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is an association of credit unions serving Department of Defense personnel, military and civilian, worldwide.

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**Defense Credit Union Council, Inc.**  
601 Pennsylvania Avenue, NW  
South Building, Suite 600  
Washington, D.C. 20004-2601

Telephone: 202/638-3950  
FAX: 202/638-3410  
e-mail: alert@dcuc.org  
www.d cuc.org

## CEO UPDATE

# Defense Matters—Getting Results!

*Anthony Hernandez, President/CEO, DCUC*

Your Defense Credit Union Council posted another set of wins during the month of February. After going on the road to visit many of our member CEOs, we returned to engage on many issues on behalf of our members. From termination clauses in your land leases, helping the Air Force maintain its Treasury General Accounts, to participating in *Military Saves Week*, and preparing for our board meeting—it was already a busy month. Yet, the one issue that consumed a large amount of time is the GAP Insurance Issue which adversely affects both lending institutions and our military members.

The irony behind the GAP Insurance issue is this DoD rule creates a real consumer protection issue in the name of consumer protection. Worse, it applies retroactively, inflicting financial damage to our defense credit unions and severely restricting one of the many programs designed to protect members from loss, damage, or theft of their automobile. DCUC prioritized this issue and consequently spent significant time working with other trade associations, each of the federal regulatory agencies, the Department of Defense, the White House, the U.S. Chamber of Commerce, and various members of Congress both on the Banking/Financial Services Committees and the Armed Services Committees. Many thanks to many of you who met with your Congressional delegation during the CUNA GAC and voiced your concern with this issue—several follow-on meetings on Capitol Hill are scheduled as a result. While we believe we are close to an administrative fix, we will continue meeting with Congress until this issue is resolved.

All of this activity culminated in a very successful Defense Matters Forum at the end of last month. To be honest, we were a bit uncertain how our newly re-imagined Defense Matters Forum would be received. We listened to your feedback from last year and switched from a luncheon to a breakfast meeting and revamped the agenda to bring you a different set of speakers and open new dialogue. The response this year was overwhelmingly positive in terms of the importance of our Defense Matters Forum, its new breakfast format, the variety and applicability of the topics discussed, and of course the networking we all saw before, at the break, and immediately following the event.

In terms of our speakers, our Gold Star Mother, Janice Chance, really made an emotional impact on our audience and I can tell you that you made an impact on her. Next, I continue to get requests for our Secret Service speaker's contact information as many of you took the information back to your CISOs and are working to establish/improve your contingency plans for cyber-breaches. It was good to hear from the Association of Defense Communities as our partnership continues to grow and produce results like this month's Defense Community Leadership Academy. Finally, the feedback from the overseas breakout session on the European Union's General Data Protection Regulation was very positive and proved to be a very timely topic.

Moving into the Spring season, we are turning our focus to the Annual DCUC Conference in Williamsburg, Virginia (August 12–15). Janet Sked is putting together another great event and has already lined up some great speakers, tours, and venues. Based on your feedback and new this year is a CEO and a Director's roundtable, a "Crash DCUC" program for our young defense credit union professionals, and more time to network with each other, our speakers, and your DCUC staff. Finally, there is a brand-new conference webpage (which Christa Dittus engineered) and one you must see at [www.d cuc.org/annualconf](http://www.d cuc.org/annualconf). We hope you will join us in August!

All in all, DCUC is focused on your feedback and getting results is paramount. Please let us know how we can assist you, and if you get the chance, let us know how we

## GOT NEWS?

Send your credit union news to [alert@dcuc.org](mailto:alert@dcuc.org).

## Partnering to Ensure Mission Success

Gary Yonamine, President/CEO, Schofield FCU, DCUC Board Secretary

Recently our credit union was asked to partner with the Financial Management Support Unit in a military training exercise called “Bank Take Down.” This was a first for our credit union as we have never been part of a military training exercise. We jumped at this exciting opportunity as it demonstrated our commitment in supporting our military partners. This was a unique experience so I wanted to briefly share this partnership exercise with our DCUC members.

The object of the exercise was to train personnel the Financial Management process currency procedures in bank closures and taking control of all cash from a banking institution in a hostile zone for cash consolidation. The cash would

be under the control of the Financial Management Support Unit and used to support non-combatant (civilians) evacuation operations from the battlefield. After all hostilities have stopped, the banking operation would be re-established provided it benefits the community and the Army.

