed mortgage servicing specialist at the Pennsylvania Avenue branch.

Jacki Clasen was appointed lead outreach service representative at the Asbury branch.

Mara Coomes was appointed member service representative II at the Locust Street branch (inside Hy-Vee) in Dubuque.

Dan Dimitroff was appointed member service representative at the Sycamore Street branch in Dubuque.

Vanessa Douglas was appointed member service representative at the Galena, Ill., branch.

Erin Engler was appointed assistant vice president, community outreach and education manager at the Asbury branch.

Steph Engler was appointed member service processing representative at the Pennsylvania Avenue branch.

Jake Gerber was appointed member service representative at the Hillcrest Road branch in Dubuque.

Catlin Heiar was appointed mortgage servicer/closing representative at the Pennsylvania Avenue branch.

Chris Helle joined as a facilities manager at the Operations Center in Dubuque.

Emily Hill joined as a CUSO accounting specialist at the Pennsylvania Avenue branch.

TJ Houselog was appointed consumer lending consultant at the Hillcrest Road branch.

Tanner Jansen was appointed member service representative at the Locust Street branch.

Heather Johnson was appointed senior card services representative at the Operations Center.

Quincy Kalkbrenner was appointed member service representative at the Hillcrest Road branch.

Rachel Keeler was appointed consumer lending underwriter II at the Pennsylvania Avenue branch.

Emily Kittle joined as a communication specialist at the Asbury branch.

Marissa Kluesner was appointed member service representative II at the Hillcrest Road branch.

Mariko Kurobe was appointed member service representative II at the Pennsylvania Avenue branch.

Taylor Lopez joined as a contact center representative at the Operations Center.

Tyler Loucks was appointed support specialist at the Hillcrest Road branch.

Nikki Nelson was appointed consumer lending consultant at the Hillcrest Road branch.

Kyle Niensteadt joined as a relationship development specialist at the Operations Center.

Shannon Oliver was appointed member service processing representative at the Pennsylvania Avenue branch.

Samantha Plummer was appointed member service representative at the Hillcrest Road branch.

Riley Rausch joined as a finance specialist at the Pennsylvania Avenue branch.

Kendall Roemer was appointed help desk representative at the Pennsylvania Avenue branch.

Megan Rung joined as a relationship development representative at the Operations Center.

Marlie Russell was appointed senior card services representative at the Operations Center.

Lynn Schmitt was appointed IRA manager at the Hillcrest Road branch.

Katie Schueller was appointed financial analyst supervisor at the Pennsylvania Avenue branch.

Karan Sieverding joined as a graphic designer at the Asbury branch.

Caitlyn Tekippe joined as a consumer lending consultant at the Hillcrest Road branch.

Chaitra Venkatesan joined as a data engineer I at the Pennsylvania Avenue branch.

Luke Wilkerson was appointed branch manager at the Asbury branch.

Alex Stedwell joined as a support specialist at the Hillcrest Road branch.



FINANCIAL STRENGTH

As of May 31, 2019

Members: **117,788**

Deposits: **\$1.44 billion**

Loans: **\$1.18 billion**

Assets: **\$1.77 billion**

Reserves: **\$274 million**

Reserve Ratio: **15.5%**

Jeff Tschiggfrie was appointed BSA compliance specialist at the Operations Center.

Jenna Veach was appointed indirect lending consultant at the Operations Center.

Tony Viertel was appointed community outreach and education representative at the Asbury branch.

Kevin Weber relocated as an assistant vice president, branch manager to the Sycamore Street branch.

Tracy Weiler was appointed contact center representative at the Operations Center.

Notes Bearing Interest

Sam Bartholomew, teller service associate II; **Ali Hunzeker**, lead member service representative; **Lexi Newman**, lead member solutions consultant; and **Steven Ramos**, community outreach and education representative, graduated from Dale Carnegie® Training.

