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**DCUC Latest Accomplishments**

- **DCUC is growing!** We welcome back several former member credit unions while signing up new associate members—watch DCUC’s social media channels for announcements.
  - Joint letters are rare—yet necessary considering the negative impact of the legislation.
  - Conducted 2nd Qtr DCUC Military Advocacy Committee (June 30, 2020).
- Began work on DCUC’s Website redesign and continue to focus our social media to adapt to current trends and market data—four-fold increase in page views & interaction.
- Continuing work on new sponsorship package for bridging vendor access in light of conference cancellation—we have retained most of our sponsors for next year.
- Became prime sponsor of Filene’s Emerging Technology Center of Excellence in concert with re-energizing DCUC’s Military Technology Committee—see November 2019 ALERT.
- Continued to feature DCUC partners and member credit unions in new VIP Alexandria magazine, a community-based, premier social/lifestyle magazine in the local DC market. We would love to feature your credit union stories via alternate venues in DC. See past “DCUC Presents” in previous editions at www.vipalexandriamag.com

**DCUC Happening Now**

- Don’t miss out on a FREE copy of DCUC’s newest video, “Why We Do What We Do,” co-branded with your credit union’s logo for your marketing toolkit—a $500 value for all DCUC member CUs in honor of the Armed Forces Financial Network’s 35 Years of Service to each of you!
- Look for DCUC’s Silent Auction to raise funds for American Gold Star Mothers—Thank you to our donors! Includes a handmade Patriotic Blanket by Eileen Ehrsam (see page ?)
- White House Ornament sales campaign—proceeds go to George E. Myers (GEM) Scholarship Program—up to $3,500 to help develop KSA’s for member credit union staff.

**DCUC Upcoming Activity**

- Begin work on comprehensive “Year-in-Review” publication—see details in CEO article.
- Our next Military Advocacy Committee is August 10, 2020 at 2pm EDT.
- DCUC’s Virtual Annual Business Meeting is August 11, 2020 at 2pm EDT.
- Sponsoring five virtual events on the Military Spouse Advocacy Network starting in August. See April 23 event on www.militaryspouseadvocacynetwork.org/webinars.
Over the last four months, your Defense Credit Union Council surpassed many important milestones embedded in our 5-year strategic plan. Overall, DCUC has seen our brand recognition as a credit union trade association nearly quadruple as a result of some important advocacy wins, our ability to provide breaking news and information, and using our time at home to perfect our processes, products and promotions. Many of these achievements are chronicled in previous editions of this column.

Looking back, I am very proud of what our team has been able to accomplish since we first headed into what has become a prolonged period of uncertainty. These achievements are the culmination of several ongoing conversations, idea sessions, and old school patience and determination, which always drive success, particularly in times of crisis. Some are attributed to seizing emerging opportunities and taking advantage of flexible work packages, a culture of empowerment, and outstanding integration. Yet, none of these would have happened without the support of our board of directors and our member credit unions.

While many of us are still wondering what the new normal will look like, succeeding in the future will not wait for things to fall neatly into place. Thus, while I am proud of our accomplishments to date, I am more excited about what is happening right now along with what we expect to happen next. In terms of increasing member value, here are three initiatives happening right now:

**DCUC Co-Branded Video (“Why We Do What We Do”)**

Now is the perfect time to re-release our second video as America continues to recover from the pandemic, re-focuses its commitment on DEI initiatives, and basks in patriotic sentiments and imagery following the 4th of July holiday. Many of you have seen this live-action video and shared your enthusiastic reactions; and the response to DCUC’s and the Armed Forces Financial Network’s FREE offer of co-branding the video is far ahead of what we initially assumed. We hope you will use this video to promote your credit union, attract new members, and re-connect with your community.

The original idea was to include it on your “about us” webpage as proud members of the Defense Credit Union Council. However, it provides great social media content, can be played on your YouTube channel and in your credit union lobbies, and in meetings with installation and community leaders. Some are contemplating its use in local advertising via TV/internet and OTT (over-the-top) channels. We welcome and encourage your credit union to use the video across all your communications and marketing channels.