The exercise started in the early morning and was completed before the credit union opened for business. Soldiers marched down the street fully armored with a Humvee and secured our building with soldiers stationed around our building. Soldiers entered the credit union and headed to the vault and started counting and verifying our cash in the vault and also at teller

stations. Military personnel and staff members stood by observing the process. Another group of soldiers began taking inventory of all the credit union’s office equipment. After verification of all the cash in the credit union was completed, the credit union was issued a “fake check” to symbolize the completion of the cash currency consolidation.

The Financial Management Support Unit expressed their appreciation of our participation. Utilizing our cash and facility made this a successful exercise. Having the ability to conduct this exercise during peace time was highly valued as this partnership provided finance personnel the ability to gain valuable hands on experience. This was the very first “Bank Take Down” performed in Hawaii and was definitely an exciting experience for all.

We look forward to future partnerships to ensure mission success for our military partners. To all our active and former military personnel—“Thank you for serving.”

Hope to see all of you at this year’s annual conference August 12–15, 2018, at historic Williamsburg, Virginia.

## DCUC Takes Rebranding to the Next Level

Brittany Boccher, DCUC

The Defense Credit Union Council (DCUC) continues its rebranding campaign by launching a motion graphic video bringing to life the value of DCUC and Defense Credit Unions as they serve those who serve our country.

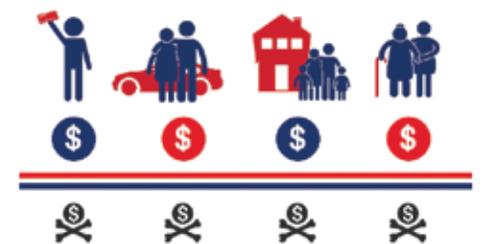
Since 1963, DCUC has been an integral part of the fabric that keeps our military strong and their communities vibrant. With more than 23 million members and over \$220 billion dollars in collective assets, this nonprofit defense credit union trade association is larger than Northrop Grumman, Boeing and Lockheed Martin combined.

DCUC provides over 180 defense credit unions a single point of contact inside the Pentagon and on Capitol Hill allowing each defense credit union to positively impact the entire lifecycle of military personnel and their families. DCUC member credit unions take care of military families from one generation to the next giving them access to easy and affordable credit and protecting them from predatory lending and bad financial practices.

Military families are unique, and DCUC member credit unions are experienced in supporting their members with specialized programs like guaranteed pay during government shutdowns. DCUC is more than a trade association; they are part of the fabric of the military community spanning 48 states and 20 countries worldwide.

DCUC and their member credit unions always give back to their communities they serve! Visit the link below to see our new motion graphic video:

[www.d cuc.org/motiongraphic](http://www.d cuc.org/motiongraphic)



# DCUC Displays Community Support

## DCUC Investment in Biz Kid\$ Comes Back to D.C.

*Rebecca Dopart, National Credit Union Foundation*

Sixteen public middle school and high schools in D.C. will soon receive a Biz Kid\$ financial education classroom toolkit reaching more than 43,000 kids, thanks to the generosity of our credit union colleagues who attended the 2018 Governmental Affairs Conference (GAC).

The Biz Kid\$ toolkit is based on a financial education initiative that includes an Emmy-award winning TV series, free financial education curriculum, outreach activities, a website and a social media presence targeting kids 9 – 16 years old. Its focus is to help kids make and manage money. And, through the American Forces Network, nearly one million American service men and women's families worldwide have access to Biz Kid\$ episodes.

