



DuPont Community
CREDIT UNION

2022

Member & Community
Impact Report



2022 MEMBER & COMMUNITY IMPACT REPORT

As DCCU grows, so does the opportunity to deepen our commitment to our members and the community.

When you choose to bank with DCCU, you add value to the cooperative and the community. We not only return value to our members by providing great service, competitive rates, dividends, fee refunds, and rewards, but we also help make our local communities stronger.

We are excited to share our 2022 Member and Community Impact Report that provides insight into some of the ways DCCU helped make a difference in the lives of our members, employees, and Shenandoah Valley community.





DCCU EMPLOYMENT PROFILE

DCCU is a premier employer in the Shenandoah Valley. We recognize the importance of investing in our employees so that they can provide quality service to our members. Here's a glimpse of our 2022 employment landscape:

Working at DCCU

- ▶ DCCU has 350 employees that serve the organization across 26 different departments in 135 unique positions
- ▶ Medical insurance was provided for 583 individuals – our employees and their families
- ▶ 52,177 hours of paid time off was awarded
- ▶ There were 26 promotions and 10 transfers to roles in other departments
- ▶ We celebrated 6 retirements from DCCU

Employee Training

DCCU's continued investment in employee training helps ensure our staff's preparedness to effectively perform their roles. From learning new systems and programs to enhancing leadership skills, our robust training program supports our employees' development to that they can offer their very best to our members.