Staff recently graduated from the Emerging Leaders Class: **Michelle Becwar**, partnership development supervisor; **Tim Bemis**, insurance services manager; **Keith Chaston**, IT operations supervisor; **Latoya Collins**, mortgage closing supervisor; **Robert Daughters**, help desk supervisor; **Dawn Davis**, deposit operations supervisor; **Megan Francois**, consumer/mortgage lending consultant; **Stacey Hirsch**, teller service associate II; **Chelsey Kephart**, consumer lending processing supervisor; **Melissa King**, assistant vice president, community outreach and education manager; **Sherry Leeser**, vice president, marketing intelligence and strategy; **Katie McClain**, human resources supervisor; **Sarah Paulson**, lead consumer lending underwriter; **Abby Scherrman**, branch manager; **David Schick**, branch manager; **Deb Schroeder**, vice president, community outreach and education; **Ashley Schultz**, accounting supervisor; **Kevin Weber**, assistant vice president, branch manager; and **Tammy Wood**, member engagement supervisor.

David Klavitter, chief marketing officer, was named a Principal Key Contact for Congresswoman Abby

Finkenauer by the Iowa Credit Union League. Principal Key Contacts build relationships with members of Congress and staff, and travel to Washington, D.C., at least annually to lobby on issues important to the industry.

RJ Montes, vice president, regional branch services, attended the international John Maxwell Certification training program to become a certified leadership coach, trainer and speaker. He will share the knowledge he gained by holding workshops for Dupaco employees.

Tamara Schepler, vice president, member experience, was featured in a May Dubuque *Telegraph Herald* article about the struggle young adults are having to save money while getting ahead and paying down debt.

Sarah Scherrman, training coordinator, was selected to the ICUL's 2019 Iowa Innovation Group. She will join a group of innovators from Iowa to create new ways to improve how credit unions provide financial well-being to their members.

Trudy Vokac, senior accounting specialist, was chosen to "Crash" the Credit Union National Association CFO Council Conference. **Karan Sieverding**, graphic designer, was chosen to "Crash" the CUNA Marketing & Business Development Council Conference. The program allows young credit union professionals to attend CUNA conferences and participate in separate growth opportunities.

Dupaco teams received these CUNA awards: • Marketing received three Diamond Awards from the CUNA Marketing & Business Development Council Conference. The Diamond Awards

recognize creative excellence and outstanding results in credit union marketing. Annually, the competition receives 1,200-plus entries.

• Human resources and training received a CUNA HR & Organizational Development Council Excellence Award for the "Welcome Aboard—Dupaco Onboarding Experience" new employee onboarding program. This award honors credit unions that exemplify excellence in the human resources and training disciplines.

Dupaco was presented the Stop the Stigma award as part of Lutheran Services in Iowa's annual Changing Minds Mental Health Resource Fair. The employer award recognizes and honors an area business that takes proactive efforts to support its employees' physical and mental well-being.

During the Dubuque Area Chamber of Commerce annual meeting, **Dupaco** received the Economic Impact award, and former Dupaco president and CEO **Bob Hoefler** received the Chairman's Award.

Dupaco Insurance Services was recently listed as a Top 50 producing agency in the United States by Auto-Owners® Insurance Group.

DID YOU KNOW?

For the latest new hires, promotions and transfers throughout the organization, go to Dupaco.com/StaffUpdates.



Adventures with #FlatDollar

Calling all DoPack members! Dupaco's youngest members, ages 12 and younger, can participate in Dupaco's #FlatDollar contest for a chance to win four free tickets to Adventureland Park in Altoona, Iowa. For details, go to dupaco.com/DoPack

ADVENTURELAND Discounted Tickets

LOCATION: Adventureland Park, Altoona, Iowa
Purchase tickets at Dupaco for \$38 each. Ticket quantities are limited.



Discounted Tickets

LOCATION: Lost Island Waterpark, Waterloo, Iowa
Purchase tickets at Dupaco for \$24 each. Ticket quantities are limited.

Midwest Bus Trips Member Discount

Dupaco members receive a \$15 discount when booking any Midwest Bus Trips excursion online and using the discount code DUPACO (case sensitive).



Key City Creative Center Discount

LOCATION: Key City Creative Center, Dubuque, Iowa
DISCOUNT: 10% off membership when you pay with a Dupaco check or automatic payments from your Dupaco account
Key City Creative Center is a collaborative workspace where members can access a variety of tools, equipment and classes. For more information, visit keycitycreativecenter.org.

