

# member*matters*

We're Here for  
Our Members

**Scholarship Deadline  
is Fast Approaching**

Deadline to apply is Monday, March 8

**Virtual Retirement  
Workshop**

Helping you prepare for retirement

David Coats  
Director of Retail, Service Center & eBanking



# Welcome to 2021!

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

As we embark on a new year, I'd like to take a moment to reflect on some of the bright spots from 2020. While the pandemic brought numerous challenges, many that we are still experiencing, it also allowed us to serve our members and the community in relevant, timely, and impactful ways.

Personal service has always been a hallmark of what makes DCCU different. At the onset of the pandemic, we relied more on drive-thrus and our Service Center to serve our members. Since then, we've seen a steady increase in the utilization of our digital and remote channels. Even after reopening our branches, usage of our Mobile App, Online Banking, and ATMs continues to grow. If you don't regularly use these resources, I encourage you to give them a try. You may be surprised by all the transactions that you can do remotely, and how much time you will save banking safely and securely from home or by visiting our ATMs, which are available 24/7.

The pandemic has had significant impacts to small businesses in our community. When we started receiving calls from business owners who were in need of financial assistance, we acted quickly to provide relief. DCCU worked with the Small Business Administration to become certified as a SBA 7(a) lender, which allowed us to offer access to the Paycheck Protection Program (PPP). To date, DCCU has helped 446 businesses receive funding through the PPP and a total of just over \$15 Million has been loaned to help businesses in our community meet their payroll and other business related expenses. We also welcomed 104 new business members to our cooperative as a result of the PPP.

As many of you are aware, we continue to experience historically low interest rates, especially on our mortgage loan options. This is excellent news for anyone looking to buy a home or refinance their current home loan. In 2020, we originated over \$188 Million in mortgages for 1,012 members. We appreciate your patience as our mortgage team works through the high volume of applications and thank you for choosing DCCU for your mortgage needs.

For over 60 years, DCCU has been focused on improving the financial wellness of our members. We continue to provide the products and services that allow them to take care of their financial needs, while also being a listening ear when they have questions or concerns. Our feature story highlights some of the ways our employees have helped our members overcome obstacles and work towards a better financial future. This is a unique benefit of working with DCCU and the financial cooperative model. If ever you find yourself facing a financial challenge, I encourage you to reach out to DCCU first. We will gladly talk through your situation and help you find a solution. After all, our cooperative is most effective when our members take full advantage of all we have to offer.

As we look ahead, we will continue to adapt as necessary to uncertainty and remain focused on serving your financial wellness needs. We remain optimistic about this year and the years ahead. Thank you for your continued support of our cooperative.

## By the Numbers

### November 30, 2019

|         |                 |
|---------|-----------------|
| Assets  | \$1,273,008,402 |
| Savings | \$1,114,032,532 |
| Loans   | \$928,826,396   |
| Members | 105,174         |

### November 30, 2020

|         |                 |
|---------|-----------------|
| Assets  | \$1,507,195,566 |
| Savings | \$1,337,587,506 |
| Loans   | \$943,713,672   |
| Members | 109,969         |

*Member Matters* is a publication of DuPont Community Credit Union.



# We're Here for Our Members

We exist to serve and look forward to helping our members every day



Contina Hill  
Director of Retail, South Region



Michelle Wilcher  
Director of Retail, North Region

When choosing a financial institution, it is important to select one that not only offers the products and services you need, but also cares about your well-being. At DCCU, everything we do is designed with our members in mind – from delivering member-focused products and competitive loan rates, to providing personalized service with financial guidance for our members. DCCU's retail leadership team – David, Contina, and Michelle – have shared a few examples of how their teams stay focused on our members' best interests:

## **Credit Report Review Leads to an Opportunity to Save**

When opening a new account, we reviewed the member's credit report and uncovered an opportunity for savings on an auto loan financed elsewhere. DCCU was able to refinance the loan with an interest rate that was much lower than the rate with the other financial institution. Because we took the time to review this member's complete financial picture, we were able to help them save approximately \$13,000 over the life of the loan.

## **Finding a Way to Increase Return on Savings**

A member came in to a branch to obtain cashier's checks for property tax payments. While assisting the member, we noticed he had a large balance in his savings account. After taking care of his initial request, we mentioned that he could receive a higher return rate if he moved money from his savings account to a Money Market account. The member was grateful we had taken the time to review his account and make a suggestion that would earn him more money than he would with a traditional savings account.

## **Consolidating Debt to Save Time and Money**

During a phone call, a member mentioned she was struggling to make her monthly payments after being ill and incurring several medical bills. We offered to review her finances to see if we could help. With a debt consolidation loan, she was able pay off all of her medical bills and make one, convenient payment each month – a payment that was less than half of what she paid when making individual payments. Not only were we able to save this member money, but time as well. Before, she made each payment individually, but now she is relieved that one payment is automatically transferred from her account each month to pay her loan.

## **Discovering the Convenience of the ATM**

A member came into the branch to make a cash deposit. After helping him with his deposit, we let him know about all of the transactions he could do at our ATMs, including depositing cash. He had no idea. We went on to tell him that if he ever needed to deposit cash or a check when the credit union was closed or if he was in a hurry, using the ATM for routine transactions is a great resource.

## **Conversation Uncovers a Refinance Opportunity**

Through conversation with a member opening a new account, he shared that he had just purchased a motorcycle. With a few more questions, we found that he had a high interest rate, so we offered him the opportunity to apply to refinance the loan. He got approved with a much lower interest rate that cut his monthly payment in half! The member was excited about his new interest rate and payment. He was also appreciative that we took the time to proactively look for opportunities to help him save money each month.

