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DCUC Latest Accomplishments

• Sent surveys to DCUC members on special loan and fee offerings & safety operations
  • DCUC member responses promoted to wide audiences and National leaders
  • Switched DCUC to remote operations without disruption of service
  • Successfully negotiated the postponement of 2020 DCUC’s Overseas Sub-Council Conference without financial penalties until May 2021

DCUC Happening Now

• DCUC sent letters to Treasury Secretary and SBA Administrator on the Paycheck Protection Program
  • Highlighted concerns with implementation, recommended removal of regulatory barriers (e.g., Member Business Lending caps and Military Lending Act restrictions)
  • DCUC was among the first to advocate for including credit unions as borrowers since many credit unions are also small businesses
  • Engaged NCUA on inclusion of APO/FPO addresses in Low Income CU applications
  • Approval allows more credit unions to become LICUs, allowing them to make more loans (i.e., not restricted by MBL caps), while also accepting non-member deposits, issuing secondary capital, applying for grants; all of which help credit unions offer more aid to hurting families and businesses during COVID-19 crisis and beyond
  • DCUC asked CFPB to exempt credit unions from Military Lending Act restrictions
  • The ability to obtain a small-dollar loan is crucial for military families, particularly as spouses supplement household income as many are small business owners.
  • DCUC continued push of H.R. 2305 – Veteran Business Lending Exemption either as stand-alone legislation or for inclusion in a potential Phase 4 COVID-19 relief package
  • DCUC was among the first to advocate for Temporary Removal of Member Business Lending caps for COVID-19 relief for ALL borrowers and credit unions.
  • DCUC vigilant on the National Defense Authorization Act (NDAA) Mark-Up process.
    • HASC Chm Adam Smith and Ranking Member Mac Thornberry introduced H.R. 6395.
    • HASC plans to markup the NDAA by April 30 and will likely take up floor action in May
  • April “Military Saves Month”—Consider these alternatives as you shift from in-person events to online events: Webinars, Facebook Live events, Twitter Chats

DCUC Upcoming Activity

• DCUC Annual Conference (Aug 9–12, 2020)—at Palace Hotel in San Francisco, CA
  • On-track—will monitor and follow Centers for Disease Control recommendations
  • DCUC Crash nominee for DCUC Nominations due on June 30, 2020—Apply Today!

Bringing the military perspective to credit union industry issues
CEO UPDATE

DCUC Actions in Response to COVID-19 Pandemic

Anthony Hernandez, President and CEO, DCUC

COVID-19 threatens both our personal and economic health. As more and more Americans grapple with medical and financial uncertainty, it is clear how important the credit union industry is in alleviating much of the stress. There is a tremendous opportunity to reassert our place in the community both before, during, and after the crisis. As we deal with a quickly changing health/economic environment, here are some of the ways that DCUC is working to help you.

First, HEALTH and SAFETY
The COVID-19 global pandemic has raised everyone's awareness on the ways viruses can spread and the importance of careful hygiene practices. Defense Credit Unions, as a critical industry, are answering the call to serve in a safe and sustainable way. As reported in a survey conducted by DCUC, defense credit unions’ branch operations have undertaken a variety of measures, dependent on the local situation and unique factors in each branch, to protect their staff and members. These currently include limited hours, availability by appointment, and continuing to regularly service their ATMs for maximum possible service and cleanliness. Many are keeping their drive through lanes open for transactions, and online banking and call centers remain operational. DCUC will continue to share tips with members and throughout the credit union system as it becomes available.

Second, SPECIAL MEMBER PROGRAMS
Defense Credit Unions continue to extend several special packages, offers, and incentives to help members who are experiencing financial hardships. These include emergency loans and lines of credit, interest free loans, allowing skip payments on loans and/or credit card balances, interest only and deferred payments, and waiving of fees. A majority of responding credit unions also noted that they are waiving any early withdrawal penalties for CDs. Plus, many defense credit unions are participating in the Treasury Department/Small Business Administration’s Paycheck Protection Program which is critical for America’s working families. DCUC will continue to share these programs and member participation with lawmakers, regulators, and DoD officials.

Third, MAINTAIN DOD SUPPORT FOR OPERATIONS
Defense Credit Union members continue to provide exemplary support for ongoing DoD missions. Service for on-base locations is determined by each Installation Commander. Some branches are fully closed to comply with the health and safety orders of the commander. Yet, many have remained open or have re-opened to support the ongoing need for expeditionary cash in worldwide operations and the needs of the commissary and military exchanges (which remain open) to make daily deposits. DCUC will continue to work any emerging issues with respect to supporting DoD’s mission.