Retirements

▶ Lynne Millman, teller service associate: 20 years of service, retired in May.

Union Dubuque Football Club Merchandise Discount

Receive 10% off all official Union Dubuque F.C. merchandise by showing your Dupaco debit or credit card at the merchandise stand during game nights or by using the online discount code DupacoGear when ordering at unionclubshop.com.



DUBUQUE museum OF art

First Friday of each month
Through September
First Fridays
LOCATION: Dubuque Museum of Art, 701 Locust St., Dubuque
TIME: 5-8 p.m.
Experience the creative spirit of our community, along with friends, appetizers, a cash bar and art. Dupaco members receive 50% off when they purchase admission to First Fridays. Must show a Dupaco debit or credit card or check.

Key City Creative Center Discount

First Sunday of each month
Creative Adventure Lab Free Admission
LOCATION: Creative Adventure Lab, Dubuque
Get free admission to the Discovery Lab when you present proof of membership. Admission includes one-story bouldering on the rock wall; all other programs/features are available for an additional charge.

Music in the Gardens

Sundays, July-August
LOCATION: Dubuque Arboretum & Botanical Gardens, Dubuque
TIME: 6:30 p.m.
Pack a picnic, lawn chairs and a blanket, and bring the family to the free concert series each Sunday. All ages are welcome. Performance schedule is available at DubuqueArboretum.com.

The Wind in the Willows

Thursday, July 11, & Saturday, July 13
LOCATION: Bell Tower Theater, Dubuque
TIME: 7 p.m. July 11; 2 p.m. July 13
Enjoy a \$2 discount on tickets when purchased with a Dupaco debit or credit card or check, and by using the coupon code DUPACOWILLOW. No ticket limit. Tickets can be purchased via phone at (563) 588-3377, at the Bell Tower Theater or at belltowertheater.net.



DoPACK Pool Party [Dubuque]

Saturday, July 13
LOCATION: Flora Pool, Dubuque
TIME: 6:30-8:30 p.m.
Join our pool party at Flora Pool! Admission is free, but a pass is required. Passes can be printed at dupaco.com/events or picked up at Dupaco's Dubuque-area branches.



Union Dubuque Football Club vs. Des Moines Wanderers

Tuesday, July 23
LOCATION: Rock Bowl Stadium, Dubuque
TIME: 6:30 p.m.
Receive 20% off all ticket purchases by showing your Dupaco debit or credit card as proof of membership at the ticket booth or by using the online discount code DupacoTix at unionclubshop.com.

DoSPACE

Dupaco DoSpace at the Dubuque County Fair

Tuesday-Sunday, July 23-28
LOCATION: Dubuque County Fairgrounds, Creative Arts Center, Dubuque
Make and do inside this space created for kids! Play with oversized blocks and games, create art and explore the Kidz Science Safari, which features interactive science, technology, engineering and math exhibits. Free with fair admission.



Member Appreciation Ice Cream Days

Thursday, July 25
LOCATION: Dupaco's branches in Dubuque, Dyersville and Peosta, Iowa; Galena, Ill.; and Platteville, Wis.
TIME: Noon-4 p.m.
Complimentary ice cream will be offered to members to celebrate Dupaco's cooperative, member-owned roots.

DoPACK Pool Party [Dyersville]

Saturday, July 27
LOCATION: Family Aquatic Center, Dyersville
TIME: 6-8 p.m.
Join our pool party at the Aquatic Center! Admission is free, but a pass is required. Passes can be printed at dupaco.com/events or picked up at Dupaco's Dyersville, Peosta or Hillcrest Road branches.

Chestnut Mountain Family Fun Days

Saturday-Sunday, Aug. 3-4
LOCATION: Chestnut Mountain Resort, Galena, Ill.
TIME: Noon-9 p.m.
Enjoy unlimited Alpine Slide rides and unlimited 18-hole mini-golf for only \$30 per person. Or, try the "New Adventure Package," which also includes one Soaring Eagle Zip Line ride, for \$35 per person. Disc rental is available for \$5. Coupon is required and available at Dupaco's Dubuque and Galena branches, or online at dupaco.com/events.