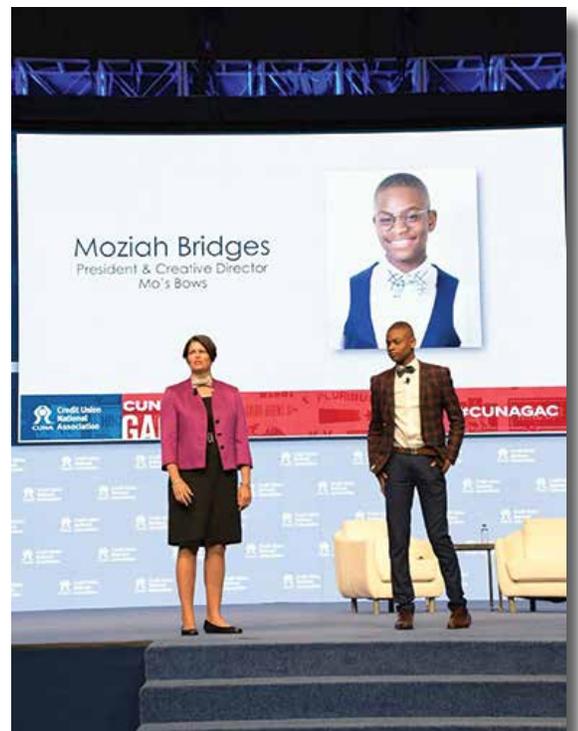
An award-winning financial education program that is available to those who serve our country. It's not surprising that Biz Kid\$ caught our attention! In 2017, The Defense Credit Union Council was thrilled to help make the most recent episodes of Biz Kid\$ a reality with a \$25,000 sponsorship of Season 6. And now, we could not be more pleased to learn that our investment is paying dividends in our very own D.C. community schools.

CUNA and the National Credit Union Foundation led the successful GAC giveback campaign. GAC participants were challenged to donate enough money to provide Biz Kid\$ box sets to every public middle school and high school in the D.C. area.

Leading the charge was young Moziah Bridges, an original Biz Kid who built a successful bowtie business, aptly titled "Mo's Bows." Mo, whose bowtie clientele includes President Barack Obama, exemplifies the real-world power of Biz Kid\$ and its ability to inspire financial responsibility in young people.

Mo's inspiring story stirred the spirit of giving that is so well known in our credit union community, and \$57,000 was raised during the conference to include a \$1,000 donation from DCUC!

DCUC is honored to have played a role in sponsoring the latest season of Biz Kid\$, and we are so gratified to learn of the success of this GAC Giveback. In just three short days our generous colleagues provided a lifetime of financial health for D.C. students. Nicely done, friends!





Janice  
Chance



## DCUC Announces 2018 George E. Myers Scholarship Winners

### Gold Star Mom Speaks at Defense Matters Forum

DCUC hosted Janice Chance, Gold Stars Mothers Maryland Chapter President, as the keynote speaker at the 2018 Defense Matters Forum in Washington, D.C. Janice spoke candidly and emotionally about her son, Captain Jesse Melton III USMC, 11/13/1978 – 09/09/2008, who was Killed in Action (KIA) in the Parwan Province in Afghanistan.

Janice represents the mothers of Maryland whose children died while in military service, or died as a result of that service, or is missing in action. These mothers honor their children’s memories by serving others and healing together.

She spoke of the tremendous support Gold Star Mothers provides to all grieving mothers of our fallen military members who die while in military service. Embracing the motto of “Honor through Service,” Janice offered attendees a glimpse into the many programs offered through her chapter and ways community members can support the program.

The Defense Credit Union Council (DCUC) announced the winners of the George E. Myers Scholarship for 2018 at this year’s Defense Matters Forum. Recipients of the \$3500 scholarship were George DeLeon, Border FCU; Kareston Robinson, MAC FCU; Susanne Naweli, Schofield FCU; and Jane Carlson, Sentinel FCU.

George DeLeon has been with Border FCU since 2006 and serves as a Lending and Member Services Manager. He plans to attend the Credit Union Regulatory Compliance Introduction School held by CUNA.

Kareston Robinson has years of experience in the credit union industry and has represented MAC FCU since 2015 as a Training Director. She wants a stronger base knowledge of individual retirement products for her members and will pursue a Certified IRS Specialist (CIS) Certification.

Susanne Naweli has 18 years of experience with credit unions and has been with Schofield FCU for four months currently serving as an Administrative Officer. She wants to continue her financial education to assist her members in prospering during challenging economic times and will pursue the Western CUNA Management School.

Jane Carlson has worked for Sentinel FCU for 28 years beginning her career as a part time teller and now serves as the Vice President of Technology. She would like to learn more about day-to-day management of credit unions and will attend CUNA Management School.

The George E. Myers Scholarship was established in 1996 in honor of Col. George E. Myers, USA (Ret.). Colonel Myers was an Executive Director of the Council and selected to the first DCUC Hall of Honor in August 2000. The Fund’s purpose is to provide scholarships for volunteers, management, and/or staff of DCUC member credit unions so they can further their professional credit union education, knowledge and leadership skills.