**DCUC’s Co-Branded Armed Forces Financial Guide**

As a proud partner and charter member of various DoD Financial Readiness campaigns, we followed our highly successful *Guide to the Military’s Blended Retirement System* with a more comprehensive *Armed Forces Financial Guide: Mapping the Military Lifecycle* to assist 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.

Developed in concert with academic professors at each of the military service academies and professional financial educators and publishers, this guide 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...all under one cover.

As we head into the fall semester, whether online or in-person, and as new recruits take their oaths or as seasoned veterans decide to transition, now is the perfect time to offer this guide. There are a couple of options available to DCUC member credit unions.
can purchase hard copy guides which are always great for making presentations to the troops or having something tangible in meetings with senior DoD officials on the installation. In fact, I understand the entire graduating class at the United States Naval Academy each received their very own hard copy.

There is also an ability to license the content and host it on your webpage so people can download their own copy while visiting your credit union website. This way they can see all the products and services available to them as members of your credit union. Either way, this a fantastic way to serve a need for financial education and to connect with your members and community.

**DCUC’s Year-in-Review**

For those who have participated in one of our Military Advocacy Committee meetings, offered ideas for our new Military Technology Committee, or simply read our Constant Contact updates and the monthly ALERT, you know 2020 is already a very successful year despite the pandemic. However, we believe a comprehensive publication is in order to highlight the important work we do together. We envision this new “Year-in-Review” publication to include everything we have already done, things we are about to do, and providing a vision of the future in making our association even stronger.

We want you to be proud of your membership in the Defense Credit Union Council. As such, we will strive to publish this guide so you can use in your board meetings, at your annual meeting, and in subsequent social media and community campaigns. We expect to have this publication ready in late October.

Again, we want to thank you for your continued support and steadfast commitment to our military communities during these trying times. Although the new normal remains unclear, we continue charging at full speed ahead. DCUC is on the go—stay with us for the ride to success!

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**TECHNOLOGY AND INNOVATION UPDATE**

**DCUC Sponsors Center of Excellence for Emerging Technology**

*Article provided by DCUC*

DCUC is proud to sponsor Filene’s Research Center of Excellence for Emerging Technology project. According to Filene, the focus of this project is to connect credit unions with the most impactful technology and consumer trends. As technology use and consumer trends continue to evolve, it is essential that the work of this research center continues so that credit unions have current resources, tools and strategies for navigating the intersection of financial services, and emerging technology in a concrete and actionable manner.

Credit unions are exploring new concepts and innovative ideas to meet the needs of the communities they serve. A few technology trends being explored include cloud storage, FinTechs, marketing automation, artificial intelligence, and IT security.

“DCUC is committed to providing the right information and tools to our members so that they continue to succeed now and in the future. Our support of Filene’s Center of Excellence for Emerging Technology is an important part of this commitment. It is also important than any technology adopted by credit unions be inclusive of the unique circumstances faced by our military and veterans, to include those who must maintain high security clearances and those who are wounded/disabled. We look forward to facilitating the flow of information both ways and to making the credit union industry stronger together,” stated Tony Hernandez, DCUC President and CEO.

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**Send your credit union news to alert@dcuc.org.**

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**Defense Credit Union Difference Branding**

We are pleased to offer you a copy of DCUC’s newest video, *Why We Do What We Do*, co-branded with your credit union’s logo for your marketing toolkit. In honor of the Armed Forces Financial Network’s 35th anniversary of service to DCUC Credit Unions, DCUC and AFFN are offering this $500 value at no cost.

If you are interested in taking advantage of this exclusive offer, send your high resolution (over 720 x 720 px at 72 dpi) AI, PDF, EPS, PNG, TIF, or JPG logo to ceo@dcuc.org.

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**Kirtland FCU Opens Fifth Branch**

*Article provided by Kirtland FCU*

Kirtland FCU opened its fifth branch, Coors Pavilion, a 1,112 square foot full-service location. The new branch is following all COVID-19 safety practices. According to Tom Shoemaker, Kirtland FCU’s CEO and President, the company is expanding to better serve all of Albuquerque. “Many people think that we only serve military and military families,” explained Shoemaker. “We are here to serve all of Albuquerque, and we hope this new branch will be a convenient option for westsiders.”
Cedar Point Donates to “The Mission”

Stephanie Taubert, Cedar Point FCU

Cedar Point FCU launched “Think Outside the Mailbox,” an eStatement sign-up campaign that will donate funds to The Mission. For every member who elects to replace paper statements with eStatements, Cedar Point will donate $1 to The Mission.

