

# UPDATE

## NEWSLETTER

### MESSAGE FROM THE PRESIDENT

Happy New Year, 2025!

As we step into the new year, it's natural to feel a renewed sense of hope and anticipation for positive change. This year, we remain optimistic about the opportunities ahead and our ability to address the many challenges facing our nation.

A new year also inspires fresh goals and aspirations. I encourage you to take this time to craft a financial plan that aligns with your personal needs, family priorities, and long-term objectives.

#### Updates from Our Last Newsletter

- Decorah Branch: We want to welcome and thank all of the new members that have taken advantage of all of the excellent products and services we offer at our new office in Decorah, IA.
- Monticello Branch Makeover: In our previous newsletter, we mentioned plans for a Monticello branch renovation by the end of the year. Due to our inability to secure materials for this project, this project will be completed in the Spring of 2025.
- Clinton New Location: There is an article in this edition highlighting developments regarding our new Clinton location. Be sure to check it out for the latest updates.

Wishing you and your loved ones health, happiness, and success in 2025!

Warm regards,



**Andrew Hawkinson**  
President and CEO

### DUTRAC'S NEW CLINTON BRANCH LOCATION



DuTrac Community Credit Union is excited to officially welcome members and the community to our new standalone Clinton branch at **2445 Valley West Court!** This move represents a significant milestone, providing a modern, accessible space to better serve our members.

The new branch features several enhancements designed for your convenience, including a **spacious parking lot, two drive-up lanes, drive-up ATM, and night depository access.** While the location has changed, one thing remains the same—our **dedicated, friendly, and experienced staff** are here to assist you with all your financial needs.

We are grateful for the wonderful support of Clinton and surrounding communities and look forward to continuing to grow together in our new home. Stop by and see us at 2445 Valley West Court—we're here to help you achieve your financial goals!

# DUTRAC HOSTS 2024 ANNUAL MEETING



**Kevin Mueller**  
*Chair*



**Daniel Deutmeyer**  
*Vice Chair*



**Teri Zuccaro**  
*Treasurer*



**Harlan Pedretti**  
*Secretary*



**Crenna Brumwell**



**David Eggers**



**Scott Neyens**



**Chad Kruse**



**Michael Ready**



**John Vail**



**Nicholas Specht**

DuTrac Community Credit Union hosted its Annual Meeting of the membership on Monday, October 14, from its headquarters on Asbury Road in Dubuque.

Daniel Deutmeyer - Dyersville; Scott Neyens - Galena; and Nicholas Specht - New Vienna, were each re-elected to serve a one, three-year term on the DuTrac Board of Directors (the Board). Teri Zuccaro - Dubuque, was elected after being appointed by the board of directors in December 2023 to fill an unfilled seat. Her term will be for three years as well.

Following the annual meeting, the Board held their annual reorganizational meeting. Executive Committee officers elected by the Board are Kevin Mueller, chair; Daniel Deutmeyer, vice chair; Teri Zuccaro, treasurer; and Harlan Pedretti, secretary.

**The Board committee appointments include:** Credit Committee Chair John Vail, with committee members Kevin Mueller, Harlan Pedretti, Teri Zuccaro, Daniel Deutmeyer, and DuTrac Senior Vice President of Lending, Ron Kinsella. Audit Committee Chair Crenna Brumwell, serving alongside Scott Neyens, Michael Ready, David Eggers, and Nicholas Specht. Nominating Committee Chair Crenna Brumwell, with committee members Teri Zuccaro, and Harlan Pedretti. Board member Michael Ready will serve as associate director liaison.



## Apply now for DuTrac's Board of Directors

Send your information by **Saturday, March 15, 2025**

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

Interested candidates are asked to submit biographical information and complete an application packet by **Saturday, March 15** and review director responsibilities.

To request an application packet, please contact:

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

# POWERFUL TOOLS TO MANAGE YOUR CARDS ANYTIME, ANYWHERE

A powerful new way to set transaction limits, view spending insights, add cards to your digital wallet, and more – all available in the upgraded DuTrac mobile banking app.

Using the new card management features, you can:

- Set card controls by location, merchant type, and spending limits.
- View spending insights for a clear picture of when and where your purchases were made.
- Add travel plans so you can use your card worry-free.
- Quickly add your cards to your device's digital wallet.
- Receive transaction alerts, fight fraud, quickly reach support, and more!



