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DCUC Latest Accomplishments

- Donated an additional $100K including past 5 DCUC Conference Charities
  - Enabled ongoing military/veterans programs
  - Funding made possible through AFFN ownership
  - Stressed significance of winning the NDAA argument and importance of unity (see CEO Update on next page)
  - Linked to broader effort(s) to combat bank lobby
  - Personally thanked Congressional supporters
- Supported President’s Roadmap to Empower Veterans & End the National Tragedy of Suicide (PREVENTS)
  - This is a national call to action (community based)
  - Credit unions play an important role in early stage

DCUC Happening Now

- Initiated grassroots letter writing campaign in support of bi-partisan legislation on H.R. 2305 Veteran Business Lending Exemption—focus on Senate & House members
- Moderating Filene’s military technology panel at Credit Unions in the Age of Insecurity event (Jan. 28–29, 2020)
  - Focus is on “Consumer Thinking & Emerging Tech”
- Register now for Defense Matters Forum (Feb. 23, 2020)
  - Agenda tightly focused on credit union advocacy
  - Will conduct live Military Advocacy Committee meeting
- Call for 2020 DCUC Member Dues—the Lowest in Industry
  - Thanks for your support and enabling our mission!
- Application window is now open for G.E.M. Scholarships
  - DCUC will award 4 scholarships worth $3,500 each

DCUC Upcoming Activity

- Forming new DCUC Military Technology Committee—focused on unique military considerations for vendors
- Save the Date—DCUC Annual Conference (Aug. 9–12, 2020)
  - We are building our strongest conference yet!
Why Winning the NDAA Argument Matters for All Credit Unions

Anthony Hernandez, President and CEO, DCUC

The credit union industry won an important argument during last month’s Fiscal Year 2020 National Defense Authorization Act (NDAA) enactment process. It was a hard-fought win starting last April and required the continuous efforts of ALL credit union system partners. Unity, persistence, and message consistency were crucial in overcoming what was the bank lobby’s closest chance in realizing their goals to date. It caused many sleepless nights. Yet, we prevailed.

In doing so, I believe we won something more than just another NDAA battle. Given the structure of the bank lobby’s argument, coupled with coordinating their public messaging campaign and use of various veteran service organizations, the bankers would have established an important anchor point for everything else the bankers seek to accomplish to the detriment of credit unions nationwide. More on that later.

First, let’s establish why winning the NDAA argument matters: Invoking our military can form a very powerful argument. Apart from winning our nation’s wars, the American military has always been our nation’s laboratory for advancing large-scale changes. Everything from social, technological, medical and even financial experimentation in the military goes on to affect our general population and the way we live. There is ample academic, historical and public research that support this claim.

For example, our nation’s very first social experiments were conducted by General Washington when he removed elected officers and hand-picked his own officers in the Continental Army. During the Civil War, early technological effects were studied starting with the introduction of mass transportation along with the use of telegraph communications. Finally, ongoing medical research initiatives in the name of increasing battlefield effectiveness have a long history in our military. The advances made in each of these areas were subsequently transferred to society at large. The list goes on and on.

Yet, while it is arguable whether the ends justify the means, experimentation with the military continues. The aim is to improve our society and transform the way we live. Thus, the lure of leading revolutionary transformation while leveraging the military institution has always appealed to so-called elites.

Second, the lure of using the military to reform the financial services sector is no different. The idea of changing people’s financial habits, their access to credit, and how to protect their savings has enormous appeal. As such, there are many examples where our industry was significantly changed as a result of military experimentation. The results have shaped credit union operations in many ways.

Sometimes the result is positive, such as the ability for credit unions to provide demand deposits and checking accounts. The military played a crucial role in the debate. It was in 1974 when U.S. Forces Korea (USFK) suggested through channels that Defense Credit Unions be permitted to compete and operate exactly as overseas Military Bank Facilities. This meant changing the law to allow credit unions to provide these types of accounts. DoD’s involvement and support served as an important catalyst in winning the argument on Capitol Hill. As a result, the Federal Credit Union Act was amended a few years later. The experiment was a success.