Fourth, ACTIVE ADVOCACY ENGAGEMENT
Here are other items we are working on to help you serve your members:

1. DCUC recently wrote the Secretary of the Treasury and the SBA Administrator regarding the Paycheck Protection Program. We highlighted many concerns with implementing the program, removing regulatory barriers such as Member Business Lending caps and Military Lending Act restrictions against lending to military. DCUC was continued on page 3
among the first to advocate for including credit unions as borrowers since many credit unions are also small businesses. Given the extended Presidential guidelines for staying at home, we believe more people will continue to be affected. Thus, DCUC was among the first to advocate for Temporary Removal of Member Business Lending caps for COVID-19 relief, not just for veterans, but for all borrowers and credit unions. These restrictions remain intact via the Paycheck Protection Program and DCUC has engaged with Treasury/SBA to address these limitations. Now is the time to advocate for removal of these restrictions.

2. DCUC continues to engage the NCUA for inclusion of APO/FPO addresses in Low Income Credit Union applications. We were informed during our Defense Matters Forum that final approval is awaiting Chairman Hood’s signature. Approval would allow more credit unions to become LICUs, which would allow them to make more loans (i.e., not restricted by MBL caps), while also accepting non-member deposits, issuing secondary capital, and applying for grants; all of which help credit unions offer more help to hurting families and businesses. In fact, NCUA issued a call for grant applications (up to $10,000 per hardship). We believe more credit unions would take advantage of this offer if they could become LICUs.

3. NCUA, in concert with many other federal regulators, issued a press release encouraging credit unions to offer responsible small-dollar loans to consumers and small businesses affected by COVID-19. DCUC asked if the agency and the CFPB would be releasing restrictions on the Military Lending Act Exemptions for small dollar lending. Our concern is the act prevents many of the same responsible small dollar loans from being offered to military borrowers (i.e., military get discriminated). The ability to obtain a small-dollar loan to make ends meet is crucial for military families. NCUA informed us they have posed this question to CFPB via their COVID-19 task force.

4. DCUC continued our push for passage of H.R. 2305 – Veteran Business Lending Exemption either as stand-alone legislation or for inclusion in a potential Phase 4 COVID-19 relief package. This legislation was introduced last year and maintains growing bi-partisan support. DCUC will continue to address this issue.

5. DCUC continues to remain vigilant on the National Defense Authorization Act (NDAA) Mark-Up process. HASC Chairman Adam Smith and Ranking Member Mac Thornberry introduced H.R. 6395, which is the text of the DoD’s proposal for sustained DoD operations. It is solely a DoD product and doesn’t reflect any Congressional items, which will be added shortly. HASC still plans to markup the NDAA by April 30, and Majority Leader Steny Hoyer’s staff indicated May floor action is likely. DCUC will remain vigilant on any bank lobby proposal on leases.

Fifth, RECOVERY EFFORTS
As I write this article, it is still unclear when this crisis will subside, and operations will return to a “new” normal. We do not anticipate things will ever be the same. That said, now is the time to start thinking through a return to work strategy, and how to modify procedures and practices going forward. COVID-19 will be with us for a while, not to mention the common flu and other viruses out there. Please keep sharing your experiences and DCUC will continue to relay ideas, best-practices, and information for all of members. Thank you all for serving those who serve our country. Please keep safe.

Many of the letters, surveys, press releases, and infographics mentioned in the article are available at www.dcuc.org/COVID-19.

Remembering a True Giant: Ralph Story

Provided by DCUC

DCUC is sad to announce that Ralph Story died on Sunday, April 12, 2020. Story was a true “Giant” within the credit union industry. Ralph was a member of the DCUC Board of Directors holding every position from Member-at-Large to First Vice-Chairman. In 2011, Story was inducted into the DCUC Hall of Honor and was DCUC’s first-ever Volunteer Chairman. He was a long time volunteer with VyStar CU and in 2015, VyStar announced the renaming of the building formally known as the VyStar Service Center to the Story Center in honor of Ralph Story for 50 years of service and commitment as a VyStar volunteer. The credit union industry will mourn the loss of a true patriot who worked diligently on behalf of the credit union movement.

Alaska USA Honors Military

Provided by Alaska USA

Alaska USA honored members of Alaska’s armed forces, including 11 recipients of the Service Person of the Year award and the Military Spouse of the Year, at Alaska USA’s 25th annual military appreciation breakfast in Anchorage.