17,128 total 2022 training hours



442 instructor-led training courses



57 average training hours per employee

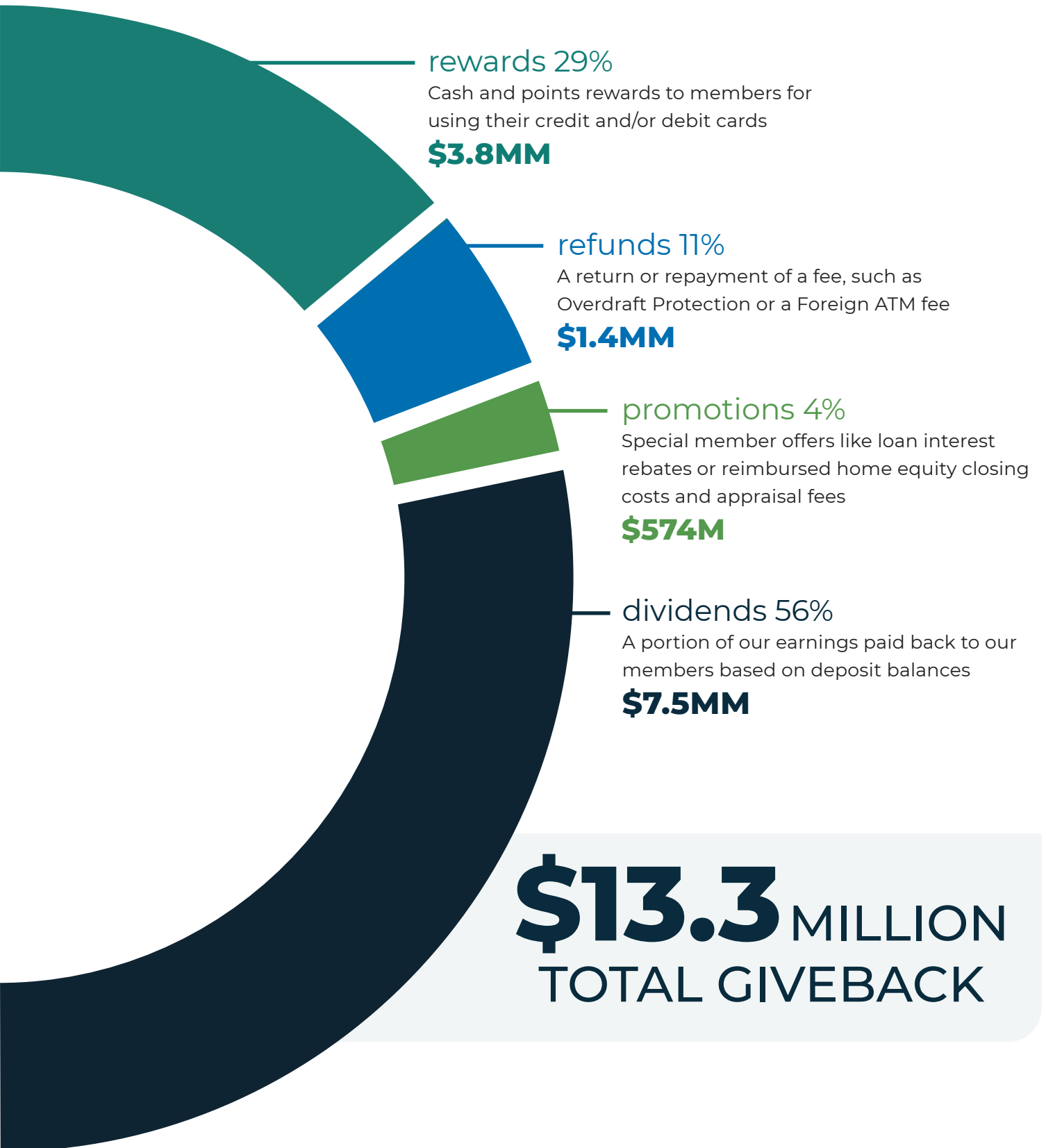
Member Impact

Our members
are our
greatest asset.

Serving the financial needs of our members is our greatest priority and the very reason our cooperative exists. Our mission is to be a dedicated financial partner that helps improve the financial wellness of our members. Regardless of the stage of life, we strive to create products and services that meet the needs of our members. In 2022, we gave back in a variety of impactful ways.

2022 MEMBER GIVEBACK

Providing a return to the membership in the form of rewards, refunds, promotions, and dividends is an important part of being a financial cooperative. The highlights below are a few ways DCCU members benefited in 2022.



CAMPAIGNS MAKING A BIG IMPACT

At the heart of our business is the suite of products we offer our members. Already designed with great rates and benefits, in 2022 we enhanced those benefits to provide an even greater impact for our members.



Start Fresh with a DCCU Credit Card

The start of the year is a great time to assess your financial picture. DCCU kicked off 2022 with a credit card balance transfer offer that allowed new and existing cardholders to transfer higher interest rate balances to a DCCU Credit Card and enjoy a low interest rate until the transferred balance is paid in full.

1,830

Members Served

\$1,698,132

Member Savings

\$12 MILLION

Total Balance Transfers



Home Equity Plus – Discover How Your Home’s Equity Can Work for You

Using the equity in your home is the smart way to pay for home improvements, debt consolidation, education expenses, and more. DCCU’s Home Equity Plus is a line of credit plus a fixed rate loan all in one. In 2022, DCCU offered a promotion waiving closing costs and appraisal fees to provide a financial benefit to our members.

EQUITY+
Lending to fit your life.

763 Members Served

\$203,222 Closing Cost Savings

\$169,674 Appraisal Cost Savings

\$87,642 Interest Savings

\$52.5 MILLION Total Lending

NEW
TO DCCU

CONCURRENT HOME EQUITY PLUS

DCCU’s new Concurrent Home Equity Plus program allows homebuyers to finance their home and set up a Home Equity Plus line of credit at the same time! Whether you are purchasing a home or refinancing your current home, Concurrent Home Equity Plus is a smart way to save on closing costs.



Use Your DCCU Credit Card to Shop and Give

Our Shop and Give campaign encouraged members to use their DCCU Credit Card for their grocery purchases. At a time when consumers were experiencing soaring grocery prices, this campaign provided a benefit to our members in the opportunity to earn additional credit card rewards for their grocery spend, while also supporting the work of the Blue Ridge Area Food Bank as they combat food insecurity in our community.

As a result of the campaign, DCCU donated \$20,000 to the Blue Ridge Area Food Bank, which helped them provide over 80,000 meals to families in our community.