Since 1997, DCUC has awarded 49 scholarships totaling almost \$140,000 that has provided members an opportunity to partake in educational forums and classes (either at the State or National level) at virtually little or no cost to their credit union.

### Three DCUC Member Credit Union President/ CEO’s Selected to Attend War Colleges

DCUC is extremely proud to see our member CEOs attend the Air War College National Security Forum and the Army War College National Security Seminar and interact with America’s next generation of Strategic leaders!



Air War College Forum  
Border FCU President & CEO  
Maria Martinez



Air War College Forum  
Tower FCU President & CEO  
Richard Stafford



Army War College Seminar  
FirstLight FCU President & CEO  
Karl Murphy

## PenFed Nationwide Survey Results

Alex Thompson, PenFed CU

PenFed CU, announced results from a nationwide survey on consumer behaviors and opinions related to savings. Nationally recognized market research firm McLaughlin & Associates conducted the survey on behalf of PenFed. It found that American consumers are overall more likely to be fiscally responsible with new-found money, rather than spend it on entertainment or social activities. Saving is in the forefront of adults' minds. If adults were given \$5,000, they would put about half of it (48%) into savings, spend 42% and give 10% to charity.

McLaughlin & Associates conducted the survey from February 15–21, 2018, on behalf of PenFed CU. The online survey polled a cross section of 1,000 adults age 18 and over, and has an accuracy of +/- 3.1% at a 95% confidence interval. It found:

- Adults direct 7.6% of their salary to their retirement savings
- When asked what they would do if given \$5,000, only 23% of respondents said they would put it towards retirement, while 63% would put the money in savings and 55% would pay bills
- The majority of adults have less than \$5,000 in savings
- Three out of four adults feel financially insecure; the majority (59%) is optimistic that their financial situation will get better over the next year.
- Households with incomes above \$60,000 are only a bit more optimistic than those below \$60,000 (61% to 58%)

“To jump start your savings, always start with a plan,” said Stephen Simpson, CFP®, AAMS®, VP/Affiliated Business with PenFed. Simpson leads PenFed’s Wealth Management Division including Investment Management services and Trust and Fiduciary Services. “Start thinking about what you want and need to save for, and make a plan now to create a fiscally secure future for you and your family. PenFed’s mission is to help its members do better financially. We encourage you to take control of your finances and take the pledge to save more with America and *Military Saves Week*.”



AKUSA 2018 Military Appreciation Breakfast. Photo courtesy Alaska USA

## Alaska USA Honors Alaska’s Military with 23rd Annual Appreciation Breakfast

Dan McCue, Alaska USA FCU

Alaska USA honored more than 60 members of Alaska’s armed forces, including 12 recipients of the Service Person of the Year award, at Alaska USA’s 23rd annual Military Appreciation Breakfast in Anchorage.

The Service Person of the Year honorees are nominated by their supervisors and then undergo a panel interview. These exceptional enlisted service members, representing each of the Active Duty branches of the Guard and Reserve, were recognized and awarded for their outstanding achievements.

Guests included the command teams of the 12 honorees, as well as representatives from Senator Murkowski, Senator Sullivan, and Congressman Young’s offices. Alaska USA President and CEO Geoff Lundfelt, along with other Alaska USA officials and members of Alaska USA senior management team were also in attendance.

“Alaska USA owes its existence to the military and its civil service force, who sought financial services in pre-statehood Alaska,” said Geoff Lundfelt, President, Alaska USA. “The Military Appreciation Breakfast is a small token of our appreciation for what they did, and continue to do for Alaska USA and the country as a whole.”

### DEFENSE CREDIT UNION PEOPLE IN THE NEWS

TYSONS, VA—PenFed CU announces **Matthew S. Collier**, Vice President for Business Development. Collier will contribute to the strategic growth of the credit union through the development of new business opportunities, targeted membership growth, and by focusing on military, military associations, defense contractors, and federal agencies.... LAUREL, MD—**Denise Pope** has joined Tower FCU, as Vice President of Branch Administration. Pope has over 30 years of experience in the financial services industry, primarily in the branch network.... HINESVILLE, GA—**Elaine R. Tuten**, CEO of GeoVista CU named the 2017 Business Leader of the Year by the Liberty County Chamber of Commerce.... TYSONS, VA—PenFed CU President and CEO **James Schenck** joined the Board of Directors of the Greater Washington Hispanic Chamber of Commerce.... RADCLIFFE, KY—Fort Knox FCU expanded its team with two newly created regional manager positions. **Katie McDowell** and **Lynn Pleasant**, were promoted from within the organization and are responsible for ensuring that their assigned branches continue to provide the highest levels of service and operate efficiently for the credit union’s member-owners.

