

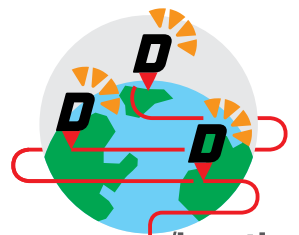


◀ SCENE IN: 2024

Members participate in their financial cooperative during the 75th Annual Membership Meeting on Feb. 25. (Dupaco photo)

Owner's Manual is a publication of Dupaco Community Credit Union. Dupaco, the Dupaco logo, Thank Use, Your Money for Good, Build a life worth loving, Shine Online Banking and Shine Mobile Banking are registered trademarks of Dupaco Community Credit Union. All rights reserved.

P.O. Box 179, Dubuque, IA 52004-0179
800-373-7600



dupaco.com/locations

Find your nearest branch, Dupaco Connect, ATM or Shared Branch.



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



Owner's Manual

SUMMER ▶ 2024



PAGE | 1 | Hey there, Waukee and Coralville!

PAGE | 2 | How can we help you reach your savings goals?

PAGE | 7 | Congrats, scholarship winners!

PAGE | 8 | 3 smart ways to use your home equity

PAGE | 9 | Stretch your insurance dollars

WAUKEE AREA CHAMBER OF COMMERCE



WAUKEE AREA CHAMBER OF COMMERCE

Hey there, Waukee and Coralville!



We're officially welcoming members at our newest learning lab locations in Waukee and Coralville, Iowa. These spaces are more than just physical locations. They're vibrant hubs designed with you in mind.

Here's what you can expect when visiting a Dupaco learning lab:

Cutting-edge tech

Our learning labs feature the latest innovations, including live video teller machines. These tools empower our on-site branch employees to focus on what matters most: Connecting with you.

Deeper conversations

We believe in meaningful interactions. With more time to chat about money, advice and services, we're here to help you build a life worth loving.

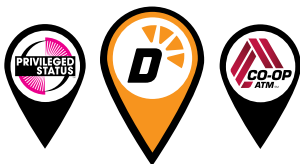
Member-centric design

Our learning labs are thoughtfully designed with your needs in mind. From cozy seating areas to interactive displays, these spaces invite you to explore, learn and connect.

Visit us [at dupaco.com/locations](https://dupaco.com/locations)

Access your money wherever you go

Don't forget: You can access your money, financial guidance and Dupaco services wherever you are, thanks to options like:



ATMs

Enjoy fee-free access at thousands of ATMs nationwide.



Phone

Get your balance and other account information 24/7/365 through Ray, our digital voice assistant.



Branches

Stop by a Dupaco branch or Co-op Shared Branch nationwide.



Digital banking

Message us, pay bills and more in Shine Online and Mobile Banking.

How can we help you reach your savings goals?

A letter from President and CEO Joe Hearn

Start saving more [at dupaco.com/save](https://dupaco.com/save)

We're halfway through the year—and it's a great time to reevaluate those savings goals we may have started back in January to make sure we're still on track. (Or maybe make a plan to get back on track!)

Savings accounts remain crucial for our overall well-being. Having money in savings gives us peace of mind and helps prepare for the future.

Building a savings plan looks different for everyone. Whether you're just starting or your foundation is already built, Dupaco has the tools to get (and keep!) you on track.

If you want to find more room in your budget but aren't sure where to start or what savings tools are right for you, remember that Dupaco's team of financial experts can help you uncover additional opportunities to get—and stay—on the right savings path.

Our You-Name-It Savings accounts are a great tool that help with known expenses, projects and purchases because you can create as many of these accounts as you'd like. You can even open these with a few simple clicks within Shine Online and Mobile Banking.

And, while certificates remain a nice option for those wanting a fixed term, there are additional savings tools, like our money market accounts, that give savers highly competitive rates with added flexibility.

Dupaco Financial Services provides additional investment consultations and alternatives like IRAs when you're ready for long-term savings goals.

Our dedicated and engaged team lets us fulfill our mission to help members build a life worth loving.