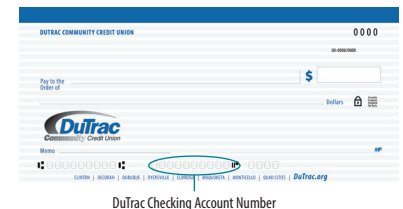
Make sure your DuTrac app is up-to-date, and simply tap CardTracker within the mobile app or e-banking to get started.

For any questions regarding your account or the login process, please contact us by phone at 563.582.1331 or email at [members@DuTrac.org](mailto:members@DuTrac.org).

## IMPORTANT INFORMATION REGARDING YOUR TAX REFUND

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

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



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

If you would like your refund deposited into your DuTrac checking account, please select the checking option on your tax form(s) and provide your checking account number. This number can be found at the bottom of your check in the center. (Do not include any dashes.)

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

## CUSTOMIZED LENDING TO HELP GROW YOUR BUSINESS

What do the following have in common?

- A Mazak CNC turning machine
- Accounts receivable and inventory
- A fleet of 10 trucks for a HVAC contractor
- Payroll for a business with 50 employees
- A single-family rental home
- A 150-unit apartment complex
- An 80-unit mini-storage facility
- A neighborhood retail shopping center
- A light-industrial building with office space
- A family-owned restaurant and building
- A professional office building
- A John Deere S790 combine
- A Kinze 36-row 5700 planter
- A 200-acre farm
- A carwash



Jeff Waller  
Commercial  
Lending Manager

Give up yet? A commercial loan from DuTrac can finance all of them, and more. Our experienced, dedicated staff is here to help with all of your commercial and agricultural lending needs. Our lenders will come to you, to see your business, to see your properties, to see your farm operation. We want to know the “who-what-where-when-why-and-how” of your business.

Most of our commercial loans come through networking done by our lenders and word-of-mouth referrals from realtors, accountants and members like you. The biggest compliment we can receive is a referral from a satisfied member. Please consider referring us to your friends and family.



# DUTRAC ANNOUNCES ITS 2025 ACADEMIC SCHOLARSHIP PROGRAM

This program is available to graduating high school seniors who have been a member for at least one year and are in good standing at DuTrac Community Credit Union\*

The scholarship recognizes members of DuTrac who demonstrate scholastic excellence and are interested in advancing their education at an accredited community college, trade school, technical college, or university.

Up to ten \$1,000 non-renewable scholarships will be awarded to qualified students. Applicants may qualify for only one award.

**Deadline to apply is Friday, March 7, 2025.**

For complete details, including eligibility requirements, application guidelines, essay questions, and judging requirements, please visit [DuTrac.org](https://dutraccu.org).

*\*Children of DuTrac Community Credit Union employees and board members are not eligible for this scholarship.*

## OTHER SCHOLARSHIPS AVAILABLE

**The Iowa Credit Union Foundation's 2025 Warren A. Morrow Memorial Scholarship** is now open. Visit <https://scholarsavvy.com/scholarship/wam> for rules, regulations, and entry procedures.

**Dubuque Area Labor Management Council Scholarship** is now open. Visit <https://www.dalmc.com/scholarships> for rules, regulations, and entry procedures.

Links are also available on [DuTrac.org](https://dutraccu.org).



## WICKED - The Untold True Story of The Witches of Oz

*Thursday, July 10, 2025*

*Overture Center for the Arts, Madison, WI  
Dubuque Departure*

*Possible Platteville WI pickup  
\$158 per person*

The Broadway sensation "Wicked" looks at what happened in the Land of Oz... but from a different angle. Long before Dorothy arrives, there is another young woman, born with emerald-green skin—smart, fiery, misunderstood and possessing an extraordinary talent. When she meets a bubbly blonde who is exceptionally popular, their initial rivalry turns into the unlikeliest of friendships... until the world decides to call one "good," and the other one "wicked."

Price includes deluxe motor coach transportation from Dubuque, show, water, snack, and driver gratuity. Time for shopping or lunch on your own on State Street prior to the 1:00 p.m. show.



## The Little Mermaid

*Friday, August 8, 2025*

*The Fireside Theatre, Ft. Atkinson, WI  
Dubuque Departure*

*Possible Platteville WI pickup  
\$135 per person*

Disney's The Little Mermaid is a hauntingly beautiful love story. This fishy fable of Ariel and her colorful friends will capture your heart with its irresistible songs including "Under the Sea," "Kiss the Girl," and "Part of Your World."