Lion King Jr.

Saturday, Aug. 17
LOCATION: Grand Opera House, Dubuque
TIME: 2 p.m.
Use the discount code Dupaco to receive \$5 off regular ticket prices. With the code, adult tickets are \$10 and under 18 tickets are \$5. The code is valid for any Lion King Jr. performance, provided tickets are available. Tickets can be ordered at the box office or at thegrandoperahouse.com.

Bloktoberfest

Saturday, Sept. 21
LOCATION: Block of 10th and Washington streets, Dubuque
TIME: Noon-7 p.m.
Celebrate Oktoberfest at this Millwork District Block Party, presented by the Dubuque Jaycees and sponsored by 7Hills Brewing Company and Dupaco. Enjoy craft and domestic beers, live music, food vendors, adult games and kid-friendly activities. Olliewood Action Sports will be the featured entertainment, with a BMX/skateboard tournament held for prizes.



Be on the lookout for additional events by checking Dupaco's Member Events and Discounts web page.

facebook.com/dupaco

twitter.com/dupaco

If you have any questions on Community Calendar information, contact Dupaco at 800-373-7600, ext. 0.

My IMPACT

DUBUQUE, Iowa—For many years, Dubuque teacher Janie Houselog was a single parent, putting her children's goals ahead of her own. Their happiness, she said, meant more to her than her own. With her children raised, married and in houses of their own, Janie was ready to start planning to buy her first home—a place where she and her fiancé, Josh Post, could more easily host their growing family, which now includes grandchildren. But after asking Janie's bank to consolidate some of their debt, they were quickly turned down, leaving them reluctant to ask for help again. Janie's son, Dupaco's TJ Houselog, knew it was simply a matter of going to the right financial institution.

Janie and Josh bought their house April 1. It's humble but homey, close to Janie's school and a perfect place to welcome their grandbabies for visits. "It's an added bonus that we were able to buy my grandparents' home," Josh said. Working with Dupaco "made all the difference in the world," Janie said, leading them not only to homeownership but to a new financial home. "I really learned there's a big difference between a bank and a credit union. At Dupaco, they stand behind people. They make me feel like I'm worthy, and they treat me like family," she said.



▲ SCENE IN: 2019
Dupaco helped Janie Houselog and her fiancé, Josh Post, prepare for homeownership. They bought their first house together in April. (T. Houselog/Dupaco photo)

"My mother lived her best life by giving everything that she could to her kids," TJ said. "Through Dupaco, I felt that it was time to return the favor." Janie and Josh eventually agreed, and they began meeting with Dupaco's Spencer Smith and Tressa Pergande in Dubuque late last year. Not only did Dupaco consolidate their debt, but the credit union told Janie and Josh that they would soon be financially ready to purchase a house. Within a few short months, the couple's credit scores had skyrocketed, and they were approved for their first home loan. "I've worked two jobs my entire life, and buying a home never seemed like a reality for me," Janie said. "I had waited so long, I was kind of in disbelief."

Curious whether we can positively impact your financial future? Stop in to any branch, call us at 800-373-7600 or email service@dupaco.com.

EDUCATIONAL OPPORTUNITIES

Retirement & Estate Planning

Wednesday, July 17
LOCATION: Country Inn & Suites, Galena, Ill.
TIME: Retirement Planning, 4-5 p.m.; Estate Planning, 5:30-6:30 p.m.
These free seminars, presented by First Community Trust, will cover making your retirement savings last throughout retirement; distribution rules and options; and an overview of wills, trusts and more. Pre-registration is requested by contacting Jim Liddle at (563) 690-0029 or jliddle@fctrust.com.



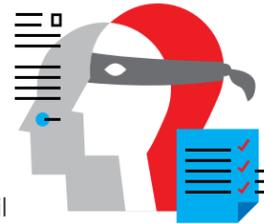
Estate Planning

Thursday, Sept. 5
LOCATION: Pennsylvania Avenue branch in Dubuque, Iowa
TIME: 5:45-6:45 p.m.
This free seminar, presented by FCT, will cover estate planning, with an overview of wills, trusts and more. Pre-registration is requested by contacting Jim Liddle at (563) 690-0029 or jliddle@fctrust.com.