You can see it in passionate employees like Tyler Roush {featured on page 10} and Olivia Burger {featured on page 6}. I'm proud of our entire team, which leads with heart and smart and takes its role of serving members and one another seriously. We were honored earlier this year when Dupaco was recognized as a Top Workplaces USA by USA Today, a Top Credit Union in America by Forbes magazine and a Best Place to Work by Employ Humanity.

We also recently celebrated the completion of two new learning labs. And we're excited to provide additional in-branch access and services to our members in Coralville and Waukee, Iowa.

Dupaco remains strong. BauerFinancial again recognized us with a 5-star rating for being one of the country's strongest financial institutions.

As your member-owned financial cooperative, you can trust that we continuously work hard and advocate for your best interests. We remain a member-owned, not-for profit cooperative that has become a vital community resource. Your money stays here, enriching the lives of your friends, neighbors and the community you call home.

We're here for you, and we're at your service.

Onward and upward,



Joe Hearn
President and CEO



FINANCIAL STRENGTH

As of: May 31, 2024

Members: **167,108**

Deposits: **\$2.5 billion**

Loans: **\$2.4 billion**

Assets: **\$3.3 billion**

Reserves: **\$306 million**

Regulatory Net Worth Ratio: **11.95%**



▲ SCENE IN: 2024

Dupaco President and CEO Joe Hearn visits with attendees at the ribbon-cutting ceremony for the Waukee Learning Lab in Waukee, Iowa, on April 25. (S. Morgan photo)

Meet your volunteer board of directors

As a member-owned cooperative, all Dupaco members have an equal say in their credit union. And each member gets one vote.

Earlier this year, members reelected Ellen Goodmann Miller, Jeff Gonner and Randy Skemp to serve three-year terms on the credit union's volunteer board of directors.

Meet your volunteer directors, and learn how they serve your financial cooperative:

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



Meet your board [at dupaco.com/board](https://dupaco.com/board)



Are you earning Thank Use?

Thank Use is just one of many programs that puts the power in your hands (and wallet). The more you use your Dupaco debit and/or credit cards, the more you'll be "thanked," boosting your purchasing power and making your money go further.

*To earn Thank Use, you must meet the stated Thank Use qualifications and use a Dupaco MoneyCard and/or Visa for transactions posted to your account from 1/1/24-9/30/24. (Excludes ATM transactions. Transactions may take up to 3 business days to post to your account.) To open a debit or credit card, you must meet card eligibility qualifications.

See how to earn [at dupaco.com/ThankUse](https://dupaco.com/ThankUse)

Your credit union's getting noticed

We're honored to announce that your financial cooperative has been recognized nationally a few times this year.

Newsweek named Dupaco a Top Regional Credit Union in the U.S.—a recognition given to only 250 credit unions nationwide. Forbes named Dupaco a Top Credit Union in America based on consumer sentiment. USA TODAY named Dupaco a 2024 Top Workplaces USA based solely on employee feedback. And Employ Humanity named Dupaco a Best Place to Work.

"We have a team of passionate, engaged employees who, with heart and smart, take their role of serving members and one another seriously," said Dupaco President and CEO Joe Hearn.

See our impact at dupaco.com/impact



▲ SCENE IN: 2024

Dupaco employees celebrate nominees and award recipients at the Women's Leadership Network of Dubuque's Women of Achievement Awards in Dubuque, Iowa, on April 11. Several Dupaco employees were nominated and recognized for their organizational impact. (Contributed photo)

POLICY FOR THE PEOPLE

Amplify your voice

At Dupaco, we believe in the power of advocacy. Together, we work hard to create awareness and ensure that your voice is heard. We don't endorse any particular political party. Instead, we focus on making a positive impact. Recently, a group of Dupaco employees participated in a Hike the Hill event to advocate for our members' interests. We amplify your voice and work toward brighter community for all.