Founded in 2013, The Mission is a local outreach whose purpose is to provide for those in poverty. The organization helps individuals develop the skills necessary to move from the streets into their own home or apartment, all without governmental assistance. The Mission offers more than handouts and warm showers. They establish relationships, provide job training, budget classes, and teach basic computer skills. Their goal is to train and equip those struggling to become competent, self-sufficient individuals who can break the cycle of homelessness.

Cedar Point believes in the credit union philosophy of “People Helping People.” This belief extends not only to our members but also to the community. That’s why we are donating to The Mission. “We’re conservatively expecting at least 200 eStatement sign-ups,” said Kristin Kauffman, Cedar Point’s Marketing Manager. “The last time we held a similar campaign, over 2,000 people chose to turn off their paper statements. Think of the difference Cedar Point could make for those who use The Mission’s services!”

Not only will this campaign serve as a fundraiser, but it will also help Cedar Point towards its goal of becoming more environmentally friendly, “I think we can really make a positive impact while our community grapples with the effects of COVID-19,” said Charles Roach, CEO and President of Cedar Point. “We are giving back to those who need it most right now. We are also able to decrease our environmental footprint every time a member signs up for eStatements.

“Truly, when the credit union saves money on mailing paper statements, those savings go back to our members in the form of better rates and higher dividends.”

All In CU Launches Elder Financial Abuse Prevention Program

Article provided by All In CU

All In CU is committed to protecting elderly members from the risk of potential fraud and exploitation. As a demonstration of this commitment, All In has established an Elder Financial Abuse Prevention Program designed to provide members with an extra level of account security.

Bobby Michael, President/CEO of All In CU, stated, “Helping our members safeguard their assets is extremely important to us. With the launch of this program, we’re hoping to minimize the number of elder financial abuse cases by providing an option that is simple and secure.”

Statistics reveal that nearly 1 in 10 elderly Americans have been a victim of elder financial abuse with an average cost of $45,000 or more. Such losses are often more when the victim knows the suspect personally. In order to help seniors minimize the risk of becoming a statistic, All In has developed a meaningful solution by allowing elderly members to share the names of trusted individuals who can be alerted any time financial exploitation is suspected.

“Elder Financial Abuse is one of the leading crimes of our time,” commented Tangee Souders, All In CU Vice President of Compliance/Risk Management. “That is why we have dedicated resources to making sure that we are providing every means necessary to help senior adults protect their assets.”

Souders went on to say, “Unfortunately, it is not uncommon for third parties to take advantage of the trust and good will of seniors. In addition, it is more common for those who are elderly to become disabled, impaired and vulnerable to mistreatment by others. For these reasons, we are encouraging members in this situation to take advantage of the extra level of security we provide.”

Visit www.dcuc.org for the latest credit union news.

Cobalt Employees Support Local Non-profits

Karen Guy, Cobalt CU

Cobalt CU employees didn’t miss a step when it came to supporting two local non-profits’ fundraising efforts. In lieu of their annual in-person walk, each organization hosted their event virtually.

The American Heart Association Omaha Heart Walk event raised more than $300,000 which will be used for medical advancements in heart and stroke research. The American Cancer Society Relay for Life of Sarpy County event raised more than $14,000 which will go towards cancer research and support.

Cobalt was proud to be a corporate sponsor for each event and was represented by employees who participated on virtual teams for both walks.
DCUC continues its steadfast efforts in protecting credit union interests regarding no-cost land leases and potential waiver of logistic costs on military installations. This year’s National Defense Authorization Act for FY2021 is a continuation of this struggle.

DCUC recently sent out two sample letters and is asking all defense credit unions to join with us to raise concerns about wording included in the Senate version of NDAA2021 (S. 4049 § 2885) which would amend section 2667 of Title 10, United States Code and require the Department of Defense (DOD) to ensure that all policies and benefits are equally applied to both banks and credit unions. This change would force DOD to give banks access to no-cost land leases or take them away from on-base credit unions.