Sometimes the result is mixed. The Military Lending Act is a perfect example. While the intent behind the act is primarily to prevent predatory lending, the law continues to yield many unintended consequences. Despite these flaws, the Military Lending Act is now being used as model for the rest of our society. As such, H.R. 5050 was introduced in the current Congress which will extend the same loan restrictions to each borrower; military-connected or not. The experiment continues.

continued on page 3
Sometimes the result can be catastrophic. Which brings us back to last year’s Senate provision in the 2020 National Defense Authorization Act. While we prevailed, it is important for all credit union advocates to understand how this was more than just winning another NDAA battle. Here is how:

The exact language in the defeated Senate version was worded: “Each covered insured depository institution, credit union organized under State law, and Federal credit union operating on a military installation within the continental United States shall be treated equally with respect to policies of the Department of Defense governing the financial terms of leases, logistical support, services, and utilities.” This construction is both contradictory and revealing in understanding the bank lobby’s true motives.

Remember, the Senate language did not stipulate any predisposed outcome. Under “equal” treatment, if the banks did not get free rent, DoD could have been forced to start charging credit unions rent and logistical costs despite language Federal Credit Union Act which allows for discretionary exemptions. How many credit unions could continue to afford to remain on the installation without changing their relationship to their members? In effect, credit unions would be no better than banks.

Plus, if the “equal treatment” argument can be made on military installations, where does this “equal treatment” stop? Think credit union taxation, community reinvestment act restrictions, along with other banking restrictions. This is one reason why winning the NDAA battle matters for all credit unions!

Moving forward in 2020, as the credit union industry engages in our advocacy efforts, we should always remember that credit unions do not fear competition from banks and that credit unions always put our members first—ahead of profit.

Finally, while the NDAA battle was underway, the bank lobby launched a steady campaign of misdirection and deceit in the media and on Capitol Hill. Parallel efforts also took place. For example, it is no secret the bank lobby has dedicated entire “task forces” designed to combat credit union acquisitions of community banks. There was also a new “consumer blog” that was discovered to be backed by the bank lobby. In addition, the bank lobby purchased and released an “exhaustive study” on credit unions that argues for our industry to return to its original 1934 box or regulate us out of existence. This overall messaging campaign was not coincidental.

In terms of using the military to transform segments in our society, isn’t it ironic that the bank lobby suddenly found virtue in the concept of offering more choices in financial service providers to military members? This contradiction comes after repeated efforts by banks over the years to resist any attempts by credit unions to serve more consumers. The bank lobby tried to pull a fast one in its attempt to leverage the military even though their proposal did very little to benefit military members. It was either to pad their already staggering profits or to punish credit unions under the guise of equality.

It was very telling that DoD did not support this bank lobby proposal. This was not surprising. As a prerequisite, if you are going to invoke the military in any argument, you need to demonstrate a benefit to the military—not bank shareholders or their lobby. It still baffles me why various veteran service organizations took the bait without consulting the very credit unions who support their causes.

Additionally, DoD’s reaction to the bank lobby did not happen by accident. That is why we do what we do. The same goes for garnering Congressional support in stopping this negative experiment. Once Congress learned the facts, they made the right decision given the bank lobby’s ongoing charade. Winning the NDAA argument was a team effort by DCUC, NAFCU, CUNA, the leagues and many credit unions. I am not sure we have ever been this unified as a credit union industry. We can and should continue to advocate in this manner.

Moving forward in 2020, as the credit union industry engages in our advocacy efforts, we should always remember that credit unions do not fear competition from banks and that credit unions always put our members first—ahead of profit. Plus, whenever banks argue for equal treatment, they first need to start acting like credit unions in terms of service, structure, and ethos along with giving back to supported military communities. Our military members deserve more, particularly when they are being used for more than just winning our nation’s wars!
South Carolina Federal Offers $50,000 in Scholarships

*Maggie Wickey, South Carolina FCU*

South Carolina FCU is preparing to award $50,000 to 12 students during its 10th annual scholarship program. In the spirit of the credit union’s “Doing More Together” approach to personal finance management and community outreach, applicants are asked to write a short essay on how they plan to use their education to do more for others. Applications will also include students’ work experience, volunteer commitments, academic marks and financial need.

“Education is the best foundation for young adults who are starting to pave their own path,” said Scott Woods, President and CEO of South Carolina Federal. “By easing the burden of college costs, we can help students across our state gain the knowledge and experience they need to prepare for long-term success.”

Tower FCU Employee Completes Marathons in All 50 States

*Carla Burger, Tower FCU*

Sometimes we save the best ‘til last. John Mohler, 68, who started running marathons at age 60 and has now completed races in all 50 U.S. States plus the District of Columbia, says nothing compares to the memory of his final race.