The Service Person of the Year honorees were nominated by their supervisors and underwent a panel interview. The breakfast was also a time to reflect on Alaska USA’s military roots and to celebrate 25 years of this partnership.

“This is an event that Alaska USA looks forward to every year,” said Geoff Lundfelt, president and CEO, Alaska USA. “It’s truly an honor to be able to give back in some small way to those who have sacrificed so much for our country.”
AmeriCU’s Annual Scholarships Recognize Ten Local Student Members
Matt Peritano, AmeriCU

AmeriCU has once again recognized the academic excellence of five high school seniors and five undergraduate students by awarding ten $1,000 scholarships to help with their continuing education. “AmeriCU is proud to acknowledge these ten students for their outstanding academic achievements,” said Nicholas Cray, Vice President of Member Relations and Marketing for AmeriCU. “We are dedicated to improving the communities we serve, and the AmeriCU Scholarship program is just one way we can help our student members to live life, dream big, and achieve financial success.”

SAC Foundation Donates Snack Bags to Deploying Service Members
Karen Guy, Cobalt CU

Spouses from the 97th Intelligence Squadron at Offutt Air Force Base contacted Cobalt CU to let us know there was a group of service members who would soon be deploying. They requested funding for what they call “deployment goodie bags” that the service members can take with them as they leave on their assignment.

The bags contain a large variety of snacks and candy that can be easily eaten on-the-go. Cobalt’s charitable arm, the SAC Foundation, provides funding for military requests such as this and was honored to support our service members by assembling the bags.

Frontwave CU Supports Members During Coronavirus Crisis
Amber Gabrenas, Frontwave CU

Frontwave CU is offering several assistance programs to help its Members navigate financial challenges during the coronavirus outbreak. Frontwave CU has a history of offering innovative programs to help families and individuals stay on their feet and to keep their finances in order during challenging times. For members affected by the coronavirus outbreak, the credit union is offering financial assistance loans, loan extensions and skip-a-payment options on qualified loans. The credit union has also lowered its interest rates on all new and used vehicle loan applications with deferred payments for up to 90 days.

Frontwave is committed to working with members to find solutions that will help them stay financially stable during this uncertain time. “We recognize that the coronavirus outbreak is impacting many in our community, not just those who become ill, but also families whose children are out of school and workers who have been affected,” said Bill Birnie, President and CEO of Frontwave CU. “We remain 100% committed to fighting for our Members and helping them maintain financial health as we weather this national health crisis together.”
The Security Service Charitable Foundation is helping the uninsured residents of Summit and Wasatch counties receive free dental care by donating $10,000 to People’s Health Clinic (PHC), a non-profit organization that helps patients stay productive at work and healthy for their families through no-cost quality care. The donation will be used to purchase a new dental chair and compressor.

“Purchasing a new dental chair and compressor is especially important for hosting dental clinics that serve at least 100 families each year,” said Beth Armstrong, executive director for People’s Health Clinic. “We are able to serve others because of the time donated by 150 volunteer doctors and funds provided by exceptional partners like the Security Service Charitable Foundation. Their generosity is contributing to a stronger, healthier community.”

PHC serves nearly 9,000 patients annually with quality medical care for prenatal and chronic disease patients, as well as primary care, dentistry, pediatrics, and mental health.

“People’s Health Clinic has been serving this community for 20 years,” said Ben Wiseman, senior vice president of member service—Mountain West Region for Security Service FCU. “Their compassion and service to the community by helping provide care for the uninsured is making a phenomenal difference to so many individuals and families in need of medical care and dental services. We appreciate the opportunity to support such a wonderful organization.”

**Security Service Charitable Foundation Donates $10,000 to People’s Health Clinic**

Travis Bowles, Security Service FCU

Travis CU Foundation Supports Local Efforts in Fight Against COVID-19

Provided by Travis FCU

Travis CU has pledged $1 million in support to relieve both immediate public health and long-term economic challenges as a result of the coronavirus pandemic. In all, 96 nonprofits and small businesses in Solano, Napa, Yolo, Contra Costa and Merced counties will receive checks.

While suspending business operations and implementing self-quarantine and shelter-in-home practices are necessary to keep the virus from spreading, these changes to our everyday lives have also limited individual and family access to income, food and other critical resources. To bolster support for these vital operations, the Travis CU Foundation asks that members partner with them in raising much-needed funds for the community.

Travis CU said it would also match up to $4 million given to the TCU Foundation from other sources. The funds will support frontline organizations that are providing direct service such as food banks, shelters, family resource centers and school districts as well as nonprofits and organizations focused on supporting critical populations such as homeless, foster youth, LGBTQ and Latino individuals, according to the credit union.