Is That Email Legit? Here's How to Tell

PROTECTION CONNECTION

dupaco.com/fraud



Not everything is what it appears to be—especially online.

Phishing emails often look like real emails but are designed to steal your identity by asking you for personal information.

Phishing emails can take several forms:

- They appear to come from your financial institution or a company you regularly do business with.
- They direct you to call a customer support number, and a person or an audio response waits to take your personal information.
- They include official-looking logos taken directly from legitimate websites.
- They include links to spoofed websites where you're asked to enter personal information.

Here's what to watch for:

- DO NOT click any link or open any attachment included in unknown or unexpected emails—especially if the message directs you to click a link to fix a problem. If you want to go to the website, go instead to your browser and type the website address.
- The email contains an attachment and a password in the same message. It doesn't make sense to include both in the same email.
- You didn't initiate the action being requested of you.
- Take a close look at the sender's email address. For example, is it amazom.com or amazon.com? Do you spot the difference?
- If you receive an email from a person or company you know, but it seems suspicious, contact them directly via phone—using a source other than the email to find the phone number.
- The message contains multiple spelling or grammar errors—or just doesn't sound like the "sender" would normally sound.
- The message asks for personal information. Don't respond; delete the email.
- The message appears to come from a government agency and requests you to provide personal information, such as your social security number, date of birth, address or phone number.

If you notice suspicious account activity or believe you are the victim of fraud or identity theft, contact Dupaco immediately at 800-373-7600.



dupaco.com/save

The Cooperative Nature of Saving at Your Credit Union

It pays to save, putting you on a path to a brighter financial future. And at a cooperative like Dupaco, the money you save helps others, too.

Here's how: At a credit union, your savings—big and small—are used to help fund other members' loans. Those loans are used to make purchases, recycling the money right back into your community—helping power it, too. Every savings tool leads to the same cooperative cycle.

So, whether you're incrementally saving for specific purchases or experiences through Dupaco's Holiday Club or You Name It Savings accounts, or you're systematically saving through direct deposit, automatic transfers or ChangeUp Savings, your money is being used for good.

Not only are you saving for your goals, but you're helping fund loans for your fellow members, too. It's people helping people. And that's the credit union difference.



SCENE IN: 2019

Bike Safety Rodeo participants take a break with Dupaco's Dollar the Dog during the May 18 event in Dubuque, Iowa. Rainy weather moved activities indoors—but didn't stop the fun! (M. Vize/Dupaco photo)



POLICY FOR THE PEOPLE

dupaco.com/PoliticalAction

HOW TO

dupaco.com/shine



Notify Dupaco When You're Traveling

Tell your card issuers when and where you will be traveling, so your cards continue to work while you are away.

- 1 Log into Shine Online or Mobile Banking.
- 2 Select Account Safety within the Accounts section.
- 3 Select Travel Notice, and enter your trip information.



SCENE IN: 2019

Sen. Chuck Grassley received The Dupaco Times at his family farm in Iowa and brought it to Washington, D.C., to share with CUNA Governmental Affairs Conference attendees, including Dupaco staff and board members, in March. (D. Klavitter/Dupaco photo)

How to Plan a Safe Summer Road Trip

By Tim Bemis | Insurance services manager at Dupaco Insurance Services
It's road-trip season! But before you take your next adventure, be prepared.

Road-trip safety starts prior to leaving home.

1 | **Know your route.** GPS is great, but don't rely solely on it. Use Google Street View to first take a virtual road trip and get familiar with your route. Pack some paper maps in case you lose your cell signal.

2 | **Know your vehicle.** Check with your

dealership or safercar.gov to make sure your vehicle isn't involved in a recall. If it is, get it repaired before you leave, and make sure your vehicle maintenance is up to date. Don't forget to keep an emergency road kit in your vehicle.

3 | **Know your riders.** If you'll have young passengers, line up snacks and entertainment before the trip so you can keep your attention on the road. Most importantly, keep children secure in their seats during the ride.

