

SPRING 2021

# member*matters*

## Navigating the Paycheck Protection Program

### Spring Shred Days Coming Soon

Protect your identity and support  
the Blue Ridge Area Food Bank

### Giving Back

Some of the ways we give back to  
our members and the community



# More than a Credit Union

A message from DCCU's President/CEO, Steve F. Elkins



On the surface, DCCU looks like many other financial institutions. We provide products and services that help meet the needs of our members during every stage of life. But when you look deeper, you see the many ways our cooperative is different. DCCU offers more to our members by adding value to an already competitive suite of products and through the consultative, individualized service we provide to each member.

Our credit union is stronger when our members take full advantage of all that we have to offer. It starts with our products. DCCU has always followed the credit union model of offering competitive rates and fewer fees than other financial institutions. After all, our financial cooperative was founded to provide a better banking alternative. We are always considering ways to make our products and services better.

One example is our auto loans. In addition to great rates, our standard auto loan also allows members to wait 90 days before making their first payment. This benefit gives members the opportunity to save for three months or use that money for other needs. During last year's auto loan promotion, we made a good offer even better by also paying 90 days' worth of interest up front. This put resources into the hands of our members when they needed it most. We have also applied this same strategy to other areas, including our credit card and home equity products.

Another way we offer more to our members is through our service, which is a hallmark of DCCU. Recognizing

that service is derived from caring, it is the basis of how we engage in the lives of our members. Because we care about our members, we have a genuine desire to help them not only meet current needs, but also achieve future financial goals. We embrace being advocates for our members' best interests, listening to their needs, and helping provide solutions that positively affect their financial wellness. At DCCU, we go beyond transactions and truly get to know our members in order to help them achieve success. This is the true benefit of being an active participant in our financial cooperative.

We recently released our first-ever Member and Community Impact Report. It breaks down some of the ways that DCCU was able to give back to our members and the community in 2020. It shows how we not only return profits to our members through great rates, dividends, fee refunds, and rewards, but also how we help support local non-profits and the work they do to make our communities stronger. The report is available on our website, and I encourage you to take a few minutes to read about how DCCU is much more than a credit union.

I believe that DCCU is best-in-class when it comes to our products and the service we provide. Our mission is to help improve the financial wellness of our members. We make strides in accomplishing that by continuing to enhance our products and delivering consultative service to our members. I encourage you to get to know all that DCCU has to offer and as always, I appreciate your continued support of our cooperative.

## By the Numbers

### February 29, 2020

Assets	\$1,325,835,266
Savings	\$1,163,207,937
Loans	\$929,416,110
Members	106,656

### February 28, 2021

Assets	\$1,587,493,934
Savings	\$1,420,760,376
Loans	\$945,703,802
Members	111,560

Member Matters is a publication of DuPont Community Credit Union.



## Navigating the Paycheck Protection Program

The pandemic has been a serious threat to small businesses, and restaurants have been hit especially hard. Temporary closings, reduced or modified operations, and health and safety protocols have transformed the way restaurants operate and continue to impact their bottom lines. The Small Business Administration's Paycheck Protection Program (PPP), a forgivable loan program that helps businesses keep their workforce employed during the pandemic, was a welcomed lifeline to many, including local pizzeria owner, Bob Rhett.

When Bob opened Village Pizza in Crimora, Virginia 12 years ago, he chose DCCU for his business accounts because he was a brand new entrepreneur and needed the support of a local financial institution that was willing to help. "Starting a business was new to me and DCCU helped me get started," Bob said. "They went out of their way to help and were always available to talk to me – and that was important." Years later, he had no idea how the pandemic would impact his business and that he would once again turn to DCCU for support.

In March 2020, Bob had to close Village Pizza for two weeks out of an abundance of caution after a COVID-19 scare, which significantly affected his business. "This was a difficult time for my employees," Bob said. "It hurt that I wasn't able to pay them a full salary while we were closed." As he pondered his options, Bob was relieved to hear about the PPP and he reached out to DCCU to learn more.

"DCCU was very helpful and walked me through everything, step-by-step," Bob said. "From filling out the application, to submitting all the necessary documentation, I felt at-ease

with DCCU leading me through the process." By the end of March, Bob was able to reopen Village Pizza and bring back all of his employees. PPP funds allowed him to stay open and pay his staff and providers.

Bob also owns another property in Churchville, Virginia. He had been trying to sell it, but with the uncertainty of the pandemic, it didn't happen. Rather than continuing to lose money on the property, he decided to open a second location, Village Pizza Too. Shortly after opening, Village Pizza Too had to close due to a COVID-19 case. About that time, the second round of PPP funding was opened. Bob applied and was approved in 10 days and the funds were deposited in his account within two weeks. "This was a real lifesaver," Bob added.

Today, both restaurants are open and starting to shift from short-term survival mode towards their longer-term goals. Bob is thankful for the support from DCCU as he navigated the unknown. "I believe many financial institutions didn't offer the PPP because it was complex. I get the impression that DCCU didn't care about the complexity – they just wanted to help," Bob said. "DCCU helped save my small business and a total of 13 jobs. If it hadn't been for the PPP and DCCU's support, I probably would have lost at least one of my businesses."