“We are showing up to support the most vulnerable in this time of crisis,” Barry Nelson, president and CEO of Travis CU, said in a statement. “We are making immediate investments to support the organizations who are in the business of people helping people, and we are here, as we have been for nearly 70 years, to serve our community. Credit unions are built for times like this.”

**AFFN & DCUC Present a FREE Virtual Meeting Solution from OnBoard**

This special offer is for all AFFN & DCUC member credit unions to assist with communications during this period of social distancing as a result of the COVID-19 outbreak. It will allow you to hold meetings with your team members and conduct credit union business remotely. For more information on this virtual meeting solution, visit [www.passageways.com/board-portal/affn-dcuc](http://www.passageways.com/board-portal/affn-dcuc)
DCUC is pleased to introduce Vice Admiral Kevin Donegan as a Featured General Session Speaker on Monday morning, August 10, during the upcoming 2020 DCUC Annual Conference in San Francisco. His list of accomplishments is fascinating and his stellar Navy career spans decades.

Vice Admiral Kevin Donegan, USN (ret), served as Commander of the U.S. Navy’s Fifth Fleet and Commander of the 32 Nation Combined Maritime Forces in the Middle East. In those roles he led teams that planned and executed joint and combined combat, counter-terrorism and anti-piracy operations at sea and in Iraq, Syria, Afghanistan, and Yemen.

In the Pentagon, he served as Director of the Navy Staff and Deputy Chief of Naval Operations, for Operations, Strategy and Planning. He was responsible for integration of U.S. Naval forces and operations, international relations, and also oversaw the development of a $160+ billion annual Navy budget. He led initiatives for accelerated learning and innovation across the Navy enterprise with focus on implementing cyber security, artificial intelligence, unmanned systems, and big data management into Navy programs.

Vice Admiral Donegan also led the team that developed the revised U.S. Maritime Strategy and was the Service lead for the Department of Defense Strategic Review, the guiding strategies for the Navy and Department of Defense.

Prior to that, Admiral Donegan:

• Served as Director of Operations for U.S. Central Command (J3) where he managed combat and other operations for all U.S. Joint military forces in the Middle East. During his tenure he implemented the strategic and operational plan to shift joint U.S. and coalition partners’ military operations from Iraq to Afghanistan. Additionally, he introduced innovative National Cyber teams to counter terrorist messaging and enhance cyber support for U.S. Central Command operations.

• Led the Navy task force to rapidly assess damage and mitigate risks after a major national cyber security breach and implemented innovative changes in technology, techniques, and procedures to mitigate vulnerabilities.

• Served as a member of U.S. Interagency Counterterrorism Board that included the CIA, FBI, and senior Treasury, State and Defense leaders to direct U.S. national strategy to defeat global terrorist networks, and

• Commanded the US Aircraft Carrier Strike Group forward based in Japan, the nuclear Aircraft Carrier USS Carl Vinson, an Amphibious Command Ship, and an FA-18 Strike Fighter Squadron.

Vice Admiral Donegan has been a National Security lecturer at the Belfer Center, the U.S. Naval War College, and the University of Virginia. He was honored by the governments of Japan, Bahrain, and France (Legion of Honor) for leadership and coalition team building. A graduate of TOPGUN and the U.S. Naval Test Pilot School, he has flown over 3,800 combat and training flight hours in 31 unique classes of aircraft with over 800 arrested landings on 15 Navy aircraft carriers.

Vice Admiral Donegan currently works as Vice President Strategy & Cyber at Convergint Technologies, a global leader in integrated security solutions and is also a Senior Advisor on International Security at the Center for Strategic and International Studies (CSIS) and a National Security Expert for “The Cipher Brief.”

Register today at www.DCUCAnnual.org for one of DCUC’s best conferences yet!
Hope Bridges Social Distance Through Virtual Services

Karen Lee, Hope For The Warriors VP of Strategic Communications

Social distancing shouldn’t mean a social disconnect for our veterans and military families. Hope For The Warriors binds our community by connecting individuals through virtual services that provide wrap-around care. Now more than ever, we will stand with our warrior community as we navigate uncertainty.

These are the times when military families are more vulnerable:

...When a long-anticipated homecoming is put on indefinite hold as travel bans take effect.
...When a caregiver of a wounded veteran needs a reminder that self-care is important.
...When a military child with food insecurity doesn’t get the nutrition he or she needs when schools are closed.

Nearly 10 years ago, Hope For The Warriors began its first virtual programming that has since evolved into a robust network of communities that encourage mental resiliency and physical and emotional well-being.