## **Helping a Victim of Fraud Feel at Ease**

We worked with a member who fell victim to a scam which left her with thousands of dollars in fraudulent debit card transactions. The member, who is retired and on a fixed income, was understandably frustrated and upset after losing much of her savings. First, we helped the member feel at ease, then disputed the fraudulent transactions. We quickly ordered new debit cards and assigned a new account number to ensure the future safety of her funds. She has been a member with DCCU for a long time and says this experience was the exact reason why she stays with DCCU, even after moving out of the area.

These are just a few examples of how we make a difference in the lives of our members every day. If you can relate to any of these situations, we encourage you to reach out to DCCU for guidance. We exist to serve the financial needs of our members and look forward to the opportunity help.

*These are real stories from actual DCCU members. Names and identifying information have been removed for member and employee privacy.*

# Board of Directors Updates

Each year, the Governance Committee is tasked with preparing a slate for the upcoming election. In October, the Governance Committee presented a slate of three candidate for three open positions to the membership: Everett J. Campbell, Jr., Marvin G. Copeland, Jr., and Jan P. Mangun.



**Everett J. Campbell, Jr.**



**Marvin G. Copeland, Jr.**



**Jan P. Mangun**

The “Nomination by Petition” period ended October 30, 2020, however no petitions were received and the slate stands as presented. Since there are three candidates for three openings, no ballot is required. The candidates will begin their new three-year terms following DCCU’s Annual Meeting.

## Save the Date – 2021 Virtual Annual Meeting – Tuesday March 30, 2021

Details will be shared on [mydccu.com](http://mydccu.com) and by email as the date approaches.

The Board approved a recommendation from the Governance Committee for three new member volunteers:

- Connie Fahey, Associate Director
- David Kirby, Associate Director
- David Passmore, Governance Committee Member at large

All positions are for one-year terms and each will begin their onboarding in January 2021.

## Awards & Recognition

### DCCU Recognized for Support of Small Businesses Through PPP

The Virginia Credit Union League recently announced DCCU as the winner of the **2020 Louise Herring Philosophy In Action Award**. DCCU received first place for its hands-on approach to helping small businesses navigate the Paycheck Protection Program (PPP), a forgivable loan program from the Small Business Administration that offers financial support to businesses impacted by the pandemic.

### DCCU Receives Daily News-Record Reader’s Choice Award

Each year, as part of the **Daily News-Record’s “Reader’s Choice – Best of the Valley”** honors, readers of the Harrisonburg newspaper vote for their favorite Shenandoah Valley businesses. DCCU was named **Best Bank** and **Best Mortgage Company** for 2020. This recognition speaks to DCCU’s commitment to offering quality products while delivering stellar service to its members.



# 2021 Scholarship Deadline is Fast Approaching

DCCU is committed to helping students achieve their higher education goals and will offer thirty-two \$1,000 scholarships in a variety of categories. Applicants will write a 500 to 750 word essay based on the following questions:

1. How do you see consumer banking needs being served by digital/electronic channels versus more traditional means?
2. What are the benefits of these channels?
3. What are the disadvantages of these channels?

Visit [mydccu.com/learn/scholarships](https://mydccu.com/learn/scholarships) to learn more.

**The deadline to apply is March 8, 2021.**



## Free Virtual Workshop: Preparing for Retirement

Join us for a free virtual workshop given by Member Investment Services.

**February 25, 2021  
at 6 p.m.**

To learn more or register, visit [mydccu.com](https://mydccu.com).  
For questions call 540.946.3200.



**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. DuPont Community Credit Union (DCCU) and Member Investment Services (MIS) **are not** registered as a broker/dealer or investment advisor. Registered representatives of LPL offer products and services using MIS, and may also be employees of DCCU. These products and services are being offered through LPL or its affiliates, which are separate entities from, and not affiliates of, DCCU or MIS. 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



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

### Holiday Closings

Martin Luther King, Jr. – Saturday, 1/16 & Monday, 1/18  
Washington's Birthday – Saturday, 2/13 & Monday, 2/15

### Board of Directors

Everett J. Campbell, Jr., Chairman  
Q. Maurice Gresham, Vice Chairman  
Angela M. Simonetti, Secretary  
Michael P. Blinn, Treasurer  
Timothy M. Simmons, Director  
Drew Ellen Gogian, Director  
Marvin G. Copeland, Jr., Director  
Janet P. Mangun, 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  
Drew Ellen Gogian  
Marvin G. Copeland, Jr.  
Mary Louise Leake

Insured by NCUA. Membership required.

### Employee Spotlight

October 1, 2020 – December 31, 2020

#### Years of Service

25 Years - Carol Shaffer  
20 Years - Amy Callison  
15 Years - Ivy Williams  
10 Years - Krystal Cole  
10 Years - Donna Knight  
10 Years - Eugene Rankin  
5 Years - Brieanna Coffey  
5 Years - Tyler Knicely  
5 Years - Russell Rose  
5 Years - Belinda Lee

#### Promotions

Amy Callison  
Mortgage Underwriter  
Coral Daniels  
Mortgage Loan Processor  
Lisa Gilliam  
Director of Marketing  
Rachael Ravenscroft  
Retail Quality Specialist  
Andrew Rider  
Mortgage Loan Processor  
Ashley Sprouse  
Mortgage Operations Supervisor

### Contact Us

P.O. Box 1365  
Waynesboro, VA 22980

540.946.3200 | 800.245.8085

[dccu@mydccu.com](mailto:dccu@mydccu.com)  
[mydccu.com](https://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. – NoonThe Supervisory Committee is your member advocate.  
Contact the Committee at P.O. Box 712, Waynesboro, VA 22980