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

*Make your reservations early with payment and final reservations due by Friday, May 23, 2025. Contact Karen at 563.585.8584 or email [ktegeler@dutraccu.org](mailto:ktegeler@dutraccu.org).*

# UNMASKING CYBER CRIMINALS

## Steps to Protect your Accounts

- Step 1:

Use long, unique passwords for each of your accounts.

- Step 2:

Use a password manager to securely store and manage passwords for you.

- Step 3:

Enable Multi-Factor Authentication (MFA) whenever possible for all accounts and never give out those codes when received.

- Step 4:

Use extreme caution when asked to click on links or open attachments.

Find the tools to identify fraud and steps to take if you become a victim at [DuTrac.org/support/fraud](https://dutrac.org/support/fraud) or email [fraud@dutrac.org](mailto:fraud@dutrac.org)

**Cybercriminals** - Cybercriminals use a variety of techniques to gain access to your personal information and financial records.

**Social Engineering** - Fraudsters pose as someone or some business you know or trust and trick you into doing something you should not do. They send emails or text messages that appear to be legitimate. They may ask you to act quickly, or threaten you with legal action, creating a sense of urgency, fear, or curiosity.

Ex: A bank or credit union member received an email that looked like it was from your bank or credit union, complete with official logos and branding. The email claimed there was suspicious activity on the debit card, and they needed to act quickly before more debits came out of the checking account. They provided a link for them to verify their identity and charges. When the member clicked on the link, it led them to a fake website that captured their online login credentials when they entered them.

**Malware** - Malware is malicious software that infects your device. Once infected, cyber criminals can do whatever they want. Keyloggers (sometimes called information stealers) is a type of malware that record every keystroke made on a device, including your login, passwords, and other sensitive data.

Ex: A bank or credit union member was applying for a new apartment and downloaded a rental application. Hidden within that application was a keylogger that installed itself on their computer. Over time, it recorded their login details for their bank or credit union account, their Amazon account, and their PayPal account. The fraudster now has the ability to access those accounts. They even locked them out of their own accounts.

**Data Breaches** - When a website gets hacked, it can affect everyone's accounts that may be stored on the server.

Ex: A popular social media platform experienced a data breach. A bank or credit union member had an account with that social media platform. Since they used the same password elsewhere, attackers were able to access their other accounts using those leaked credentials.



# UPCOMING EVENTS

## JANUARY

- 1 All Offices Closed (New Year's Day)
- 20 All Offices Closed (Martin Luther King Jr. Day)
- 22 DFG Social Security Seminar (Bettendorf Office)
- 23 DFG Social Security Seminar (Asbury Office)

## FEBRUARY

- 7 ICUF Warren A Morrow Memorial Scholarship Applications Due
- 17 All Offices Closed (Presidents' Day)
- 26 FCT Estate Planning Webinar

## MARCH

- 7 DuTrac Scholarship Applications Due
- 15 Board of Directors Applications Due
- 26 DFG Three Transitions to Retirement Seminar (Bettendorf Office)
- 27 DFG Three Transitions to Retirement Seminar (Asbury Office)



# DuTrac MORTGAGE

Not all that you read in the national news about the housing industry is a true reflection of what is happening in our local markets. Housing continues to remain strong in our areas with appreciation growth of 4.8% across the state of Iowa 3Q 2023 vs 3Q 2024. Home sales have increased over 2023, while 2025 is forecasted to be similar to 2024 in sales, appreciation, and steady mortgage rates. All positive news for our markets whether you are a current homeowner or a first-time buyer. At DuTrac we are ready for the new year and ready to assist our members by getting you prequalified for a new home, providing information on housing programs, mortgage rates, real estate news, and trends. As the market continues to be fast paced, we encourage you to work with a realtor in partnership with your expert mortgage consultant at DuTrac, let us finance the home of your dreams.

Visit [DuTrac.org](http://DuTrac.org) to obtain additional information, our online application, and contact information for the mortgage consultants. Let's have you prequalified and ready for your first or next home purchase today.