Resilient Warrior & Resilient Family: Resilient Warrior is designed to help a service member or veteran cope with stressful events, teaching one to control his or her mind and body’s responses to stress. The six-week course is free to warriors as well as the spouses and adult caregivers who provide support.

Caregiver HUB: This Facebook group is an ongoing source of resources and dialogue for the post-9/11 military caregiver community. Virtual wellness workshops address relevant topics and encourage self-care.

Physical Wellness and Training: Our Sports & Recreation Team uses virtual platforms such as Soflete, Strava and Virtual Runs to engage runners in good, healthy practices, train marathoners running in support of HOPE, as well as build physical and strength and resiliency.

Warrior’s Compass: When job expos and professional conferences are being cancelled across the country, HOPE has a powerful online platform for job seekers that provide access to mentors and resources that keep career-seeking veterans and military spouses actively engaged in professional development.

HOPE shines in providing individualized care that promotes the overall well-being of the person, the family and the military community. It starts with a virtual intake application for services on www.hopeforthewarriors.org, which is quickly followed by a phone call from a trained HOPE team member who assesses the individual’s needs.

“Last year, we provided over 12,000 services to the warrior community, and that number increases every year,” said Hope For The Warriors Chief Impact Officer Emma Walsh. “Our virtual programs were built to meet the warrior community where they are. Who knew a virus would make them even more essential as we continue our mission?”

Invest in the long-term impact of HOPE’s virtual programs and services, by pledging $10 a month and joining our Circle of Hope. You’re not only giving back to our country’s warrior community but giving forward by investing in this generation of military families.

Call for Resolutions

If you have a resolution that you would like DCUC to adopt, here’s your chance. Submit a written resolution to DCUC prior to June 12, 2020, to be acted on by the Resolutions Committee and included with the Call of the Annual Meeting, which is issued 60 days before the DCUC Annual Meeting. Proposed resolutions should be forwarded to Beth Merlo, Vice President, DCUC, 1627 Eye St NW, Ste 935, Washington D.C., 20006. You may also email proposed resolutions to bmerlo@dcuc.org. If you have questions, please call 202-734-5007.

Register Now!

2020 ANNUAL CONFERENCE

Palace Hotel
San Francisco, CA
August 9-12, 2020

The Defense Credit Union Industry’s Premiere Educational Conference

DCUC is currently planning to hold our 2020 Annual Conference in August. The health and safety of our DCUC members is our highest priority. We will continue to monitor all future developments, and follow the guidelines of the Centers for Disease Control and Prevention and our Administration to make the right decision for you, our members.

We know the current situation is difficult, but our nation has been through other crises before and we know that in time we will recover. As a show of good faith, if you register for DCUC 2020 now, and need to cancel for any reason, we will waive all cancellation penalties until June 30th.
April is Financial Capability Month where we collectively encourage people to create budgets, build emergency savings, pay down debt, and take hold of their financial futures. But this is no ordinary spring and financial education is not limited to one month. The world is experiencing a health and economic crisis. People are practicing social distancing, sheltering in place, or fully quarantined. As a result, livelihoods are being lost every day simply because the nation is doing the right thing and staying home. So, how do we approach financial education when the world is in crisis mode? By doubling down.

With everything happening in the world, now is the perfect time to reach out to your community and encourage them to take a hard look at their finances. Giving people an activity to focus on, even a budget, might be a welcome diversion. Maybe most importantly, in this time of uncertainty there is one thing financial educators can offer that other distractions can’t: peace of mind.

For families, this unprecedented circumstance calls for a great deal of adjustment. On top of working from home and trying to keep up with daily tasks and responsibilities, many parents are now responsible for facilitating their children’s education from home. They can no longer depend on the external structure provided by school and, instead, must navigate their children’s remote learning through online courses and supplemental educational material. Although this will be extremely challenging, there are many education opportunities to be found in this current crisis. Financial education is one of them.

Defense Credit Unions are uniquely equipped to assist their communities with financial education resources from printable material to virtual instruction. And while some of the materials may have a military family focus, there are fundamentals to saving, borrowing, and spending plans that are for everyone. For instance, the new Armed Forces Financial Guide is a great resource for families that can start the conversation about financial readiness throughout their lifecycles. It covers financial basics that every family should take time to learn, review, and teach their children.

A few great topics for children include:
1. Discussing wants versus needs
2. Significance of saving
3. Responsible spending
4. Purpose of investing
5. Importance of budgeting

**Financial Education in a Time of Crisis**

Provided by DCUC

We Want to Hear from You!

