

UPDATE

NEWSLETTER

MESSAGE FROM THE PRESIDENT

“Spring is the time of plans and projects.” – Leo Tolstoy

After a long winter it finally seems as though spring is just around the corner. Spring is the time to implement all the plans you have been thinking about this winter. . . the remodeled kitchen, the new room addition, or a dream vacation. If those thoughts are on your mind this spring, be sure to read the Home Equity article in this newsletter.

However, while you are thinking about how to spend your money, there are thieves and scammers working extra hard to steal your hard-earned dollars. Financial scams have significantly impacted individuals across the United States, including in our area, with both the number of victims and the total financial losses increasing in recent years.

- In 2024, the Federal Trade Commission (FTC) received reports from approximately 2.6 million consumers regarding various fraud incidents.
- Consumers reported losing over \$12.5 billion to various forms of fraud in 2024, reflecting a 25% increase from 2023.
- Individuals aged 60 and older were heavily targeted, experiencing over \$3.4 billion in losses due to scams in 2023, marking an approximate 11% increase from the previous year.

We **STRONGLY** encourage all our members to reach out to DuTrac and work with us if you are suspicious about a transaction, an odd or unusual phone call, etc. There is no reason anyone should be asking you for money over the phone or by email/text, and we can assist you in determining if you are being scammed.

At DuTrac Community Credit Union, we are committed to keeping your finances safe. Be sure to read the Fraud article in this newsletter for more information. Together, we can stay one step ahead of fraudsters and keep your financial future secure.

Stay vigilant, stay informed, and stay safe!



Andrew Hawkinson
President and CEO

We'll help bring your dreams to life!

Spring projects? Summer vacations? Bring your dreams to life with 4.99% APR* on a Home Equity Plus Line of Credit!

From home improvements or a dream vacation to starting a business or consolidating debt—we'll help you unlock your home's equity and enjoy a nine-month introductory rate of 4.99%* on a new Home Equity Plus Line of Credit (HELOC).

Call or visit one of DuTrac's fifteen branch offices to speak with a financial services consultant today!

- The Home Equity Plus Line of Credit includes:
- A one-time application
- Access your line of credit 24 hours a day, seven days a week
- A low, variable interest rate
- A 10-year draw period without re-qualifying
- Repayment terms up to 15 years
- Up to \$250 in closing costs waived with automatic payment and direct deposit

[DuTrac.org/HELOC](https://www.dutracs.com/HELOC)



*The introductory 4.99% APR (Annual Percentage Rate) is available on new Home Equity Lines of Credit (HELOCs) for qualified DuTrac members with a credit score of 680 or higher. Maximum 90% CLTV. (Combined loan-to-value = sum of first mortgage balance and HELOC limit divided by property value). After the nine-month 4.99% introductory APR, a variable rate derived from the 13-week U.S. Treasury Bill Index plus a margin based on credit score and CLTV will apply. Account holder's rate is based on standard credit qualifications, with a non-discounted variable rate as low as 6.49% APR. Maximum rate of 18% APR. Introductory and Non-Introductory APR accurate as of January 1, 2025. HELOC account holders are required to be a member of DuTrac Community Credit Union by purchasing \$5 in membership shares. Membership shares are placed in a share savings account. Property insurance is required. Maximum HELOC term is 15 years. Property appraisal may be required with fees averaging an estimated \$150-\$450. Total closing costs may range from \$0-\$700. Finance charges will begin to accrue only after a draw on the new HELOC is taken by the account holder. No grace period applies. Not valid for existing HELOC or a refinanced HELOC currently at DuTrac. Not valid with any other offers. Offer may end at any time without notice.



DuTrac Mastercard®

If you've been watching your spending and counting pennies, yet still break out in a sweat when you see your credit card balance, it's time to get in better financial shape with a DuTrac MasterCard.

With interest rates lower than the national average, free balance transfers, and local service, it's easy to start lightening your financial load today.

Use your DuTrac Mastercard® credit card or debit card when you check out in-store/in-person now until December 31, 2025, and receive one (1) entry for each eligible purchase for a chance to win a trip for two (2) to San Juan, Punta Cana, or the Bahamas or one of twenty five (25) monthly prizes of a \$50 Mastercard Prepaid card. [View complete rules here.](#)



Protect what's important to you!

When you place your most important documents and items in a DuTrac Community Credit Union Safe Deposit Box, you can rest easy knowing that we have all the security measures in place to protect your precious valuables. Trust us to keep your treasures and documents safe, secure, and out of harm's way for generations to come.

[Click here for more information.](#)



2025 DUTRAC Diaper DRIVE



A small *gift* today,
a big *change* tomorrow!

May
1-31



Visit
DuTrac.org
to learn
more!



Diaper Need Affects 1 in 2 Families – Let's Make a Difference Together!

This May, DuTrac Community Credit Union is coming together to support families in need. We invite you to help by donating diapers of any size at any DuTrac branch.

All donations will be collected by the DuTrac Mobile Branch and delivered to United Way and Hiney Heroes for distribution. Your generous contribution will directly benefit families in our communities, providing them with essential support.

Join us in making a positive impact today!

BENEFITTING:



BENEFITTING:



CLINTON | DECORAH | DUBUQUE | DYERSVILLE | ELDRIDGE | MAQUOKETA | MONTICELLO | QUAD CITIES



CREDIT UNION IMPERSONATION SCAMS

Think twice before thinking the phone call you just answered is really your credit union reaching out to you. We are seeing members becoming victims of scammers spoofing the credit union's number and pretending to be from the credit union's fraud department.

To avoid being victim of a scam, tell the person you will be hanging up and calling your local branch. Call the credit union at a verifiable number that you know and trust.