DCCU continues to help businesses navigate the PPP. To date, we have helped nearly 500 business owners get the funds they need to keep their businesses open. Give us a call or visit [mydccu.com](http://mydccu.com) for more information on the PPP.

# 2020 Chairman's Report

DuPont Community Credit Union (DCCU) experienced another positive year in 2020. Even in the midst of a pandemic, we demonstrated our continued commitment to the membership and our community.



Everett J. Campbell, Jr.  
*Chairman of the Board*

## Highlights from 2020:

- We funded \$191.8 Million in real estate loans in 2020, helping 1,029 members purchase or refinance their homes. We remain committed to becoming the premier real estate lender in the Shenandoah Valley.
- Additionally, we funded \$83.3 Million in auto, credit card, and home equity loans; and \$71.4 Million in member business loans.
- In support of the Small Business Administration's (SBA) Paycheck Protection Program (PPP), DCCU became an SBA 7(a) lender in order to support small businesses in need of financial support as a result of the pandemic.
- DCCU employees selected the Blue Ridge Area Food Bank as the focal point for their annual Corporate Charity campaign. Their fundraising efforts resulted in a donation of \$10,320 to the food bank, which helped provide over 41,000 meals.
- Through fundraisers, pledges, and donations, employees raised \$22,652.89 to benefit the United Way organizations of Greater Augusta, Harrisonburg and Rockingham County, Northern Shenandoah Valley, and Rockbridge County.
- Over the Columbus Day holiday weekend, DCCU replaced its traditional corporate volunteering activity with a Virtual 5K. For each participant, we donated \$25 to The Community Foundation's COVID-19 Response Fund. A total of 259 people completed a 5K and a donation of \$6,475 was equally divided between four of the Community Foundations in our field of membership.
- During Shred Days, we shred documents from our members and the community while collecting food and monetary donations for the Blue Ridge Area Food Bank. In 2020, we shredded over 54,860 pounds of sensitive documents, collected 4,650 pounds of food, and received \$4,348 in monetary donations for the food bank, which helps provide over 21,000 meals for families in need.
- The Virginia Credit Union League selected DCCU as the winner of the 2020 Louise Herring Philosophy In Action Award in the over \$1 Billion asset size category. We received first place for our hands-on approach to helping small businesses navigate the Paycheck Protection Program (PPP).
- For the second year in a row, DCCU was ranked as the top Virginia credit union according to Forbes, who partnered with research firm Statista for their 2020 "Best-In-State Credit Unions" list.

These highlights reflect some of the ways we deliver value to our members and help make a difference in our community. We are encouraged about 2021 and excited for the many years ahead. On behalf of the Board of Directors and the staff of DuPont Community Credit Union, we appreciate your membership and continued support of our financial cooperative.

## Board of Directors News and Updates

Congratulations to Chairman Everett J. Campbell, Director Marvin G. Copeland, and Associate Director Janet P. Mangun on their election to DCCU's Board of Directors, as announced at DCCU's Virtual Annual Meeting on March 30, 2021. Mr. Campbell and Mr. Copeland were elected to serve three-year terms, and Mrs. Mangun will serve a one year term, the last year of former Director Les Ramsey's term.

Each year the Governance Committee is tasked with seeking member volunteers for open positions on the DCCU Board of Directors, Supervisory Committee, and Governance Committee. **Nominations will be accepted June 1, 2021 through June 30, 2021 for positions opening in 2022.**

There will be two three-year terms expiring on the Board in 2022 for Ms. Angela Simonetti and Mrs. Janet Mangun. Details about volunteer openings and the nomination process will be available at [mydccu.com](http://mydccu.com) on June 1, 2021.

# DCCU Shred Days

9 a.m. - 12 p.m.