SCENE IN: 2024 ▶

Team Dupaco gathers for a Hike the Hill event at the Iowa State Capitol in Des Moines, Iowa, in February. Employees from several Dupaco markets met with their legislators to advocate for the Credit Union Board Modernization Act, passed and signed into law this spring. (Contributed photo)

Raise your voice

at dupaco.com/PoliticalAction



HOW TO Refer a Friend in Shine Mobile

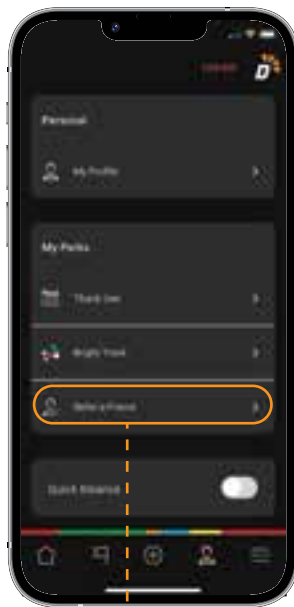


Refer friends. Get cash. You could earn \$50 for every person you refer to join Dupaco¹! And to sweeten the deal, we'll give each of your referrals the chance to earn \$50² too! Here's how:

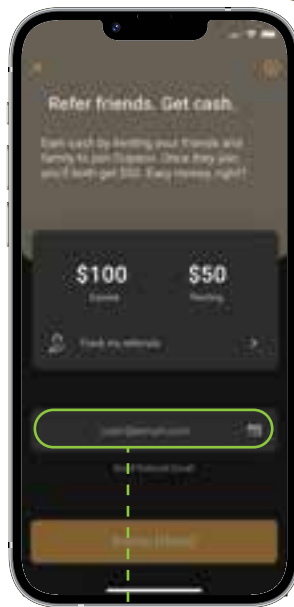
Log in to Shine Mobile Banking.



2 Tap  from your toolbar.



3 Then tap "Refer-a-Friend" below "My Perks."



4 Enter the email address for the person you want to refer—then we'll send them an email with your unique referral link.

That's it! Once they click your unique referral link and use our online application to open a new Dupaco account³, you'll both have a chance to get paid.



Scan this QR code to start referring your friends in Shine!

¹Referral payments limited to ten (10) per referring member, per calendar year. Referrals are tracked on an individual basis. Bonus paid within 3-5 business days of referred member meeting active checking definition (at right). Referred member must meet active checking definition within 90 days of becoming a member.

²\$50 will be deposited to the referred member's Dupaco savings account within 3-5 business days after active checking definition met (at right). Account opening subject to qualification and approval. Existing checking accounts excluded. This offer is limited to a maximum of one Dupaco checking account per referred member, regardless of how many accounts a referred member has, and cannot be combined with other checking account offers. Checking account balance of \$0 or more required at the time of cash payout. Dupaco membership required. Referred member can join if they live or work within our charter area or meet one of our other field of membership requirements. Please contact the credit union to see other ways you may qualify for a Dupaco membership. Initial savings deposit of \$25 required. Other offer restrictions may apply.

³In order to receive payment for each referral, each person you refer must click on the unique referral link you share with them through Shine Online Banking, use our online application to open a new Dupaco membership and checking account and meet Dupaco's active checking definition (at right). You must be a personal member with a primary savings account with \$25 minimum balance and have an active Dupaco checking account, as defined below, at time of referral and referral payout. You must not have had a loan delinquent by 60 or more days OR a negative checking account balance for 30 or more days at time of referral payout. Referrals must be made through Shine Online or Mobile Banking. Checking account balance of \$0 or more required at the time of cash payout.

ACTIVE PERSONAL CHECKING DEFINITION: The referred member must meet one (1) of the following criteria during the 90 days prior to the referral payout date: a.) If member had direct deposit into checking account, then five (5) or more check, debit, or automated clearing house (ACH) transactions OR b.) If member did not have direct deposit into checking account, then member must have ten (10) check transactions, or eight (8) debit transactions, or five (5) automated clearing house (ACH) transactions, or three (3) bill pay transactions. For the most up-to-date rates, please visit Dupaco.com/rates.



A healthy partnership: 'Our dreams are coming true'

PEOSTA, Iowa—As a nurse practitioner, Stephanie Grutz always took a traditional approach to healthcare—in her clinic and her personal life.

Until she was diagnosed with Crohn's disease.

No matter how much she ate, she couldn't gain weight. And she constantly felt weak and tired. Her gut wasn't absorbing the nutrients it needed.