\$20,000

Donated to the Blue Ridge Area Food Bank

80,000

Meals provided to families in our community



Save with the Auto Loan that Pays You

DCCU understands that having reliable and affordable transportation is an important staple for families. DCCU's standard auto loan comes with competitive rates and no payments for 90 days. In 2022, we added additional value to an already strong offer. In addition to not having to make a payment for 90 days, DCCU deposited 90 days of interest into members' savings accounts up front. This helped reduce financial stress while providing an additional cash benefit.

1,833 Members Served

\$320,434 Interest Giveback

\$266,978 Member Savings

\$36 MILLION Total Auto Loans Funded



Meeting the Homeownership Needs of our Members

DCCU offers a wide variety of mortgage products that provides affordable financing options for homebuyers. Even as we faced rising interest rates in 2022, many families trusted DCCU with their mortgage needs.

663

Number of families served

174

First-time homebuyers

\$140.7 MILLION

Total mortgage purchases and refinances

\$1.1 MILLION

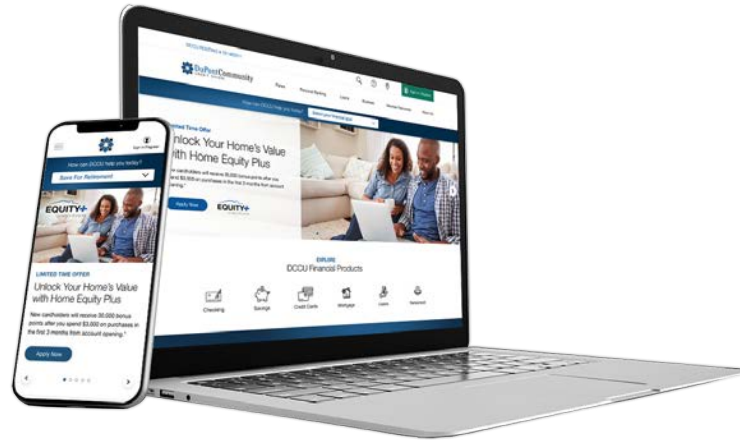
Annual savings from refinances

NEW
TO DCCU

INTRODUCING THE 5/5 ARM

Our 5/5 ARM is an adjustable rate mortgage with an initial fixed rate for five years. After five years, the mortgage rate adjusts every five years for the remaining term of the loan. The longer adjustment period provides added peace of mind with fewer potential rate adjustments throughout the term, compared to traditional ARMs that adjust every year after the initial period.

INVESTING IN TECHNOLOGY TO SERVE OUR MEMBERS BETTER



New Website

DCCU launched a new website in 2022 that offers a better, more intuitive online experience, and helps ensure members receive the same service experience on their computers and mobile devices that they experience in our branches. With intuitive navigation and organization, you are now able to find the

information you need faster and easier than ever before. Optimized for mobile and desktop browsing, our new website allows you to find what you are looking for no matter which device you are using. This enhancement is an example of how DCCU continues to invest in technology to better serve our members.

Business Online Banking

In Spring 2022, DCCU launched an enhanced Business Online Banking service to help our business members manage their finances more efficiently. The new Business Online Banking offers these enhancements:

- ▶ **Establish Levels of User Access**
Keep finances safe by setting user-specific permissions to your account
- ▶ **Better Manage Transactions**
Make various forms of electronic payments
- ▶ **View Accounts and Balances**
Keep track of account balances and information in one view

Now, business owners can manage their day-to-day finances more efficiently without having to visit a branch.





Introducing PTMs at Windward Pointe

In the Summer of 2022, DCCU opened its 14th Member Center, Windward Pointe, in Fishersville, Virginia. Windward Pointe is located in the Food Lion shopping center adjacent to DCCU's two drive-up ATMs.



Personal Teller Machines (PTMs)

An exciting enhancement is the addition of PTMs as a new service that can help streamline your banking experience. In addition to having an experienced retail team for consultative requests such as new accounts or loans, PTMs use video technology to offer a virtual version of the traditional in-person banking experience, essentially an ATM with live video. You can walk up to the PTM, touch the screen, and start a conversation with a DCCU Member Representative who can answer questions and facilitate a number of financial transactions for you.