Mohler ran as part of the Autism Speaks team this October in the Marine Corps Marathon in Washington, D.C., in honor of his four-year-old grandson who is autistic. “My family was waiting at the finish line and handed my grandson to me so he could cross the finish line with me. The Marines were lined up cheering us on and giving us both high fives. It was a great moment that I’ll never forget.”

Mohler, who works for Tower FCU as Vice President/Director of Internal Audit, says he ran cross country in college but didn’t begin running marathons until shortly after joining Tower 12 years ago.

“One of my co-workers was recruiting runners to participate in the Cherry Blossom 10-Miler in Washington, D.C., and Tower was one of the event sponsors,” he recalls. “She asked me to join Tower’s team, saying she drove the van to pick up runners who couldn’t keep pace. I joked that she wouldn’t be picking me up—and she didn’t!” Mohler says he started running half marathons then full marathons after that.

While Mohler enjoys running, he admits he also does it for health reasons. “There’s a history of diabetes on both sides of my family, which forces me to be mindful of my A1C (blood sugar). Running has helped me keep things in check without medication or insulin.”

Other memorable races that have stood out over the years, Mohler says, include the Garmin Oz Marathon in Kansas and the Bataan Memorial Death March in Las Cruces, Mexico.

“In the Garmin Oz race, I ran alongside six runners covered in a dragon costume,” he says. “They were trying to make it in to the Guinness Book of World Records. To see runners in a dragon costume finish a marathon in under four hours was actually pretty amazing!”

Mohler says the Bataan Memorial marathon was especially compelling. The annual “march” takes place in the desert terrain of the White Sands Missile Range, where the atomic bomb was tested. The event is conducted in honor of the military service members who defended the Philippine Islands during World War II.

“Survivors, now in their nineties, told stories of their survival and what they experienced in small breakout sessions and shook your hands at the start and finish,” Mohler recalls. “You knew you were in the presence of real heroes.”

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**Interested in Becoming More Involved in DCUC? Here is how:**

1. Attend one or more DCUC Conferences in 2020
2. Participate in our Military Advocacy Committee
3. Help establish our new Military Technology Committee (see Technology article in November 2019 ALERT)
4. Share your credit union stories and successes (send to alert@dcuc.org)
5. Send a “Crasher” to our Annual Conference
6. Visit www.DCUC.org and give us a call (202-734-5007)

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DCUC led the fight against bank lobby efforts in the #FY20NDAA (86-8) that would have rewarded for-profit banks and penalized not-for-profit credit unions. Big win for credit unions.
DEFENSE CREDIT UNION COUNCIL, INC.

DEFENSE CREDIT UNION PEOPLE IN THE NEWS

NORFOLK, VA—ABNB promoted Brenda Reed-Olejasz to Director of E-Services responsible for managing electronic services, the Members Service Center, product development, and the product deposit portfolio. Leisa Brissett was promoted to Director of Branch Operations responsible for working with Branch Relationship Managers to sales service and operational functions are being performed efficiently…LAUREL, MD—Tower FCU announced the hiring of Tom Poe as Vice President/Director of Marketing and Business Intelligence responsible for marketing and business development strategies…N. CHARLESTON, SC—South Carolina FCU hires Michael Dart as new advisor to Investment Solutions through CUSO Financial Services L.P. (CFS).

Dover FCU Partners to Give Students Work Force Training

Joshua Cordeiro, Dover FCU

The Appoquinimink School District held a Workforce Readiness Fair on December 18th which was sponsored by Dover FCU, and hosted by Wilmington University. This event was designed specifically to help their students learn skills which will prepare them for entering the work force.

Approximately 350 Appoquinimink school district students attended this one-day event which focused on resume development, interviewing, networking, and other workforce tips. During the day, students had the opportunity to attend four breakout sessions, as well as speak with 50 area industry and business partners, including banking, medical, and childcare industries. The Appoquinimink School District is currently the only district in Delaware which provides a workforce readiness event of this type.

Chaz Rzewnicki, Dover FCU President and CEO, stated, “Dover Federal is proud to be a partner of the Appoquinimink School District and happy we could support the Workforce Readiness Fair. The program provided the students in attendance with important information to help them in the future.”