4 | **Know your insurance.** If you're involved in a crash, does your policy include trip contin-

uation and/or rental car coverage? If your policy includes roadside assistance and towing, know what emergency number to call. And make sure your current insurance ID cards are in your glove compartment.

5 | **Know your adventure.** Remember, it's a road trip. It's supposed to be fun! Take your time and enjoy the ride.

Request a no-cost, no-obligation insurance analysis at dupaco.com/insure, or contact the Dupaco Insurance Services team at 800-373-7600, ext. 210, or email insurance@dupaco.com.

dupaco.com/insure

Dupaco Insurance Services



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Pay Yourself Before ‘The Eagle Flies on Friday’

By Michael Poppen | Financial consultant

These days, most of us receive our wages biweekly, but decades ago employees were paid on a weekly basis.

At that time, there was no Friday direct deposit. Before credit and debit cards, one would grab whatever cash was needed for a weekend of fun.

In fact, a popular turn of phrase in the 1940s and '50s was, “The eagle flies on Friday!” This meant when things started hopping at the local joint, those coins and dollar bills (with minted eagles) would be trading hands quickly.

Some things never change.

Today, like years ago, after a productive week, we’re ready for a night on the town! Although credit and debit cards have become the chosen means of payment, ordering some cocktails and perhaps a romantic dinner is still going to cost some coin.

Just remember, before you let those “eagles fly” on the weekend, pay yourself first. Typically, it’s a good practice to salt some money away for personal savings, retirement, debt or any other financial objective.

An individual’s or family’s savings should equal that of three to six months of income to accommodate any emergency or contingency.

A good rule of thumb for retirement is to set aside a minimum of 10% of your income. And of course, it ideally makes the most sense to reduce or eliminate the debt that carries the highest interest.

Please check out the song “Stormy Monday” by T-Bone Walker for a bluesy reference, and have a great summer!

For a no-obligation consultation, contact Dupaco Financial Services at 800-373-7600, ext. 2305.

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dupaco.com/invest



Why a Will Is so Important for Parents



If you have children, you know how difficult it can be to find spare time. And when you do have a free moment, end-of-life planning is about the last way you’d like to spend it.

If you die without a will or trust,

most states have laws that determine what happens—including guardianship of your children.

or trust, most states have laws that determine what happens—including guardianship of your children, according to Jim Liddle, vice president, trust officer at First Community Trust.

But if you don’t make those decisions, someone else will. If you die without a will

Not sure where to begin? Consider these questions as you prepare to create an estate plan:

- **Who do I want** to settle my affairs? That includes collecting and selling your assets, taking care of final debts, filing final tax returns and more. This person or entity is named the executor in your will.
- **Who do I want** to take care of my children? This person is named the guardian in your will.
- **Who do I want** to take care of any money I leave my children? This person or entity is named the trustee in your will.
- **What do I want** the trust for the benefit of my kids to look like? Consider for what reasons

your children can access assets from the trust, what ages they must be to do so and other special provisions you deem appropriate.

For a no-obligation consultation, contact First Community Trust at (563) 690-0029 or (319) 859-3461.

dupaco.com/trust



Did You Know These 3 Things About the New Website?

dupaco.com



Known for its Money Makeovers, Dupaco got a makeover of its own in May—when Dupaco.com rolled out a fresh and simplified design, enhanced navigation and new features to offer even more ways to know and grow your money. Here are three things you might not have discovered yet while exploring the new website:

1 You can take a guided content experience.

Dupaco’s home page gives you an opportunity to explore content by answering questions about your end goal. You start by finishing the statement, “I want to:”

- Boost my financial well-being
- Save or invest money
- Make great borrowing decisions

2 You can learn how to master your money.

Wherever you are in life—whether you’re preparing for college or marriage, or buying a vehicle or home—you can learn more about how to get there. You’ll find educational tools and resources in a variety of formats, including videos, blog posts, calculators, printable worksheets and more. The content is accessible from any Dupaco web page by selecting Learn, then Master Your Money.



3 You can find your closest branch more easily.

You can now use location services to find your nearest Dupaco branch, Live Video Teller, CO-OP™ Shared Branch and ATM. Simply click “Find a branch/ATM” at the top of any Dupaco web page.