Windward Pointe provides a convenient and personal banking option for members, with options to manage their transactions digitally or meet with a staff member in person.



Community Impact

DCCU is more
than just a
credit union.

Yes, we provide the financial products and services you need, but we also care deeply about the communities we serve and do our part to help make our community better through financial education, scholarships, volunteerism, sponsorships, and donations.



COMMITMENT TO EDUCATION & FINANCIAL WELLNESS

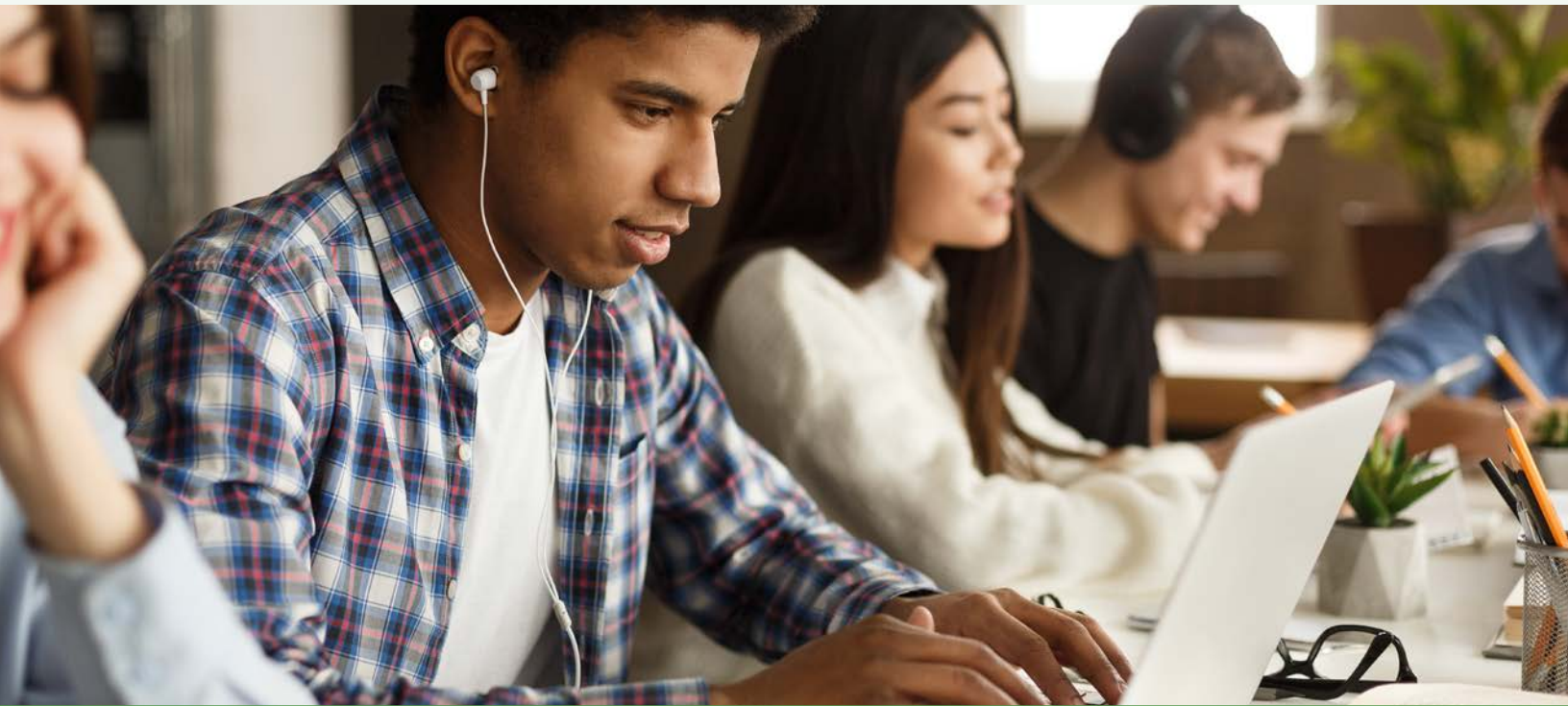
As a local, member-owned financial cooperative, DuPont Community Credit Union can help you navigate any financial situation you may face. From the expertise of our employees to our competitive products and services, we can help you meet your financial goals. DCCU cares about your financial health and believes that the more education and tools you have to manage your money wisely, the more likely you are to establish a secure financial future for you and your family. We want to help you achieve your financial goals so you can pay bills on time, build a financial cushion, save for the future, and enjoy life with less financial stress.