What is your credit union doing to promote financial education?
Submit Content to IMPACT@DCUC.org

**Industry Examples:**

- Scott CU offers a digital download of a Money Wise Workbook for youth to promote financial education. [www.scu.org/documents/Moneywise-Workbook.pdf](http://www.scu.org/documents/Moneywise-Workbook.pdf)
- Henrico FCU has a great Virtual Storytime called “Read with Roo” on their Facebook page every Tuesday to help kids learn about managing their money.
- The National Credit Union Foundation is helping kids take charge of their financial lives through Biz Kid$ an initiative that includes a television series, classroom curriculum, outreach activities, and a website targeting kids 9-16.
SPONSOR FORUM

Prepare Your Members and Employees for COVID-19 Scams

Provided by CUNA Mutual Group

The swindles have already begun. As Americans struggle to cope with COVID-19, they also need to brace themselves for disaster fraud—a phenomenon that crops up with post-catastrophe chaos to separate members from their money.

“Most pandemic-related scams are information-related,” according to Ken Otsuka, CUNA Mutual Group Senior Risk Consultant. “Fraudsters use people’s fears, anxiety, and confusion about what’s going on and use as an opportunity to trick members into clicking a malicious link. And, with constant changes, members are getting information from a variety of sources.”

Identity theft is probably the most common risk. Fraudsters exploit the members’ global thirst for knowledge about the virus by launching Coronavirus-themed phishing attacks to spread credential-stealing malware. The emails, which contain an infected attachment or a link to a malicious website, are often made to appear like they come from official organizations like the Centers for Disease Control and Prevention or the World Health Organization.

Fraudsters haven’t wasted any time with scams—primarily text messages and phone calls—related to the federal stimulus checks and direct deposits from the U.S. Treasury.

To minimize risk, credit unions should:
- Train staff to recognize and report phishing campaigns
- Alert members of the various Coronavirus scams through text alerts, email, and newsletters, and post articles on your website and your online banking landing page
- Explain that Government agencies don’t communicate directly through social media outlets, such as Facebook
- Never pay an advanced processing fee for a government grant or stimulus check

Otsuka also suggests that workplace policy-themed phishing emails about the Coronavirus targeting a credit union organization’s employee are quite possible. If you permit employees to connect their personal mobile devices (e.g. laptops, smartphones, and tablets) to the credit union’s network and systems to complete work-related duties, remember that these mobile devices are among the most vulnerable pieces of technology because they’re easily exploited, can be quickly compromised by hackers, and can open your credit union and confidential data to security risks.

You should consider these mitigation tips:
- Properly segment backups to prevent malware from spreading and infecting them
- Lock down Remote Desktop Protocol (RDP) ports
- Enable multi-factor authentication
- Ensure timely patching and anti-virus updates
- Require anyone who uses their computer on public Wi-Fi to use a Virtual Private Network (VPN)
- Protect data on personal computer by encrypted hard drives
- Require that every employee follow established data governance protocols

For additional insights on risks brought on by COVID-19 or mitigation tips to help your credit union, your employees, and your members; check out CUNA Mutual Group’s Protection Resource Center, related RISK Alerts, or CUNA Mutual Group’s Coronavirus Update page. To address specific risks or concerns, CUNA Mutual Group Bond policyholders can also contact a Risk Consultant at 800.637.2676, riskconsultant@cunamutual.com, or through online consult scheduling.

All In CU Awards
$100,000 in Grants

Margaret Donald, All In CU

All In CU is demonstrating its love for the community with some very special presentations to five charitable organizations. For the second year in a row, All In has donated more than $100,000 in grants to organizations that make a positive impact in their communities. Bobby Michael, All In CU President/CEO commented, “When developing this project, one of our objectives was to provide funds to organizations whose dreams exceed their existing capital.

All In Board Chairman, Charlie Mingus, explained, “In 2018, our Board of Directors made a commitment to donate $100,000 from our Helping Hands Foundation to enhance the lives of others in a way that exemplifies the credit union philosophy of ‘People Helping People.’ This is in addition to the many sponsorships and donations made throughout the year to local schools, sports and charities.”

According to Michael, the unusual gift is not out of the ordinary for the $1.5 billion organization with a heartbeat for doing good. “The organizations selected are only a few of the many nonprofits making a lasting difference every day. We are extremely pleased to share our resources in order to enhance the work they do and impact the lives of more people than ever before.”