Members Awarded College Scholarships

The Dupaco R.W. Hofer Foundation College Scholarship Program awarded 15 non-renewable \$2,000 college scholarships in 2019. And thanks to Credit Union Student Choice, Dupaco’s education finance partner, a 16th scholarship was made available. Congratulations to the following recipients:

- ▶ **Karysa Carson**, Maquoketa High School, Maquoketa, Iowa
- ▶ **Grace Christensen**, Audubon High School, Audubon, Iowa
- ▶ **Carolyn Conlon**, Wahlert Catholic High School, Dubuque, Iowa
- ▶ **Chelsea Davis**, Hempstead High School, Dubuque, Iowa
- ▶ **Benjamin Desollar**, Western Dubuque High School, Epworth, Iowa
- ▶ **Jaylen Duster**, East Dubuque High School, East Dubuque, Ill.
- ▶ **Bella Hanniford**, Southeast Polk High School, Pleasant Hill, Iowa

- ▶ **Bryn Hartman**, Northeast High School, Goose Lake, Iowa
- ▶ **Alex Hefel**, Western Dubuque High School, Epworth
- ▶ **Darby Herridge**, Kennedy High School, Cedar Rapids, Iowa
- ▶ **Robin Leibold**, Wahlert Catholic High School, Dubuque
- ▶ **William Polansky**, Benton Community High School, Van Horn, Iowa
- ▶ **Marissa Recker**, Monticello High School, Monticello, Iowa
- ▶ **Clinton Sabers**, Wahlert Catholic High School, Dubuque
- ▶ **Carley Steffen**, Western Dubuque High School, Epworth
- ▶ **Amber White**, Potosi High School, Potosi, Wis.

Dupaco members **Alex Hefel** and **Abigail Saylor** received the Warren A. Morrow Memorial Scholarship, awarded annually by the Iowa Credit Union Foundation.

dupaco.com/scholarships

Hillcrest Rd.
3299 Hillcrest Rd. | Dubuque, IA
PHONE: (563) 557-7600

Pennsylvania Ave.
3999 Pennsylvania Ave. | Dubuque, IA
PHONE: (563) 557-7600

Asbury
5865 Saratoga Rd. | Asbury, IA
PHONE: (563) 557-7600

Sycamore St.
1465 Sycamore St. | Dubuque, IA
PHONE: (563) 557-7600

Key West
2245 Flint Hill Dr. | Dubuque, IA
PHONE: (563) 557-7600

Inside Hy-Vee
400 S. Locust St. | Dubuque, IA
PHONE: (563) 557-7600

Marion Learning Lab
5970 Carlson Way | Marion, IA
PHONE: (319) 366-8231

First Ave.
110 35th Street Dr. SE | Cedar Rapids, IA
PHONE: (319) 366-8231

Williams Blvd. SW
3131 Williams Blvd. SW | Cedar Rapids, IA
PHONE: (319) 366-8231

San Marn Learning Lab
1946 Schukei Rd. | Waterloo, IA
PHONE: (319) 234-0381

W. Mullan Ave.
218 W. Mullan Ave. | Waterloo, IA
PHONE: (319) 235-0381

Cedar Falls
3301 Cedar Heights Dr. | Cedar Falls, IA
PHONE: (319) 277-3940

Carroll
503 W. Hwy. 30 | Carroll, IA
PHONE: (712) 792-1735

Dyersville
807 9th St. SE | Dyersville, IA
PHONE: (563) 875-2795

Galena
11375 Oldenburg Ln. | Galena, IL
PHONE: (815) 777-1800

Manchester
1200 W. Main St. | Manchester, IA
PHONE: (563) 927-6187

Platteville
1100 E. Business Hwy. 151 | Platteville, WI
PHONE: (608) 348-4499

Peosta Learning Lab
185 Peosta St. | Peosta, IA
PHONE: (563) 582-2805

LIVE VIDEO TELLER OUTLETS

Inside NewBo City Market
1100 3rd St. SE | Cedar Rapids, IA

Inside MercyOne Waterloo Medical Center
3421 W. 9th St. | Waterloo, IA

dupaco.com/locations