DCCU believes in the importance of providing free financial education to the communities we serve and we use a variety of training methods to educate on financial responsibility. Whether it's preparing a budget, improving your credit score, or learning the steps to becoming a homeowner, our goal is to teach the financial skills that are necessary to carry you through the financial stages of life.

Financial Education During Economic Uncertainty

In 2022, supply chain issues, rising costs, staffing shortages, and continued pandemic recovery efforts led to economic uncertainty and contributed to an increased demand for community financial health and wellness engagement. DCCU responded and contributed

to community financial health and saw an increase in new community partners and financial education activities. Nearly **70 financial education presentations** were given to more than **1,900 attendees**.



Supporting Youth and School Education

DCCU also began sponsoring the Banzai Financial Education Program for 5 area high schools as part of our continuing commitment to youth and school education. Banzai is a software platform designed to introduce students to adult financial situations, from budgeting and paying auto insurance to navigating taxes. The program uses lifelike simulations, which help students learn how to make hard decisions, protect their credit, and even go through the home-buying process.

DCCU continues to partner with schools to help students understand important financial concepts. Our Financial Education team uses the Virginia Standards of Learning (SOL) as a guide to collaborate with teachers and other educators to provide resources that help establish sound money management skills for students of all ages. We believe learning good money management skills starts at an early age and goes on for the rest of your life. DCCU is here to help students learn about financial wellness.

Listed below are some of the most-requested youth and school financial education topics:

- ▶ Needs vs. Wants
- ▶ Saving Money
- ▶ What is a Credit Union?
- ▶ Developing a Budget
- ▶ Understanding Credit
- ▶ Preparing for College





DCCU at Work Program Supports Financial Education Needs of Employers

DCCU offers a free workplace financial program for local employers and their employees called **DCCU at Work**. We understand that helping employees manage their finances can reduce stress levels, raise productivity, increase retention and recruitment and improve retirement plan outcomes. The DCCU at Work program includes on-site sessions led by credit union personnel coupled with online resources and tools to help employees establish and meet financial goals.

We recognize that employers and their workforces can vary according to their size, industry, work environment, and culture. One of this year's new employer partners, Waynesboro

Public Works, employs many workers who spend much of their day outdoors and in the field. We wanted to make their financial education environment and atmosphere as inviting as possible to encourage the most engagement and tailor their DCCU at Work sessions to fit their workforce needs. Our Certified Financial Counselors led casual sessions on financial wellness topics such as the importance of a good credit score, long-term savings, and budgeting.

Learn more about DCCU at Work at mydccu.com.



Promoting Educational Resources for Local Students

Scholarships

DCCU has been awarding scholarships since 1995. Investing in local students represents our commitment and passion for education as we help ease the stress of paying for college. This year, applicants were asked to write an essay about how teens can protect themselves from financial scams. DCCU awarded a total of \$28,000 in scholarships to deserving students throughout our service area.

DCCU has awarded scholarships since 1995 through its annual scholarship contest.