DEFENSE CREDIT UNIONS IN THE NEWS

TYSONS, VA—PenFed CU was selected by Viqtory Media as the nation’s top Military Friendly® Brand and was honored by the Northern Virginia Technology Council Foundation with a Veterans Employment Initiative Veteran Service Award for its support of the military community…N. CHARLESTON, SC—South Carolina FCU was honored with a Glassdoor Employee’s Choice Award which recognizes the Best Places to Work in 2020 in the U.S. for small and medium sized company category.

PenFed Provides Housing Support and Employment Assistance to Veterans

Kenyon Spencer, PenFed

The PenFed Foundation presented a $25,000 donation to U.S. VETS—Washington D.C. as part of a continuing partnership to support D.C. area veterans and their families in need of housing, counseling and comprehensive support.

“We are committed to veterans here in the D.C. area and are proud to support the wonderful work of U.S. VETS,” said President of the PenFed Foundation and retired Army Four-Star General John “Mick” Nicholson. “After conducting a recent visit to the D.C. facility, meeting with formerly homeless veterans, and seeing firsthand the results of last year’s Foundation donation, we knew we wanted to continue the partnership and work to end veteran homelessness in our region. These veterans stepped up when our nation called and now we need to step up and help them.”

U.S. VETS is a private non-profit organization providing housing, employment and counseling services to our nation’s veterans, the men and women from all branches of the armed forces who have served our country from World War II to the current conflict in Afghanistan.

“We are grateful for PenFed Foundation’s continued support of our goal to eliminate veteran homelessness in the Washington D.C. area,” said Clifton Lewis, executive director of U.S.VETS—Washington D.C. “Without support of organizations like the PenFed Foundation, we would not be able to operate our Washington facility that provides housing and support to 90 veterans daily.”

DEFENSE CREDIT UNION PEOPLE IN THE NEWS

Dover FCU presents a donation of $3,750 to Appoquinimink School District for Work Force Training. Photo courtesy Dover FCU

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Keesler Federal Banking On New Concept in Training

Steve Aldersman, Keesler FCU

At Keesler FCU, each teller is equipped with a monitor, teller software, money for transactions, calculator, phone, signature documentation pad and all the other essentials. This not only describes the teller line at any of the Keesler Federal’s 38 branches, but also the Teller Training Class Room inside the innovative Keesler Federal University Training Center.

The Teller Training Classroom has a vault that consists of simulated money—much like that used on television shows and movies. The money is so realistic that it must undergo an audit every day as it could easily be considered authentic if in circulation.

The Teller Room, a rarity for financial institutions, allows trainees to experience the everyday functions of a teller including training in Symitar™ (the credit union’s core system), cash handling and balancing, using calculator tape and learning how to interact with various members they may encounter in their new jobs. This mock teller line mirrors actual working conditions the trainees will eventually experience.

Sixteen trainees each have their own “window.” The Teller Room is also equipped with three 80-inch flat screen TVs that allow live online training through WebEx from any branch, including Keesler Federal’s three locations in England. It is a definite leap forward from the days of trainees learning by sitting behind a teller in a branch. And a far cry from Keesler Federal’s days of using a table in a spare conference room.

“This is a fairly new concept in branch training, and I am really proud of what we are accomplishing here at Keesler Federal,” said Felicia Augustine, Director of Training and a 30-year veteran in the financial industry. “This is a first-class operation. I cannot say we are the only training center like this, but if there are others, there are not many.” Augustine said the idea for the Keesler Federal University came from her observation of how they train nurses at the Mississippi Gulf Coast Community College.

Heritage Trust Fulfills Wishes of Local Children

Dustin Haynes, Heritage Trust FCU

Picture the sweet four-year-old girl who worked hard all year to be on the nice list sharing that she loves Minnie Mouse but also needs a new winter coat and shoes to fit her growing feet. Her list is not far off from the lists you have heard the children close to you share. What’s dimming the Christmas lights is the fact that her family isn’t sure how they are going to make her wishes come true.

In the spirit of giving this holiday season, Heritage Trust fulfilled the wishes and wants of children through the Salvation Army of Charleston’s Angel Tree and the HT Cares program. The HT Cares division of the credit union serves to connect community partners with the resources within our organization and facilitate participation and opportunities for our staff and membership.

As an organization Heritage Trust adopted 44 children through the Salvation Army’s Angel Tree program. Big or small, the lists for these children were carefully checked off by employees throughout Charleston, Dorchester, Berkeley and Colleton counties.