"I had never heard of IV therapy until my own health depended on it," said Stephanie, a Dupaco member.

After finding success with nutritional IV therapy, Stephanie knew she could help others. At her clinic, she shifted her focus to integrative health and began offering IV therapy to her patients.

And business blossomed.

Stephanie and Alex Goerd first opened the clinic in 2016 with the help of Dupaco. In the beginning, Stephanie was the sole employee. But over time, business grew. They added staff and expanded their hours.

They wanted to continue growing, but they needed more space. Eventually, they found the perfect location in Peosta for the future site of The Health Spa.

Once again, they turned to Dupaco. As longtime members, Stephanie and Alex were good savers. And they felt confident that their financial cooperative would provide them with the resources to succeed.

"They are partners with us," Stephanie said. "Knowing that they were taking our best interest into mind is what made us choose them for our future projects as well."

Dupaco's Olivia Burger walked them through the expansion process and helped them every step of the way.

"The best thing about working with Dupaco is that not only did they help supply funds for the facility, but they also showed us other available opportunities in the small business community that could help us reduce our loan rate," Stephanie said.

After a yearlong construction project, The Health Spa opened its doors in Peosta in 2023. The clinic provides IV nutritional services, including IV therapy, IM injection therapy, ozone therapy and hyperbaric oxygen therapy.

And the owners are thrilled to provide these services to their community.

"The Health Spa is finally a reality," Stephanie said. "And thanks to Dupaco, we are here. And our dreams are coming true."

See more stories [at dupaco.com/YourMoneyForGood](https://dupaco.com/YourMoneyForGood)

SCENE IN: 2024 ▶

Stephanie Grutz, Alex Goerd and their daughter, Laney, at their newly opened Health Spa in Peosta, Iowa. (T. McDermott/Dupaco photo)





2 0 2 3 - 2 0 2 4

CHAMPIONS

▲ SCENE IN: 2024

Congrats to the Dubuque Fighting Saints for bringing home the Dupaco Cowbell Cup trophy five years in a row! Dupaco's Mallory Blondin, Kellie Cook and Tara McDermott joined the team on the ice to celebrate on April 13. (Dubuque Fighting Saints photo)

Looking for some summer fun?

Because you're a Dupaco member, you're in for some serious savings to these area attractions this summer. Happy adventures!

ADVENTURELAND

Discounted tickets for Adventureland in Altoona, Iowa, are back for the 2024 season! Tickets are \$37.99 plus tax. (This means you'll save about \$30 per ticket!)



Discount tickets are available to Lost Island Waterpark in Waterloo, Iowa. Discounted tickets are \$30 each and can be purchased at any Dupaco location. Ticket quantities are limited!

Get the details at dupaco.com/events

Congrats, scholarship winners!

The Dupaco Foundation is a proud supporter of education. And we love to help you succeed in yours. That's why the Foundation awarded 30 nonrenewable \$2,000 college scholarships for the 2024–25 academic year. Here's to a great year of learning!

Four-year college/university:

Peyton Downing, Gratiot, Wis.
Emma Furlong, Galena, Ill.
Ava Hosch, Peosta, Iowa
Owen Krug, Atkins, Iowa
Morgan Like, Marion, Iowa
Evan Matthews, Cuba City, Wis.
Lexie Pippert, Elberon, Iowa
Sean Steinbrech, Cedar Rapids, Iowa
Samuel Swanson, West Des Moines, Iowa
Jace Whitham, Cedar Rapids, Iowa

Community college/trade school:

Ava Becker, Dubuque, Iowa

Alyssa Blevins, Platteville, Wis.
Reelyn Dreessens, Hazel Green, Wis.
Keara Embry, Platteville, Wis.
Deryn Hartman, Sabula, Iowa
McKenna Kingsbury, Vinton, Iowa
William Kroneman, Luzerne, Iowa
Isabel Luna, Dubuque, Iowa
Rylee McCartney, Galena, Ill.
Kaci Peter, Carroll, Iowa

Current college student:

Faith Benhoff, Evansdale, Iowa
Olivia Clothier, Epworth, Iowa
Karly Cuzas, Dubuque, Iowa

Desiree Dehaven, Cedar Rapids, Iowa
Devin Digman, Platteville, Wis.
Kinsey Droessler, Hazel Green, Wis.
Natalie Dvorak, Cedar Falls, Iowa
Carly Lawler, Dubuque, Iowa
Lauren Pickel, Madison, Wis.
Jordyn Thole, Peosta, Iowa

Dupaco members **Connor Davison** and **Hannah Quinones** each received a Warren A. Morrow Scholarship from the Iowa Credit Union Foundation.