# APG FCU and Cecil College Partner to Offer New Student Programs

Lillian Kilroy, APGFCU

In their continuing work to transform lives through education, APGFCU and Cecil College have announced the establishment of two new programs, which will enhance the educational opportunities for Cecil County and Harford County residents.

APGFCU has made \$50,000 in funds available for these programs through the Cecil College Foundation. The first gift of \$25,000 will go toward the creation of an APGFCU Scholarship endowment fund. The interest generated from this endowment will provide scholarship support for Cecil College students.

Criteria preference will be given to students residing in Cecil and Harford counties who are pursuing a continuing education certification or licensure or are enrolled in a business degree program. The Cecil College Foundation will begin awarding the APGFCU Scholarship for fall 2018.

The second gift of \$25,000 will provide financial support for Cecil College's First-Year Experience Program. The First-Year Experience Program introduces students to the processes of self-evaluation and self-improvement, with a portion of the course instruction dedicated to financial literacy as one of the four habits for academic success.

"Partnering with Cecil College will further our financial literacy efforts, which are a major focus at APGFCU," said Don W. Lewis, President/CEO. "Through this collaboration, we will empower the newest generation of young adults with the knowledge and tools they need to achieve a lifetime of financial independence and success."

"This partnership avails our students the opportunity to learn the importance of being fiscally responsible as they progress in their academic careers," said Cecil College President Mary Way Bolt, Ed.D. "We are honored to have been chosen as the first college-based branch of APGFCU and are extremely appreciative of the financial and professional development this partnership will provide our students."

Offering more than 90 degree and certificate programs designed to meet the needs of tomorrow's emerging industries, Cecil College is on the forefront of higher education as a comprehensive, open admission institution providing career, transfer and continuing education coursework.

# PenFed CU, Gary Sinise Foundation and American Airlines Deliver Night of Relief to Puerto Rico

Robin Pence, PenFed CU

PenFed CU, along with Gary Sinise Foundation and their official airline partner American Airlines, hosted a benefit featuring the first-ever concert in Puerto Rico by Gary Sinise & the Lt. Dan Band. The concert raised national awareness of ongoing hurricane recovery needs and delivered a night of relief and entertainment for survivors on the island.

"Nearly six months after Hurricane Maria hit Puerto Rico, hundreds of thousands of people remain without power, and nearly 10,000 small businesses are still closed. Over 30% of the population is still in need. Military service members and community members still need our help. As Americans, we must stand together," said James Schenck, President and CEO of PenFed CU. "PenFed hosted this incredible concert to show the community in Puerto Rico that their fellow Americans have not forgotten them. It's an honor to show our appreciation for the resilient people of Puerto Rico who have suffered so much and those who continue to help rebuild the island."



Hanscom FCU donated \$2,400 to the Airman Leadership School. Photo courtesy Hanscom FCU

# Hanscom FCU Donates \$2,400 to Future Leaders Program

MaryJo Kurtz, Hanscom FCU

Hanscom FCU contributed \$2,400 to the Airman Leadership School (ALS) training program on Hanscom Air Force Base. The program includes a five-week instruction to prepare graduates for supervisory roles.

"ALS graduates are future leaders, ready to lead Air Force work teams," said Hanscom FCU Chairman of the Board Paul Marotta. "This program strengthens their leadership skills, and we are proud to sponsor these efforts."

Participants of the ALS program participate in classroom study, hone their leadership skills and engage in team exercise classes.

**J**oin us in Williamsburg, VA on Tuesday, August 14 to welcome Maj. Gen. Brett T. Williams, USAF (Ret.), who will translate the technical jargon of cybersecurity into a framework that can be easily understood and implemented by Board members and C-Suite Executives alike. He is an expert at identifying the key technical cybersecurity issues and translating those issues into the language of business. Major General Williams will provide us with a fast-paced, action-oriented presentation that is guaranteed to increase the “cyber IQ” for us all.