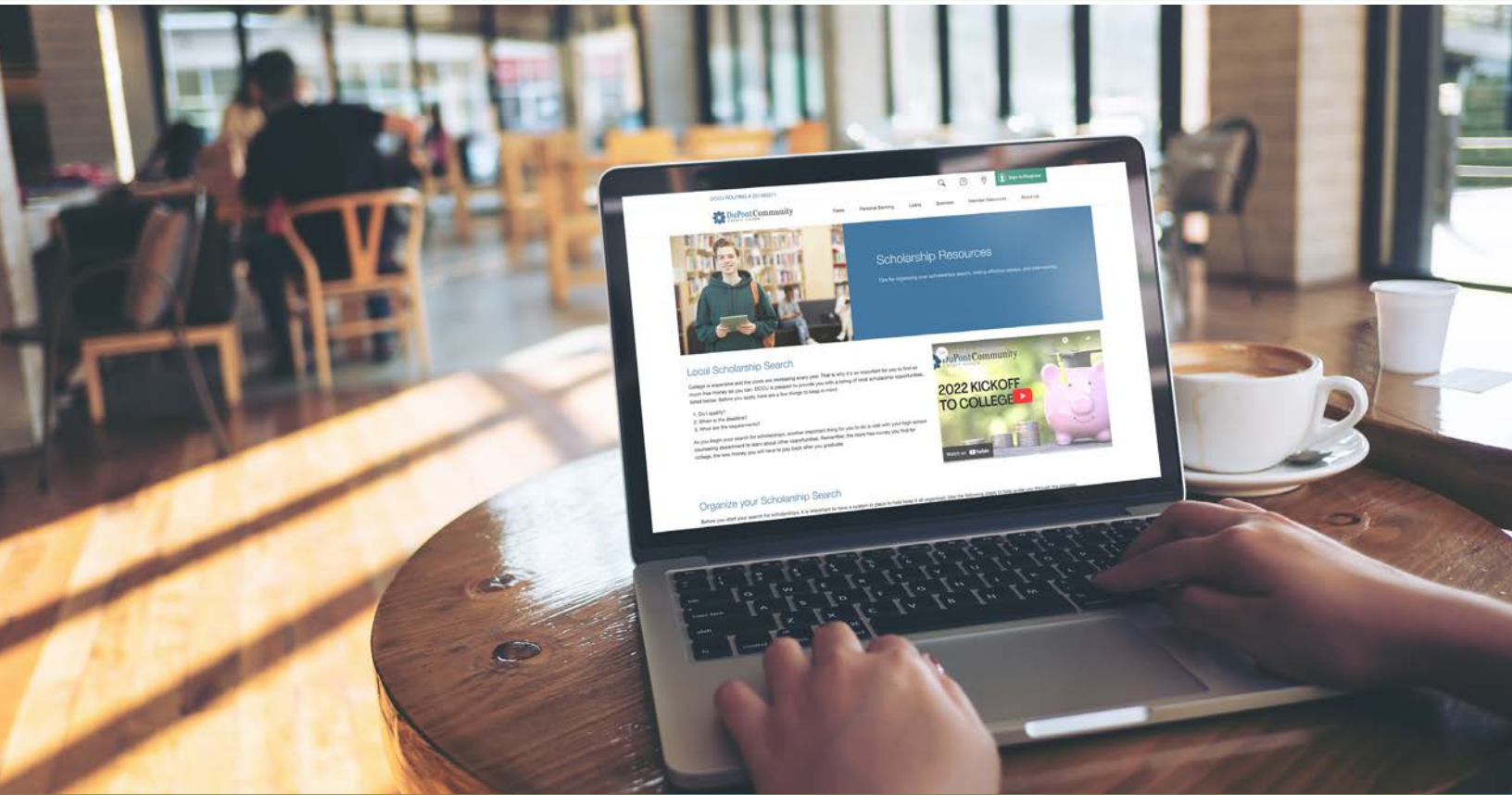


Scholarship Winner Feature

KOLBE OSARCHUK, 2022 Central High School

Currently attending the University of Virginia, majoring in English

“The scholarship from DCCU has been incredibly impactful in my college experience so far, particularly in helping to afford books for courses. Since a majority of my studies are in the humanities, there are many books and course packs required for each class. The DCCU scholarship has allowed it to not be a financial burden for me. The relief of not having to worry about how to pay for books allows me to focus more on my actual studies, which is a privilege I am so thankful to DCCU for!”