Get the details at dupaco.com/scholarships



dupaco.com/events

Be on the lookout for upcoming events by checking Dupaco's Member Events and Discounts webpage.

facebook.com/dupaco x.com/dupaco

If you have any questions on member events and discounts, contact Dupaco at 800-373-7600.

The rate hike: Planning can make all the difference

By Michael Poppen | Senior financial advisor

Several years ago, my wife and I were hiking the foothills of the Rockies. It was a beautiful, crisp fall day—and a peaceful and reflective moment.

But before the hike, we were inundated with notices about mountain lion and bear encounters, and how to handle the situation.

Well, somewhere along a little switchback, this furry beast came around the corner! My wife yelled, turned and started running down the trail. I then realized, in her best interests, she left me to fend off or feed whatever creature may be looming ahead. I clinched my fists, ready to Jeremiah Johnson whatever came my way ...

I saw the beast's hot breath in the air as it approached.

My pulse quickened.

And it was nothing more than a

Newfoundland, with its owner close behind!

I share this story to make a quick point. There are trails we expend more energy to scale a greater incline. And, though descents are typically easier, we are more calculated in navigating the treacherous areas. Even a surprise can lead to a change in course or plans!

Needless to say, interest rates remain high and inflation a bit stubborn. However, much like a hike, there are times where money is easy and points where it becomes much harder to climb certain financial objectives.

Economic changes and legislation can change the narrative. But planning and mapping out the best-laid trail will mitigate risk in interest rate changes, markets and potential pitfalls of our own biases and fears.

Meet with us at dupaco.com/invest

Your Dupaco Credit Union provides referrals to financial professionals of LPL Financial LLC ("LPL") pursuant to an agreement that allows LPL to pay Dupaco Credit Union for these referrals. This creates an incentive for Dupaco Credit Union to make these referrals, resulting in a conflict of interest. Dupaco Credit Union is not a current client of LPL for brokerage or advisory services. Please read the LPL Financial Relationship Disclosure for more detailed information.

Dupaco Financial Services is a division of Dupaco Community Credit Union — the financial home you own — so you can rest assured that you're working with an organization that will act with your personal interest in mind. Dupaco Financial Services works with a national, full-service securities brokerage firm, LPL Financial, to make available top-of-the-line investment and insurance information and opportunities.

Securities and advisory services are offered through LPL Financial (LPL), a registered investment advisor and broker-dealer (member FINRA/SIPC). Insurance products are offered through LPL Financial or its licensed affiliates. Dupaco Community Credit Union and Dupaco Financial Services are **not** registered as a broker-dealer or investment advisor. Registered representatives of LPL offer products and services using Dupaco Financial Services, and may also be employees of Dupaco Community Credit Union. These products and services are being offered through LPL or its affiliates, which are separate entities from, and not affiliates of, Dupaco Community Credit Union or Dupaco Financial Services. Securities and insurance offered through LPL or its affiliates are:

Not insured by NCUA or any other Government Agency | Not Credit Union Guaranteed
Not Credit Union Deposits or Obligations | May Lose Value

The LPL Financial Registered Representatives associated with this site may only discuss and/or transact securities business with residents of the following states: Iowa, Wisconsin and Illinois.