During his time as an Air Force General Officer, Brett Williams served in four senior executive leadership positions. As the Director of Operations (J3) at U.S. Cyber Command, he led a team of 400 people responsible for the global operations and defense of all DOD networks, as well as the planning and execution of authorized offensive operations. Prior to this position, he served as Director of Operations (A30) U.S. Air Force, where he developed and justified the operations component of the annual \$120B Air Force budget. General Williams also served as the Director of Communications for U.S. Pacific Command and was Inspector General for Air Combat Command, where he led the inspection, audit and compliance process for all U.S. based combat flying organizations.

General Williams is also a command pilot with more than 3,600 hours in the F-15C and more than 100 combat missions in operations Desert Shield, Desert Storm, Southern Watch, Northern Watch, and Iraqi Freedom.

In 2014, following retirement from his 33-year career with the U.S. Air Force, Maj. Gen Brett Williams co-founded IronNet Cybersecurity, Inc., IronNet is developing an advanced cyber-defense capability based on anomaly detection using behavioral analytics.

Brett Williams holds a BS in Computer Science from Duke University and three graduate degrees in management and national security studies.



*Major General Brett Williams,  
USAF (Retired)*

## **55th Annual DCUC Conference Williamsburg, VA • August 12–15, 2018**



**NEW**

## THE FIRST EVER DCUC CRASH EVENT

We are proud to announce that there will be a Crash Event with the Cooperative Trust at the upcoming DCUC Annual Conference in Williamsburg, VA.

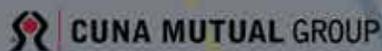
### So—what is a Crash Event?

A Crash event is tailored specifically for the **young professionals at your credit union**, and is planned as part of an existing credit union conference.

Do you have a young professional staffer (age 35 and under or 35 at heart) that shows strong potential and leadership qualities? If so, we would like to invite them to apply for this Crash Event with the Cooperative Trust. A maximum of 12 individuals will be selected by our Crash Committee (one per credit union) to attend the upcoming DCUC Conference in Williamsburg, VA.

"Crashers" will participate in many of the regular conference sessions and events, but will also have a special track with workshops designed specifically for them. **This will be a non-stop event for your young professional.** Their action-packed schedule and interaction with industry mentors will help them develop as a future credit union executive!

Sponsored by



### BRIEF HISTORY

The first ever Crash event was launched in 2010 by what is now the Cooperative Trust, a credit union young professional program and community by Filene Research Institute. The goal was to introduce younger credit union professionals, who show strong leadership potential, with some of our important industry events.

Most credit union organizations have focused on attracting experienced decision makers to attend their conferences. With the high cost of travel and registrations, many credit unions had been unable to offer this opportunity to their younger staff. So it was decided to provide an event that these young professionals could attend. The true purpose was to help our credit union industry realize that we must plan for the future by including younger generations.

Armed with this information, the Cooperative Trust organized the first ever Crash event called "Crash the GAC" at CUNA's 2010 Governmental Affairs Conference. Since then, the Cooperative Trust's Crash program hosts more than 100 Crashers every year at dozens of Crash opportunities, and the award-winning Cooperative Trust community has grown to more than 1,700 young professionals in the credit union industry.



**THE  
COOPERATIVE  
TRUST**  
Insight is our edge.

Registration is **COMPLIMENTARY!**  
See our website for an easy application for the DCUC 2018 CRASH!

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601 Pennsylvania Avenue, N.W.  
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## SAC Employees Contribute \$10,000 to the SAC Foundation

*Joyce Wells, SAC FCU*

**I**t has been just over one year since SAC FCU launched their SAC Foundation. The SAC Foundation is dedicated to supporting economic and social programs that assist the military and their families, as well as providing financial literacy initiatives for the communities SAC serves.

While much of the funding for the organization comes from the credit union and various fundraisers, employee participation in a jeans day program and raffle prize opportunities help employees to raise over \$10,000 for the Foundation.

In the past year the foundation has provided monthly financial educational seminars for the 97th Intelligence Squadron, launched a free self-help online resource tool—KOFE, hosted a financial literacy contest, facilitated a college savings information seminar for students and their parents, and sponsored a number of activities in their partnership with Offutt Air Force Base.



*SAC employees raise \$10,000 for the SAC Foundation. Photo courtesy SAC FCU*