Resources

DCCU remains committed to helping students achieve their higher educational goals. The **Scholarship Hub** is a resource available on mydccu.com, connecting the community with beneficial information on college planning, along with links on how to apply for DCCU, local, regional and national scholarship offerings.



Sarah Landram, DCCU's Financial Wellness Manager, greets attendees at the Scholarship Fair.

DCCU, in partnership with the Community Foundation of the Central Blue Ridge, Blue Ridge Community College and the Waynesboro High School Career Center Coach, offered our **“Kick off to College” Scholarship Fair** in person in October. This free event was open to the public and assisted students with the opportunity to learn more about local scholarships, FAFSA (Free Application for Federal Student Aid) forms and requirements, applying to college, leadership, volunteer and community resources. One lucky student participant even won a raffled iPad®.

SUPPORTING OUR COMMUNITY PARTNERS

DCCU values the opportunity to align with community partners in support of the noble work they do within our community. In 2022, DCCU selected Habitat for Humanity, the Blue Ridge Area Food Bank, and the United Way as our corporate community partners and here's how we were able to help.

Habitat for Humanity

\$32,125 donated

Through employee fundraisers, Corporate Charity donation, and our DCCU Cares Virtual 5K/10K for employees, DCCU collected \$32,125 for these Habitat for Humanity affiliates:

Blue Ridge
Habitat for Humanity
Winchester, VA

Central Valley
Habitat for Humanity
Bridgewater, VA

Staunton-Augusta-Waynesboro
Habitat for Humanity
Staunton, VA

Rockbridge Area
Habitat for Humanity
Lexington, VA

DCCU Cares Virtual 5K/10K

In 2022, DCCU continued the recent Columbus Day weekend tradition of hosting a virtual 5K/10K, "Get Active for a Good Cause: DCCU Cares Weekend", where employees could invite a guest and complete a 5K or a 10K throughout the holiday weekend. In turn, DCCU would make a donation to Habitat for Humanity, \$25 for each 5K participant and \$50 for each 10K participant. We had a total of 297 participants including employees, board members and guests, and raised a total of \$10,125. The funds were distributed equally to the Habitat offices within our field of membership.

297 Participants

\$10,125 Total Amount Raised





Blue Ridge Area Food Bank

\$29,699 donated

The Blue Ridge Area Food Bank has been helping to alleviate hunger in our community since 1981. As the need for assistance continues to grow, so does our desire to help support their efforts. Our semi-annual Shred Days, Shop and Give credit card campaign, and employee fundraisers contributed to our \$29,699 donation to the Blue Ridge Area Food Bank.



DCCU Shred Days

Shred Days are a great way to give back to the community and help keep their information safe while benefiting a good cause. We held Shred Days at multiple DCCU locations in the spring and fall of 2022. During these events, participants brought documents with sensitive information to be safely discarded with on-site shredding. In return, many participants provided food and monetary donations for the Blue Ridge Area Food Bank.

\$7,599

monetary donation

36,603
Meals Provided

7,448

pounds of food

2,067 Participants

77,240 Pounds of Shred



United Way

\$21,500 donated

DCCU employees worked together to raise funds for local organizations as part of its Corporate Charity Campaign. Through employee fundraisers and donations, we collected \$21,500 for these local United Way offices:

United Way of Northern
Shenandoah Valley

United Way of Staunton, Augusta,
Waynesboro

United Way of Harrisonburg,
Rockingham

United Way of Lexington,
Rockbridge, Buena Vista



Stuff the Bus

The United Way's annual Stuff the Bus supply drive helps ensure area students have the school supplies they need to start the school year successfully. DCCU employees volunteer to help collect, sort, and distribute the supplies.

SUPPORTING LOCAL ORGANIZATIONS THROUGH SPONSORSHIPS

Sponsorships are one of the many ways that DCCU gives back to the community. From schools to non-profits, DCCU sponsorships help a variety of organizations. In another year where the pandemic cancelled or altered many events, sponsorships are a meaningful way for DCCU to offer continued support to the community.