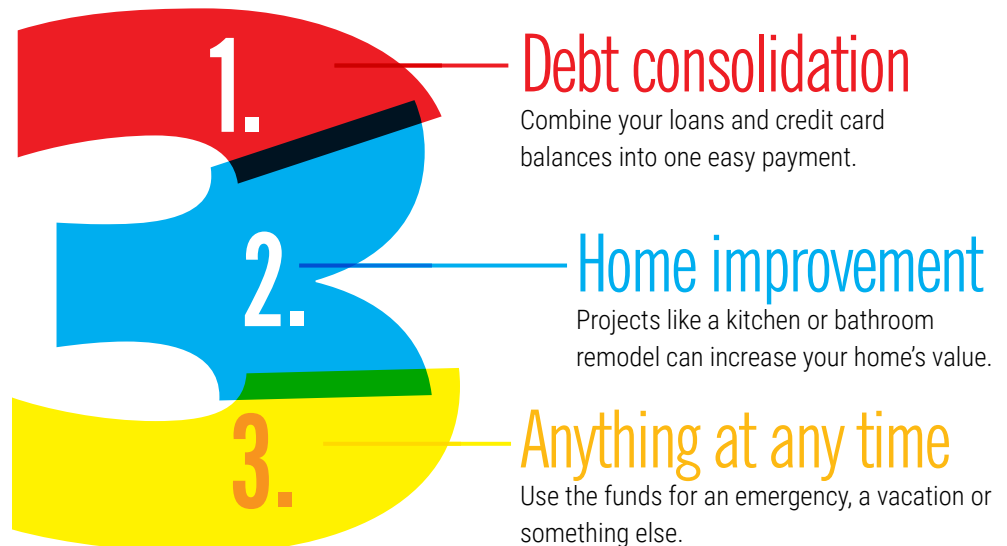
3 smart ways to use your home equity

What is home equity?

It's the difference between your home's current value and the amount you owe on your loan. (It's the part of the house that belongs to you, not your lender.)

Did you know?

You can borrow against the value of your home with a home equity line of credit or home equity loan. A line of credit works kind of like a credit card—borrow what you need, when you need it, up to your limit.



Get started at dupaco.com/HomeEquity



to help you stretch your insurance dollars

Finding ways to save on everyday items in today's market can be tough! But when it comes to insurance, there are still ways for you to save and be a savvy consumer. Here are five tips from Dupaco Insurance Services to get the most value from your insurance:

| 1 | Use independent agents

This should always be your number-one priority! Independent insurance agents work for YOU, comparing rates across multiple companies to find the best fit. Think of them as your insurance matchmaker!

| 2 | Bundle up (but strategically)

Bundling your home and auto insurance can save money. But don't assume it's always the best option. Be sure to get quotes together and separately to ensure you're getting the best deal.

| 3 | Maintain your home

Keeping your home in tip-top shape (think roof and gutters) can sometimes lead to insurance discounts. For those bigger projects, a home equity line of credit might be a helpful tool. {Learn more on page 8.}

| 4 | Offset premium increases

Instead of paying a monthly premium, see if you can save by paying your premium annually. And maximize other discounts for things like being a good driver and having a security system.

| 5 | Review your deductible

While low deductibles are ideal, consider raising them if you can comfortably cover a higher upfront cost in case of a claim. This can significantly lower your premium.

Review your insurance at dupaco.com/insure

Do you know how to spot the fakes?

PROTECTION CONNECTION

STAY IN THE KNOW

Follow us on social media to learn about the latest scams:

facebook.com/dupaco

x.com/dupaco

Scammers pretend to be Dupaco (and other reputable businesses). And we don't want you to get tricked by fake calls, texts or emails. Remember, we will never ask you for these details, but fraudsters will:

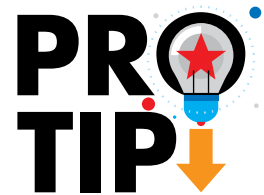
- ▶ Full credit and debit card numbers
- ▶ Debit card PINs

▶ Online passwords

▶ Two-step verification codes

If something feels fishy, trust your gut. Call us directly at 800-373-7600. We're here to help.

Protect yourself at dupaco.com/fraud



Buy some time

In stressful situations, practice creating time and space to think. Pausing—even if it's just for a minute—will allow you to better process the situation.



Meet your #DupacoCrew: **Staff stories**

Dupaco is different, and I felt it too

Staff: **Tyler Roush** | *Member service representative II*

Join our team
at dupaco.com/careers

MARION, Iowa—I'm originally from a small town in southeast Iowa. I'm proud of my small-town roots, but I knew when I started college that it was time to start a new chapter in a new town. That's when I moved to Cedar Rapids and decided to study marketing at Kirkwood Community College.