“It was a wonderful way to kick-off the holidays and cultivate a spirit of giving. The marketing department looked like a branch of Santa’s workshop. Seeing all of the bikes, cars, dolls and clothing carefully packaged for each child brought a smile to everyone who passed by,” said Kelly Nix, Public/Employer Relations Officer.

All In CU Employees Support the Local Community

Kathy Scarbrough, All In CU

All In CU employees donated to families and individuals in need this holiday season by partnering with several local charitable organizations. As part of the Credit Union’s annual tradition, All In employees came together in a company-wide effort to collect gifts for children and seniors and decorate Christmas trees for local nursing homes. As part of the organization’s ongoing #WeGiveBack efforts, the Credit Union delivered holiday cheer to 11 organizations. All In CU also collected and donated hundreds of pounds of food to local food banks in its service areas following its annual food drive.
A Resolution to Protect Veterans from Financial Scams

Walt Laskos, SVP, Strategic Communications at the Cooperative Credit Union Association

At the start of every year, it’s not unusual to experience the desire to tackle that one nagging issue, once and for all. Of course, I’m talking about a New Year’s resolution.

Whether it’s a longing to get in shape, spend more time with the family, or further enhance and deepen your credit union’s engagement with the community, a New Year’s resolution can serve both personal interests as well as those associated with your organization.

If you still happen to be searching for that one-of-a-kind New Year’s resolution, perhaps I can help.

For anyone with elderly grandparents or family members who are in the prime of their golden years, it’s worth noting that they are prime targets of financial exploitation. Today it’s estimated that financial scams and fraud targeting seniors are reaping more than $40 billion dollars a year in revenue. It’s big business and it continues to grow and expand its target audience beyond seniors to include veterans as well, even those suffering from PTSD!

Experts on this topic all agree that the best weapons in this fight are raising public awareness and education, and credit unions are well positioned to lead the charge. With a burning desire in their cooperative DNA to provide financial education, credit unions can form a front line in the battle against financial exploitation.

For the past two years, member credit unions of the Cooperative Credit Union Association (CCUA) have been taking up this fight, hosting educational Lunch & Learn gatherings at senior centers, sponsoring radio interviews, airing commercials, publishing articles, participating in workgroups and specialty teams hosted by lawmakers and community leaders, and most especially, training and certifying their staff to recognize the signs of elder exploitation and what to do in response. This multi-level engagement strategy has not only positioned credit unions as a leader in safeguarding seniors and their finances, but it also introduced them to new partnerships with many other community-based organizations, including the AARP. All of this, in addition to enhancing current relationships with mayors, district attorneys, Attorneys General, lawmakers, banking supervisors, and law enforcement. By extending a hand and inviting them to join with us as panelists at our Lunch & Learns (who would be opposed to protecting seniors from financial scams?), we have further strengthened the bonds of friendship.

From a collaboration with the Disabled American Veterans to attracting the attention and participation of the Food Television Network’s Celebrity Chef Robert Irvine, CCUA’s three DCUC-member credit unions—Service CU, Hanscom FCU and Dover FCU—raised the issue of financial exploitation, fueled the conversation and provided free resources to elderly veterans, their caregivers and family members attending each of their highly-valued educational sessions.

There’s no doubt, together as credit unions, hand-in-hand on the front line of this battle, we can make an extraordinary difference for seniors and our communities. Although it requires time and resources, I’ve found the value and benefits resulting from our efforts will surpass our wildest expectations.

Financial Center First
Awards Inaugural Pamela Gemmer Memorial Scholarship

Article provided by Financial Center First CU

Financial Center First CU awarded Lorena Couttolenc Romero with the inaugural Pamela Gemmer Scholarship on December 9, 2019. Photo courtesy Financial Center First CU

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LinkedIn: Defense Credit Union Council
New Year, New Projects

Anthony Hernandez, President and CEO, DCUC

Happy New Year and thank you all for the tremendous progress and success of our 2019 advocacy efforts. A large part of our success stems from the outstanding efforts of DCUC’s Military Advocacy Committee which completed its first year in operation. In fact, the committee helped raise DCUC’s profile inside and outside the industry. We are very excited about our legislative and regulatory strategy heading into 2020.

That said, virtually all governmental activity in our nation’s capital is overshadowed by the ongoing impeachment saga and political posturing ahead of the Presidential election. This carries over to political appointments, regulatory reforms, and essential dialogue that makes it all work. Yet, there are some great bi-partisan opportunities which we are ready to initiate.