115

Sponsorship Donations

\$89,905

Total Dollars Donated



Dean Warlitner

President, Harrisonburg Little League Association

“Harrisonburg Little League could not offer baseball and softball without our sponsors. DCCU has been there for us from the beginning and continues to ‘step up to the plate’ for us every year.”

Encouraging Employee Wellness While Supporting the Community

For every race that DCCU sponsors, employees are offered the opportunity to participate for free! DCCU covering race entry fees is an added employee benefit that our employees look forward to and enjoy.

Rachael Ravenscroft

Retail Quality Specialist (second from right)



“I’m extremely grateful to work for a company that allows us to work on our physical health. It pushes me to continue to attend the races and get better every time and also pushes me to better myself. I love that DCCU allows me the opportunity to work on myself while getting to run with coworkers who have become amazing friends.”

SPREADING HOLIDAY CHEER

The holidays are a great time to support community efforts to help make the holidays brighter for those in need.

Angel Tree

DCCU employees adopted 71 children as part of The Salvation Army's "Angel Tree" program. Employees purchased bikes, toys, clothing and other items to help spread holiday cheer to those in need.



Salvation Army

Employees also rang the Red Kettle Bell for the Salvation Army at locations in Waynesboro and Staunton.

WARM Shelter

The WARM Shelter, located in Waynesboro, is a cold weather shelter with transitional housing and outreach programs. DCCU employees raised \$2,220 and collected hundreds of items to support WARM's community efforts during the winter months.



Community Involvement

Our employees love the Shenandoah Valley and are active in supporting the community outside of work. Here are some of the Boards and Committees that our employees served on in 2022:

- Augusta County Board of Building Appeals
- Augusta County Broadband Committee
- Augusta County Recycling Committee
- Augusta Health Community Partnership Committee
- Augusta Health Foundation
- Augusta Health Foundation Grants Committee
- Augusta Lions Club
- Augusta Medical Group
- Augusta Regional Dental Clinic
- Blue Ridge CASA for Children
- Blue Ridge Community College
- Blue Ridge Community College Business Advisory Committee
- Blue Ridge Community College Educational Foundation
- Community Foundation of the Central Blue Ridge Grant Review Committee
- Elkton Area United Services
- Greater Augusta Coalition Against Adult Abuse
- Greater Augusta Regional Chamber of Commerce
- Greater Augusta Regional Chamber of Commerce Aging-in-Place Committee
- Greater Augusta Regional Chamber of Commerce Voice of Business Committee
- Greater Verona Business Association
- Harrisonburg Rockingham Chamber of Commerce Leadership Steering Committee
- Rockingham County Fair Association
- Shenandoah Community Capital Fund
- Shenandoah Valley Kiwanis Club
- Shenandoah Valley Regional Airport Ambassadors Committee
- Society for Human Resources Management Membership Committee
- Staunton Augusta Church Relief Association
- Staunton-Augusta Rotary Club
- Stuarts Draft Babe Ruth League
- The Salvation Army (Waynesboro)
- United Way of Staunton, Augusta and Waynesboro
- Valley Hope Counseling
- Virginia Mavericks
- Waynesboro Family YMCA
- Waynesboro Kiwanis Club
- Waynesboro Noon Rotary Club
- Waynesboro Police Department
- Waynesboro Symphony Orchestras
- Weyers Cave Lions Club

Awards & Recognition



Louise Herring Philosophy in Action Award

The Virginia Credit Union League selected DCCU as the winner of the 2022 Louise Herring Philosophy In Action Award in the over \$1 Billion asset size category. We received first place for our 2021 “Make a Difference When You DIY” campaign, which encouraged DCCU credit card holders to use their DCCU credit card for DIY purchases and a portion of the dollars spent was donated to local Habitat for Humanity affiliates.



Shenandoah Valley Best

DCCU was voted Best Credit Union according to Shenandoah Valley Best, a local contest conducted by the Harrisonburg Radio Group. They received over 2,500 nominations and more than 69,000 votes from Shenandoah Valley residents in support of their favorite local businesses.