"Every day, I have a new opportunity to help someone."

- Tyler Rousch, member service representative II

After school, I decided to stay in the Cedar Rapids area. I got my first job at a car dealership and moved my way into the finance department. I really enjoyed the face-to-face conversations—and that's actually where I learned about Dupaco.

I was floored at how many people requested to keep their auto loans with Dupaco. So many customers I worked with knew the name of their loan officer. And I never saw that type of commitment toward other financial institutions in the area. Dupaco members were so invested in their credit union.

When it was time for a better work-life balance for my family, I wanted to see what Dupaco was all about.

I quickly experienced firsthand what members were talking about was real. Dupaco is different, and I felt it too.

No matter which branch I work at, the energy is the same. It's a tight-knit group of people who genuinely care. And we're empowered to always look out for the best interests of our members.

Every day, I have a new opportunity to help someone. Whether I'm coaching them, offering a smile or saying "hello," it's an opportunity to be a positive influence on their day. And it's what inspires me to come to work.

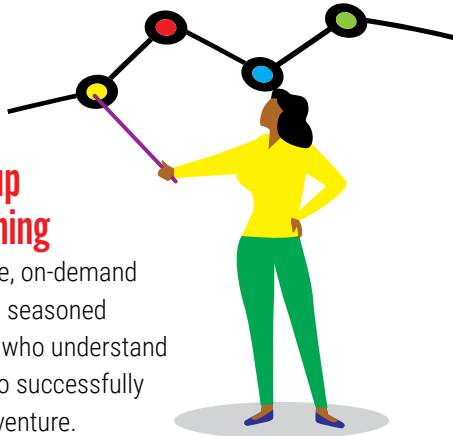
We're helping our members build a life worth loving. And that's pretty rewarding.

Ready to elevate your business?

We know that running a business is a labor of love. But you don't have to do it alone. That's why we've partnered with the Rural Ideas Network to bring you coaching, education, networking and more. You in? Head to dupaco.com/business/resources, select "Coaching" and choose from options like:

FREE Startup Coaching

Get one-on-one, on-demand coaching from seasoned entrepreneurs who understand what it takes to successfully launch a new venture.



FREE Management Coaching

Partner with a coach who can help you strategize, plan and implement management practices to build a stronger business.



FREE Website Evaluations

Get your website reviewed by a coach who will provide constructive feedback and share tools to help you improve your site and achieve your goals.



FREE Peer-Learning Roundtables

Join facilitated online video discussions that allow you to connect with rural business owners from across the country to talk shop.



Sign up at dupaco.com/business/resources

DUPACO STAFF CAREER MILESTONES

Five-year employees

- ▶ Megan Andermann
- ▶ Loras Digmann
- ▶ Emily Felderman
- ▶ Kat Fishwild
- ▶ Torri Freese
- ▶ Hailee Kelleher
- ▶ Sarah Mangrich

- ▶ Karan Mescher
- ▶ Travis Morehouse
- ▶ Kyle Niensteadt
- ▶ Jordan Penney
- ▶ Alex Pluemer
- ▶ Riley Rausch
- ▶ Caitlyn Smith
- ▶ Samantha Zillig

10-year employees

- ▶ Trisha Alt
- ▶ Katie Fisher
- ▶ Todd Link
- ▶ Traci Nichols
- ▶ Jamie Wille

15-year employees

- ▶ Angie Kafer
- ▶ David Klavitter
- ▶ Tammy Wood

20-year employee

- ▶ Paula Ervolino

25-year-plus employees

- ▶ Peggy Christ (25)
- ▶ Jeann Digman (36)
- ▶ Deb Digmann (33)
- ▶ Erin Engler (25)
- ▶ Georgia Slade (31)
- ▶ Kathy Steffes (26)

Retirements

- ▶ Doug Storlie, teller service associate: 1 year of service
- ▶ Michael Wild, system administrator 1: 7 years of service
- ▶ Pat Slattery, VP, compliance specialist: 43 years of service