DCUC
DEFENSE CREDIT UNION COUNCIL

We want to hear from you!
Submit your community impact stories and articles from your young credit union professionals.
alert@dcuc.org

DEFENSE CREDIT UNION COUNCIL, INC.
Southeastern CU President and CEO Mike Gudely said, “our management team together with our Board of Directors wanted to provide a meaningful contribution to the communities our credit union serves. We can think of no better way than to support local agencies that assist food challenged individuals and families in these very stressful times. We know from reaching out the need is great as result of the Coronavirus pandemic and the stress it has placed on those less fortunate. These local food pantries have served faithfully over time, on those less fortunate. These local food pantries have served faithfully over time.

In providing this donation, President and CEO Mike Gudely said, “our management team together with our Board of Directors wanted to provide a meaningful contribution to the communities our credit union serves. We can think of no better way than to support local agencies that assist food challenged individuals and families in these very stressful times. We know from reaching out the need is great as result of the Coronavirus pandemic and the stress it has placed on those less fortunate. These local food pantries have served faithfully over time, and are being inundated with food and meal requests. We will get through this by working together and taking care of each other. Southeastern Credit Union is proud to be a small part of the team effort.”

Mississippi Farm Bureau Employees CU Becomes Part of Keesler Federal

Keesler FCU continues its strong growth and branch network expansion with the merger of the Mississippi Farm Bureau Employees FCU. The MFBECU became part of Keesler Federal on February 1, 2020, following a vote of the MFBECU membership and both companies’ boards, and approval by the National Credit Union Administration.

The branch, located at 1401 Livingston Lane in Jackson, is unique in that it is only available to members who work in the Farm Bureau building.

The merger expands the Keesler Federal branch network to 40 locations and will be the sixth in the metro Jackson area for Keesler Federal. The state’s largest credit union has opened branches in the past 14 months in Madison, Ridgeland and Flowood. Keesler Federal also has expanded in the New Orleans market and recently entered into Alabama with two locations in Mobile.

With assets of $3 billion, Keesler Federal is a not-for-profit, member-owned cooperative. Founded in 1947 to provide banking service to Keesler Air Force Base employees, membership now exceeds 240,000.

“This merger represents a wonderful opportunity for the Mississippi Farm Bureau Employees Federal Credit Union members,” said Candi Mitchell, MFBECU Manager/CEO who is now branch manager at the new Keesler Federal location.

“The credit union was financially strong, but the board felt the merger would prove more convenient and offer competitively priced products and services for members. The branch network also will offer members additional locations to conduct their financial transactions. We are excited to be part of the Keesler Federal family.”

Financial Center Provides Financial Relief and Education During Pandemic

Financial Center First CU is providing financial relief to members during the COVID-19 pandemic including: a relief loan of up to $5,000 at 0% interest and no payments for 60 days, auto refinancing with a $500 cash back incentive and no payments for 90 days, and skip-a-payment options for existing first mortgage, consumer and auto loan holders.

As an essential business, Financial Center is operating through drive-up only at this time. To help their members more easily access their money, they’re waiving Financial Center fees at other institutions’ ATMs, fees associated with making online loan payments, and early withdrawal penalties on Certificates and special savings accounts. They are also offering assistance to non-members including a low-interest, unsecured loan with no payments for 60 days and no payments for 90 days on new auto loans/ refinancing.

“Our Financial Center team is here to improve the financial lives of the members and communities we serve. Being present, listening intently and providing customized guidance helps create financial peace of mind for our members, and this is what it means to be a credit union,” said J. Kevin Ryan, Financial Center’s President and CEO. “We’re looking at every resource we have from online technology, outbound phone assistance, and improved lending practices to help everyone we can navigate through this uncertainty.”

“One of the first things you should do when your family’s financial situation changes is take that 10,000-feet view of your monthly budget,” said James Davidson, Financial Center’s AVP of Financial Literacy and Certified Credit Union Financial Counselor. “If you need help prioritizing debt and assessing next steps, talk to Financial Center or another local credit union. We all offer free financial counseling.”

People can take advantage of free online financial learning on topics like budgeting, understanding credit and retirement planning or listen to Financial Center’s recent podcast on preserving your finances through COVID-19. Access all of Financial Center’s free educational resources at fcfcu.com/financial-education.
America’s CU Responds to COVID-19

Amy Shuey, America’s CU

America’s CU announced additional measures it has implemented to further support members who are experiencing financial hardships as a result of COVID-19.