First, DCUC will initiate a grassroots letter campaign in support of H.R. 2305 – Veterans Members Business Loan Act. This initiative was introduced last April and has already gained bi-partisan sponsors in both the House and Senate. Our goal is to press forward on this initiative while the impeachment debate is being settled so that our bill can help rebuild bridges between the parties. This bill has a very favorable chance of passage and becoming law!

Next, DCUC will propose several comments on H.R. 5050 – Veterans and Consumers Fair Credit Act. This bill proposes to expand the same restriction in the Military Lending Act to all consumers nation-wide. While we agree with the intent of the bill in protecting consumers from predatory lenders, there are some unintended consequences that remain unresolved.

DCUC will also propose comments on H.R. 5003 - Fair Debt Collection Practices for Servicemembers Act. This bill proposes several restrictions on debt collection practices which sound good in principle. Yet, one of the provisions in the bill hurts military members and leads to poor credit scores which affect security clearances.

Other 2020 advocacy initiatives include support for changes in NCUA regulations that allow APO/FPO address to be included in Low Income Credit Union designations, support for H.R. 3642 Improving Credit Reporting for All Consumers Act; and DoD policy implications stemming from H.R. 1595 – Secure and Fair Enforcement Banking Act of 2019.

Finally, DCUC will be prepared for another round of bank lobby misinformation and efforts in the 2021 National Defense Authorization Act that seek to make banks and credit unions “equal” on military installation. This “equality” is not meant to benefit credit unions (i.e., either banks get no-cost land leases or credit unions begin to pay). Plus, the House has already announced its intention to complete NDAA negotiations no later than May 2020. As such, we will need to move very quickly.

All these legislative and regulatory initiatives will be discussed at our upcoming Defense Matters Forum on Sunday, February 23, 2020. We will hold a “live” Military Advocacy Committee meeting (open to all attendees) where we will provide detail information and discuss our strategy. This is a meeting you will not want to miss if you have concerns about the changing credit union landscape. We look forward to your participation in 2020!

Holiday Raffle to Provide Beds for Children

Monica Parks, Hanscom FCU

Hanscom FCU Charitable Foundation hosted its annual Holiday Raffle and raised a grand total of $16,600 this year, making it another record-breaking year of employee and volunteer support. The annual event benefits A Bed for Every Child, an initiative of the Massachusetts Coalition for the Homeless. Contributions from Hanscom FCU employees totaled $8,300, which was matched by an $8,300 gift from the credit union. The donation will provide 66 beds for children in need in the Commonwealth.

Hanscom FCU also collects donations throughout the year through branch lobby collection boxes, resulting in an additional donation of $1,637 for the Coalition. In total, the credit union was able to donate $18,237 in 2019.

“Year round, our employees and volunteers support A Bed for Every Child with not only monetary gifts, but also their time and energy,” said Ray Phillips, Hanscom FCU’s Chairman of the Board. “The lack of a good night’s sleep affects so much of a growing child’s life, from their physical and emotional health to their performance in school. We’re honored and humbled to see the impact made by our team for this wonderful organization.”
Alaska USA FCU to Acquire TCF Bank Branches in Arizona

Article provided by Alaska USA FCU

Alaska USA and TCF National Bank (TCF Bank), a subsidiary of TCF Financial Corporation (NASDAQ: TCF), announced Alaska USA has signed a definitive agreement to acquire TCF Bank’s seven branches located in the greater Phoenix, Arizona, market, along with deposits and certain related assets. As part of the agreement, Alaska USA will extend employment offers to all TCF Bank team members who work at the seven branches.

TCF Bank branches add to the eight branches that Alaska USA currently operates in the Phoenix market, which will total 15 branches following the acquisition. In addition to the branch network, Alaska USA also has a financial center, an operations center and a data center in Glendale, Arizona, and employs more than 300 people in the state. Alaska USA has over 673,000 members worldwide, operates in Alaska, Arizona, California and Washington, and is one of the 20 largest credit unions in the country with more than $8.3 billion in assets.

“The acquisition of TCF Bank’s seven branches and deposits in Arizona further demonstrates our commitment to providing expanded access to credit union services to individuals residing throughout Maricopa County,” said Geoff Lundfelt, Alaska USA president and CEO. “We look forward to serving these customers, who will have the opportunity to become members of our credit union and all that it has to offer.”