That is not to say you should ignore phone calls, texts, or emails that are from your credit union or any other important organization. Texts and emails that you sign up for, regarding activity in your account, are great ways to monitor account activity for fraud.

Another safety measure is to get into the habit of deleting a text message or email and calling the credit union or securely log into your account. Never give out your username or passwords or authentication codes. If the message is legitimate, it will show in your account messages that we had notified you. If not, call us right away.

A scammer's goal is to persuade the victim to grant them remote access. When this happens, the fraudster can install a remote access or sharing program. With this, they can steal sensitive information, and access financial or saved information on your device. NEVER give anyone remote access!

Think twice before believing that your credit union is "under investigation" and you need to help with the investigation by withdrawing your funds and securing them in a crypto or bitcoin account. No legitimate investigation will ask you to do this. No one should be coming to your home or a designated meeting place to do a secure cash exchange.

The "Investigation Scam" involves a phone call from someone who claims to be from the FBI or other agency and is investigating a crime tied to your credit union account or credit union staff. They may use intimidating language and demand immediate action, such as sharing personal information or moving money out of the account to "protect" your assets. Know that if a financial institution is under investigation, they will NEVER involve a member in the process.

The scammer will reinforce the need to keep the conversation secret from your loved one, the credit union and local police, claiming it is necessary to protect your family, the investigation, or your money. Because financial institutions have safeguards in place to protect against fraud, not just by verifying your identity, we may ask you questions about why you are withdrawing or sending funds. Fraudsters know this and will coach you on what to say to credit union staff, so you do not raise suspicion and alert the financial they are under investigation. They may even attempt to persuade you that an employee you are dealing with is involved in criminal activity.

If you suspect it may be a scam, slow down, hang up, stop texting, and take as much time as you need to think about what you are being asked. Delaying your decision does no harm. Reach out to a family member, close friend, or your credit union.

If you suspect something, say something.

UPCOMING EVENTS

MAY

- 14 FCT Retirement Planning Webinar
- 26 All Offices Closed (Memorial Day)

JUNE

- 19 All Offices Closed (Juneteenth)

JULY

- 4 All Offices Closed (Independence Day)

AUGUST

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 2, 2025. Contact Karen at 563.585.8584 or email ktegeler@dutrac.org.



DuTrac MORTGAGE

Happy Spring, Happy Home Buying season! The nice weather brings out new listings, and homebuyers. If you are in the market for a new home let us get you prequalified so that you are ready to make an offer when you find the perfect home. The market is moving fast in the Midwest with many homes not lasting long once they are listed for sale. As you work with your realtor scheduling appointments, they will want a prequalification letter to begin the process of looking at homes. We will get you prequalified quickly and ensure that all your questions are answered. Your DuTrac Mortgage Consultant will provide information on mortgage programs, rates, news, and trends – our entire mortgage team works in house to make the process from start to closing smooth and stress free. We now offer hybrid e-closings which will save you time at the closing table – many of your loan documents can be signed electronically.

Visit DuTrac.org to obtain additional information, our online application, and contact information for the mortgage consultants. Let's have you prequalified this Spring for your first home, or next home purchase.



Celeste Hefel
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FINANCIAL UPDATE

DuTrac's financials as of February 28, 2025.

Number of members	53,303
Shares	\$1,065,523,128
Loans	\$895,893,137
Net Worth	\$132,137,128
Assets.....	\$1,196,769,773

NO-COST RETIREMENT PLANNING WEBINAR

Wednesday, May 14, 5:30 - 6:30 PM

Planning for retirement can feel overwhelming, but it doesn't have to be. Whether you're just starting to think about retirement, already preparing for it, or currently living through it, a well-designed retirement plan can help you take control of your future with confidence.

First Community Trust, a trusted partner of DuTrac Community Credit Union, is hosting a retirement planning webinar on Wednesday, May 14, starting at 5:30 pm. This no-cost educational webinar is designed to inform you of your options, provide information, and discuss strategies to help solidify your plans.



Matt Pillard
Vice-President, Trust Officer

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



RETIREMENT. INSURANCE. INVESTMENTS.

Our world is currently filled with uncertainties, and when it comes to your retirement savings, you want to minimize any worries about your investments. Regardless of where you are in your retirement journey, it is essential to understand your investments and how they align with your overall financial situation. A financial advisor at DuTrac Financial Group can assist you in understanding your retirement accounts and help alleviate some of that uncertainty.

To start eliminating some of that financial worry, contact Sherry Kurtz at 563-557- 5002 or sherry.kurtz@lpl.com to schedule an appointment with one of our advisors.

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
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Matthew Stewart
LPL Financial Advisor

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OFFICE LOCATIONS

Bettendorf

2770 Middle Road • Bettendorf, IA

Clinton

2445 Valley West Court • Clinton, IA

Jersey Ridge

2330 E 53rd Street • Davenport, IA

Kimberly Road

3100 W Kimberly Road • Davenport, IA

Decorah

915 Short Street • Decorah, IA

Asbury Road

3465 Asbury Road • Dubuque, IA

Holliday Drive

2045 Holliday Drive • Dubuque, IA

Peru Road

18181 Peru Road • Dubuque, IA

St. Mary's

380 E 14th Street • Dubuque, IA

Walmart

4200 Dodge Street • Dubuque, IA

Dyersville

1161 16th Avenue Court SE • Dyersville, IA

Eldridge

200 N Fourth Ave • Eldridge, IA

Maquoketa

18072 Highway 64 • Maquoketa, IA

Moline

3153 Avenue of the Cities • Moline, IL

Monticello

337 S Main Street • Monticello, IA