“The most important message for people to know is that we want to help them with their situation. If they are running into a problem, we want them to call and work with us. We feel that it is our duty as an economic driver in the South Puget Sound to help stabilize our members and the community right now. We have taken steps to help our members get through this crisis and will do more. We all may need to change how we do business in the coming days and weeks, but we remain strong and sound and are not going anywhere. We must work together to help provide support to those impacted by this pandemic,” said Ken Leonard, President/CEO of ACU. “Members who are financially impacted should contact us right away so we can help navigate through the financial uncertainty they may be experiencing during this difficult time.”

ACU is offering several programs to support members who are directly impacted and are subject to ACU approval.

- Consumer Loans, including Auto Loans, Visa Credit Cards and Personal Loans: ACU is prepared to handle requests for relief, including 90-day interest only payment options or a 90-day payment deferral for those directly impacted by COVID-19.
- For Mortgage loans, including HELOCs and Home Equity Loans: ACU will offer 90-day payment deferrals and will also suspend new foreclosures.
- Consumer Banking: Late fees for consumer loan products, ATM fees, and overdraft fees may be refunded upon request from impacted customers who are experiencing hardship. Vehicle repossessions will be suspended as well.
- Small Business Banking: To alleviate the financial burden facing small business customers, ACU is offering 90-day interest only payment options or a 90-day payment deferral for those impacted, and the simplification of procedures to speed up modification processes and restructuring, among other measures.
- Debt Consolidation: 8.88% fixed APR* for Visa balance transfers.
- Small Business Administration: ACU is offering assistance through formal programs like the Small Business Administration (SBA) Economic Disaster Relief Assistance program and will work with our clients to participate in potential programs currently under development by the SBA.

For the latest credit union news, visit www.dcuc.org

For the second year in a row, Tower FCU announces its certification as a “great workplace” by the independent analysts at Great Place to Work” (GPTW). The organization once again credits its mission-driven, people-oriented culture as the reason for the positive survey outcome.

“This culture is evidenced by long-tenured employees such as Renee Daley, Manager of Digital Marketing, who has been with Tower for 20 years. Daley was a Tower member first before starting her career with the credit union in March 2000.

“I remember being excited to come to work for an organization that shared my same values of financial wellness and community spirit,” she recalls.

“Having worked at Tower for almost two decades, I appreciate that Tower cares about the employee’s work-life balance,” Daley says. “I’ve taken advantage of an alternative work schedule for almost eight years. I also like that I can give back to the community through the TowerCares Foundation, and more recently, the Tower Gives Back program that provides paid time off for employees to participate in workday volunteer opportunities.”

Krissie Thornton, Branch Manager Specialist, is celebrating 21 years with Tower in June and a good example of the advancement opportunities available.

“Tower genuinely cares about their employees,” she says. “During my long tenure at Tower, I’ve had a lot of opportunities for growth. This is partly due to the support of my peers and management, who have provided me the tools to be successful.”
VyStar has partnered with the City of Jacksonville (COJ) to offer the Business Community Relief Loan program, which is now available to small businesses in Duval County that need financial assistance. Eligible businesses can apply for low-cost loans of up to $100,000 with less-stringent underwriting requirements and flexible repayment terms. The objective is to allow businesses to retain their employees by getting the necessary funds to continue operating. Ultimately, we hope this will help them come out of these unprecedented times in a good financial position.

VyStar is handling all loan applications, processing, underwriting and servicing. This hands-on approach allows us to deliver results in a timely and efficient manner.

In addition to our support of local small businesses, we are also reaching out to help various nonprofit organizations. One such effort included several area credit unions coming together to support a cause organized by Rethreaded, a Jacksonville-based nonprofit that provides on-site job training programs for human trafficking survivors.

After identifying a need for more medical masks, Rethreaded adapted its operations. Working in partnership with Ascension St. Vincent's Jacksonville and Baptist Health, they assembled an essential team to produce protective masks that could be supplied to health care workers on the front lines. The Rethreaded-Ascension St. Vincent's partnership resulted in the production of 1,600 masks and was financially supported by VyStar CU, Community First CU, 121 Financial CU, Jax Federal CU and First Florida CU.

As the project’s success grew, so did the need for more masks, this time requested by Baptist Health. And more credit unions stepped up to help. Rethreaded’s partnership with Baptist Health produced 2,000 masks and was funded by VyStar CU, Alive CU, Jax FCU, 121 CU, City & Police CU, Coastline Federal CU, First Florida CU, Metro North Federal CU and Jacksonville Firemen’s CU.

These efforts allowed the team at Rethreaded to achieve their goal of helping health professionals on the front lines in the battle against COVID-19. They also showed us what can be accomplished when we come together.

VyStar Joins Forces to Support Community Needs

Sandy Baker, VyStar