“We are pleased to have found a buyer in Alaska USA that is equally recognized for its outstanding commitment to its credit union members and its employees, and we look forward to working together to provide a smooth transition for our customers and our team members. The sale of these banking centers allows us to prioritize our efforts and resources on core markets where we have greater scale. We see tremendous opportunity to centralize our strong brand and full-service product offerings throughout our markets in Michigan, Minnesota, Illinois, Colorado, South Dakota, Ohio and Wisconsin,” said Michael S. Jones, executive vice president of regional banking at TCF Bank.

75 Acts of Service for 75 Years

Kristin Kauffman, Cedar Point FCU

2020 is an important year for Cedar Point FCU. It’s not every year that a credit union turns 75! While Cedar Point spends most of its time looking toward the future, the credit union also believes in reflecting on and learning from its storied past. Originally formed in 1945, Cedar Point FCU served local Navy sailors and civil servants who had bravely worked to protect American shores during World War II and beyond. Skipping ahead to 2009, Cedar Point received its community charter and officially opened its doors to residents of Calvert, Charles and St. Mary’s counties.

In 2020, Cedar Point is asking its community for a hand. In celebration of the credit union’s 75th Anniversary, it is launching one of the biggest community projects it has ever attempted. This year Cedar Point will carry out 75 Acts of Service to honor each of its 75 years. The credit union’s goal is to make a big impact for those who need it most in the communities it serves. Whether that means helping a child learn to read, providing a meal for someone who is hungry, or planting a tree for a local non-profit, the credit union stands ready to lend a hand.

GOT NEWS?  Send your credit union news to alert@dcuc.org.
AFFCU Supports Lackland Fisher House

Danny Sanchez, Air Force FCU

AFFCU presented a check in the amount of $2,000.00 for the Lackland Air Force Base Fisher House on December 23, 2019.

Each year AFFCU uses various fundraising events to collect donations to assist the Fisher House in supporting its military residents as they seek treatment at a local hospital. The events include raffles, popcorn days, and contributions from employees who participate in “jean days.” Employee and member contributions totaled $2,000.00.

“AFFCU has been a valued partner in helping the Lackland Fisher House,” said Dwayne Hopkins, Executive Director of Fisher House, Inc. “There is absolute trust that every dollar spent will go directly to care and needs of the military families staying at our Fisher Houses. I sincerely thank the directors, staff and members of AFFCU for supporting our mission.”

Each year the participation in the donation drive from the AFFCU family has increased, and has spread to involve the credit union’s community partners.

“The Fisher House exemplifies the Air Force core value of Service Before Self,” said Bob Glenn, AFFCU President and CEO. “They provide unique support to the military and their families during very difficult times. Our support of their mission is imperative to the credit union and we will look forward to increasing our support.”

Technology and Veteran Insecurity

Anthony Hernandez, President and CEO, DCUC

Credit unions and their members continue to realize the effects of rapidly emerging technologies along with many changes in our economy. Whether it is your credit union, your credit union members, or yourself, these sweeping changes drive the same level of uncertainty as a result. It is widely understood this uncertainty can be categorized in the following manner:

- Economic Insecurity
- Technology and Privacy Concerns
- Physical Safety
- Identity Theft

The military is no different. In fact, there are other realities that accompany the military lifestyle and require additional consideration. DCUC wrote an article highlighting these concerns in November’s edition of the ALERT newsletter. Among these realities are the following:

- Risk of Compromising Operational Security (Social Media P2P Payments)
- Wounded Warrior Access (Biometrics and PTSD Triggers)
- Personal and Family Safety (Data Security and IoT)
- Deployment Issues (Spouse Access and Password Resets)
- Service in Remote/Austere Battlefields (Access to Funds or Service)

In order to address these concerns, DCUC will establish a new Military Technology Committee in 2020. This committee will provide advice on emerging technology and its impact on military members serving in harm’s way. This includes each of the items stated above as well as regulatory policy and Department of Defense restrictions on use of technology on the battlefield.

In addition, and in recognition of these military concerns, DCUC will be moderating a panel discussion on “Technology and Veteran Insecurity: The Good, The Bad and the Ugly” at Filene’s upcoming research event in Irvine, California on January 28-29. There is a growing need to address these issues in larger industry-wide forums for one reason: military members and veterans are already members of virtually every credit union in the United States. Thus, this is an important discussion for all credit unions.