**Celeste Hefel**  
Senior Mortgage Consultant  
Serves Northern Iowa Region  
563-585-8443  
[chefel@dutrac.org](mailto:chefel@dutrac.org)  
NMLS #419753



**Kyle Pfeiffer**  
Mortgage Consultant  
Serves Northern Iowa Region  
563-585-8442  
[kpfeiffer@dutrac.org](mailto:kpfeiffer@dutrac.org)  
NMLS #1184613



**Julie Soucinek**  
Mortgage Lending Manager  
Serves Quad Cities Region  
563-635-7414  
[jsoucinek@dutrac.org](mailto:jsoucinek@dutrac.org)  
NMLS #406046



## FINANCIAL UPDATE

DuTrac's financials as of November 30, 2024.

|                         |                 |
|-------------------------|-----------------|
| Number of members ..... | 53,092          |
| Shares .....            | \$1,044,437,413 |
| Loans .....             | \$892,760,797   |
| Net Worth .....         | \$131,428,724   |
| Assets.....             | \$1,172,215,632 |

# ESTATE PLANNING WEBINAR

Wednesday, February 26, 5:30 - 6:30 PM

Estate planning is a key component of financial wellness and of your financial well-being. Sadly, it is often neglected, leaving wishes of the deceased unfulfilled. The following questions need to be addressed when estate planning: Who will handle my affairs? How and who will oversee my assets being passed down? Are there advantages gained by considering alternative options?

This no-cost, informal informational discussion hosted by the retirement and estate planning experts at FCT, will offer useful insights into:

- The difference between a will and a trust
- Information on choosing an executor or trustee
- An overview of the estate settlement process
- And more!

First Community Trust, a trusted partner of DuTrac Community Credit Union, is hosting an estate planning webinar on Wednesday, February 26, beginning at 5:30 p.m. designed to educate and inform you of your options, as well as provide information to help implement an estate plan that accomplishes your wishes and provides peace of mind.

To register, please contact Matt Pillard at 563-557-5044 or [matt.pillard@FCTrust.com](mailto:matt.pillard@FCTrust.com)



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



## SOCIAL SECURITY AND YOUR RETIREMENT SEMINAR

January 22, 2025 | 6 p.m. | Bettendorf Branch, 2770 Middle Rd. Bettendorf, IA

January 23, 2025 | 6 p.m. | Asbury Branch, 3465 Asbury Rd. Dubuque, IA

Join DuTrac Financial Group for a no-cost seminar on how Social Security benefits can influence your financial future.

Find answers to the following questions and more.

- What are the rules for starting your Social Security benefits?
- How do spouses coordinate their benefits?
- Are there different routes to take that could potentially increase your benefits?
- How do you decide where Social Security fits within your retirement plans?

### RSVP

Save your spot by Friday, January 17 by contacting Sherry Kurtz at 563-557-5002 or [sherry.kurtz@lpl.com](mailto:sherry.kurtz@lpl.com).

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 or its licensed affiliates. DuTrac Community Credit Union and DuTrac Financial Group are not registered as a broker-dealer or investment advisor. Registered representatives of LPL offer products and services using DuTrac Financial Group, and may also be employees of DuTrac Community Credit Union. These products and services are being offered through LPL or its affiliates, which are separate entities from, and not affiliates of, DuTrac Community Credit Union or DuTrac Financial Group. 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 |
|--|-----------------------------|--|----------------|



**Matthew Stewart**  
LPL Financial Advisor

3465 Asbury Rd.  
Dubuque, IA 52002  
563-557-5002

### OFFICE LOCATIONS

|   |  |   |   |
|---|--|---|---|
| <b>Bettendorf</b><br>2770 Middle Road • Bettendorf, IA    | <b>Kimberly Road</b><br>3100 W Kimberly Road • Davenport, IA | <b>Peru Road</b><br>18181 Peru Road • Dubuque, IA               | <b>Eldridge</b><br>200 N Fourth Ave • Eldridge, IA      |
| <b>Clinton</b><br>2445 Valley West Court • Clinton, IA    | <b>Decorah</b><br>915 Short Street • Decorah, IA             | <b>St. Mary's</b><br>380 E 14th Street • Dubuque, IA            | <b>Maquoketa</b><br>18072 Highway 64 • Maquoketa, IA    |
| <b>Jersey Ridge</b><br>2330 E 53rd Street • Davenport, IA | <b>Asbury Road</b><br>3465 Asbury Road • Dubuque, IA         | <b>Walmart</b><br>4200 Dodge Street • Dubuque, IA               | <b>Moline</b><br>3153 Avenue of the Cities • Moline, IL |
|   | <b>Holliday Drive</b><br>2045 Holliday Drive • Dubuque, IA   | <b>Dyersville</b><br>1161 16th Avenue Court SE • Dyersville, IA | <b>Monticello</b><br>337 S Main Street • Monticello, IA |