## Saturday, April 17

Stuarts Draft & Kaylor, Harrisonburg

## Saturday, April 24

Riverside, Waynesboro & Downtown Staunton

## Saturday, May 1

Lucy Lane, Waynesboro

## Saturday, May 8

South High, Harrisonburg & Woodstock

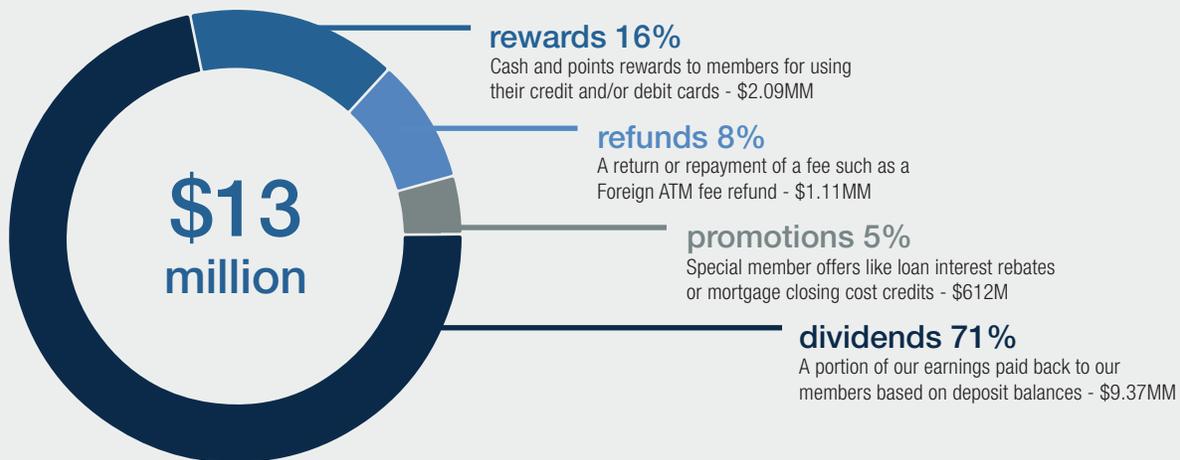
## Saturday, May 15

Verona & Stone Port, Harrisonburg

Visit [mydccu.com](https://mydccu.com) for additional details including health and safety precautions.

## Giving Back to Our Members and the Community

At DCCU, giving back to our members and community is a big part of who we are as a cooperative. Because our members come first, we are committed to offering competitive rates that help families and local businesses meet their needs. Here are some of the ways we gave back to our members in 2020:



Giving back doesn't stop with our members. We care deeply about the communities we serve and do our part to make our community better through financial education, scholarships, volunteerism, sponsorships, and donations.



Our 2020 Member and Community Impact Report highlights how DCCU partnered with our members, employees, and local non-profits to help make the Shenandoah Valley a better place.

Topics include:

- Adding Value to Our Campaigns
- Member Giveback
- Meeting the Homeownership Needs of our Members
- Responding to the Needs of Small Businesses
- Community Giveback
- Commitment to Education
- Supporting Local Non-Profits

Visit [mydccu.com/publications](https://mydccu.com/publications) to view the report.



Find us on Facebook:  
[facebook.com/mydccu](https://facebook.com/mydccu)

**Holiday Closings**  
Memorial Day – Saturday, 5/29 & Monday, 5/31  
Independence Day – Saturday, 7/3 & Monday, 7/5  
Labor Day – Saturday 9/4 & Monday, 9/6

## Board of Directors

Everett J. Campbell, Jr., Chairman  
Q. Maurice Gresham, Vice Chairman  
Angela M. Simonetti, Secretary  
Michael P. Blinn, Treasurer  
Drew Ellen Gogian, Director  
Marvin G. Copeland, Jr., Director  
Janet P. Mangun, Director  
Connie Fahey, Associate Director  
David Kirby, Associate Director  
Steve F. Elkins, President/CEO

## Supervisory Committee

Bruce F. Hamrick, Chairman  
Eugene F. Walker, Secretary  
Wesley B. Wampler, Member  
Jeff Miracle, Associate Member  
Robin Ruleman, Associate Member

## Governance Committee

Angela M. Simonetti, Committee Chair  
Drew Ellen Gogian, Board Director  
Marvin G. Copeland, Jr., Board Director  
Mary Louise Leake, Member  
David Passmore, Member

Insured by NCUA. Membership required.



## Employee Spotlight

January 1, 2021 – March 31, 2021

### Years of Service

25 Years - Cheyenne Bridge  
25 Years - Heather May  
20 Years - Denna Baraclough  
20 Years - Sandy Griffin  
5 Years - Anyi Barahona-Gonzalez  
5 Years - Andrea Mandeville  
5 Years - Diego Osorio

### Promotions

Jodie Bishop  
HR Generalist  
Victoria Coffey  
HR Generalist  
Ricky Dimitt  
Application Support Analyst  
Tonya Eavey  
QA Specialist  
Dakota Frazier  
Senior Credit Clerk  
Sandy Griffin  
Lead Staff Development Specialist

Nick Martino  
Commercial Advisor  
Josh Trombley  
Director of Information Security  
Peyton Wright  
Senior Commercial Advisor

## Contact Us

P.O. Box 1365  
Waynesboro, VA 22980

540.946.3200 | 800.245.8085

[dccu@mydccu.com](mailto:dccu@mydccu.com)  
[mydccu.com](http://mydccu.com)

## ART – Audio Response Teller

540.946.3200 x1 | 800.245.8085 x1

## Lost or Stolen Debit/Credit Cards

Debit 844.231.2220  
Credit 844.231.2221

## Hours

Monday – Thursday 9 a.m. – 5:30 p.m.  
Friday 9 a.m. – 6 p.m.  
Saturday 9 a.m. – Noon (drive up only)

## Call Center

Monday – Friday 8 a.m. – 7 p.m.  
Saturday 9 a.m. – Noon

The Supervisory Committee is your member advocate.  
Contact the Committee at P.O. Box 712, Waynesboro, VA 22980