Yet, as vendors make their technological offerings and sales pitches, it is unclear whether anyone is addressing any of these concerns. As such, credit unions need to discern what kinds of question should be asked. For instance, what percentage of your membership is affected by these concerns? Is there value in providing additional service for our military? Do the costs for including various workarounds for the military outweigh the benefits derived in addressing these concerns? What other questions should be asking?

Finally, if you are wondering “if the juice is worth the squeeze,” consider the following: there was a great deal of turmoil from recent lawsuits involving the Americans with Disabilities Act. This was a wake-up call for ALL CEOs, compliance officers and technology chiefs. Military concerns will be next. As such, DCUC hopes you will join us in both this panel discussion and on the DCUC Military Technology Committee in order to stay ahead of the curve. In the meantime, thank you for all your support to our military and their families.

For the latest credit union news, visit www.dcuc.org
Tinker FCU has honored three financial educators in Oklahoma with Teacher of the Year awards, as part of their Teacher of the Year Awards contest. Winners were Shea McCrary of Muldrow High School, Shane Martin of Francis Tuttle Technology Center and Kathy Chamblin of Shawnee High School.

The contest was open to any Oklahoma educator who taught financial responsibility to 7th – 12th grade students in 2019. Each entrant submitted a video explaining how they teach financial topics and why they feel it is important to incorporate that into their curriculum.

“The Teacher of the Year Awards contest gives our Financial Empowerment team the opportunity to acknowledge educators who are making a difference by teaching good money habits in the classroom,” said Heather Kay, TFCU’s assistant vice president and manager of financial empowerment.

Fort Bragg FCU paid over $721,000 in Loyalty Dividends to 22,900 qualifying member-owners on December 18, 2019. For the second year, Fort Bragg FCU has paid a Loyalty Dividend based on deposit and loan balances of members. Approximately 60% of the total membership received a dividend; some receiving as much as $500.

“Our Board of Directors has once again authorized the payment of this special dividend to recognize our most loyal members,” said Todd Kenthack, President and CEO of Fort Bragg FCU. “As a financial cooperative, we are able to return a portion of our Credit Union’s earnings to our member-owners. This sets us apart from many for-profit financial institutions. December is the perfect time of the year to give back to our most loyal members.”

A San Francisco Landmark—The Palace Hotel

Originally established in 1875, the Palace was San Francisco’s first premier luxury hotel and the largest in the world. The Palace Hotel wraps around the corner of Market Street, and an intricate gold doorway and street access leads to the hotel’s Ghirardelli Chocolate shop. When the hotel opened its doors over 100 years ago, it had the unusual luxury of air-conditioning and fireplaces in every one of its rooms.

The original building was destroyed in the fires following the famous 1906 earthquake and was rebuilt in 1909, maintaining its original grandeur. Today, arched doorways on Montgomery Street lead into the stunning lobby that features vintage gold chandeliers dangling from vaulted ceilings. This San Francisco landmark has over the years welcomed countless celebrities and eight U.S. presidents.

In October of 2015, the hotel completed a $40 million renovation project to bring the interiors into the 21st century. Upgrades were made to the rooms and common areas, including the beautiful Garden Court restaurant, pictured above. With stunning architectural design and its current 552 rooms on just eight floors, this upscale landmark hotel is aptly named.

It is conveniently located near Union Square’s luxury shopping, and features include Maxfield Parrish’s Pied Piper painting in its world-famous bar, and a glass-roofed indoor pool.

Join us in August at the Palace Hotel for one of DCUC’s best conferences ever. Dates are August 9–12, 2020. Register online today at www.DCUCAnnual.org and look for the 2020 Preliminary Program in the coming weeks.
ARMED FORCES FINANCIAL GUIDE: Mapping the Military Lifecycle

SPECIAL PRICING AVAILABLE FOR DCUC MEMBERS

This comprehensive new guide, co-sponsored by DCUC, assists servicemembers and their families with money management and financial planning through each stage of the military lifecycle, from enlistment and promotion to separation or retirement.

Under one cover, it provides essential information on qualifying for and accessing military benefits, working as a family to make sound financial choices, transitioning from active duty to civilian life, and enrolling in essential veterans programs.

FEATURED TOPICS
- Leave and Earnings Statement
- Service Related and Special Benefits
- PCS Moves
- Healthcare and Insurance
- Retirement Plans
- Transition and Separation

Covers can also be CUSTOMIZED with your logo, contact and special messaging.

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