The most effective way to combat this banker incursion is contacting your Congressional Delegation directly. If you did not receive the sample letters and would like to join this effort, please contact admin@dcuc.org.

PenFed announced the donation of nearly $100,000 of rent-free space in Woodbridge, VA to support the Armed Services YMCA. PenFed supports Armed Services YMCA’s mission of helping junior-enlisted military service members and their families thrive wherever the military sends them. PenFed is making the Armed Services YMCA national headquarters space rent-free through the end of 2020.

“PenFed is proud to support the Armed Services YMCA, and we are honored to help positively impact the lives of service members and their families here in the National Capital Region,” said PenFed CU President/CEO and PenFed Foundation CEO James Schenck. “The Armed Services YMCA does tremendous work helping service members with the challenges they face while serving to ensure our nation’s safety and freedoms. PenFed is committed to donating $2 million in 2020 to celebrate our 2 million member milestone by giving back to charities that support the communities where our members work and live.”

In addition, PenFed announced the arrival of their 7th veteran service dog, Ace! As a part of PenFed’s philanthropic focus on supporting the military community, the company partners with America’s VetDogs to foster and train dogs who will one day graduate to provide necessary care to a military veteran or first responder with a disability.

Ace will be trained by PenFed’s VP and Chief Content Officer Andrea McCarren. McCarren grew up in a military family, so raising service dogs for military servicemen has a profoundly personal meaning to her. So much so that Ace will be the 4th one she has raised!

PenFed has a strong legacy of being a military-friendly company. The credit union donates 2% of its annual net income to charitable organizations, with the majority going to military charities.
Together in Spirit Silent Auction and Blanket Raffle

Supporting The American Gold Star Mothers of Northern California

The American Gold Star Mothers of Northern California’s mission is to find strength in the fellowship of other Gold Star Mothers who strive to keep the memory of their sons and daughters alive by working to help veterans, those currently serving in the military, their families and communities.

DCUC selected this organization as the recipient of our 2020 DCUC Conference Fundraiser. While we are separated by distance, supporting military charities is an important part of who we are as an organization. Rather than cancelling or postponing our fundraiser this year, DCUC decided to continue the important tradition by supporting this organization which selflessly provides care to Veterans in need. All members are women who honor the memory of their sons and daughters who sacrificed their lives while serving our country.

The American Gold Star Mothers of Northern California:
- Provide socks, lunches, holiday gifts, fleece blankets, gloves, and coffee for the veterans in the VA Hospital located in Palo Alto, California
- Serve many homeless Veterans from the Vietnam Conflict in local VFWs by providing meals and offering to arrange for haircuts
- Turn “Sorrow into Service” by helping to support veterans who are suffering debilitating physical and emotional problems caused by their service to our country

With your help, our goal is to have a successful VIRTUAL Silent Auction and Blanket Raffle to raise money for this worthy cause.

To participate in the Silent Auction and Blanket Raffle
visit: www.DCUCAnnual.org

The Auction will run from Friday, August 7, 2020 through Tuesday, August 11, 2020.

Donate to our virtual Silent Auction by following these simple and easy steps:

1. Select your donation. The deadline is Thursday, August 6 at 12 Noon EDT
2. Send an email to Janet Sked at janetsked@dcuc.org with the following information:
   - Item description
   - Picture(s) of your donation (up to four pictures can be used)
   - Retail value
   - Suggested minimum bid
3. Winners will be announced on Wednesday, August 12. You will be notified with the name and address of the person who won your donation. At that time, you should send the donation to them directly. Feel free to send a personal note with your donation.
4. All donations are tax deductible and our DCUC Board of Directors has once again promised to match all monies raised in the Silent Auction.

Sending a **BIG THANK YOU** from all the staff at DCUC. While we can’t be together at our 2020 Annual Conference this year, we will be Together in Spirit!
Honor Eileen Ehrsam’s Commitment to DCUC’s Charity of Choice

For the past 17 years, all participating DCUC conference attendees have generously supported our fundraising efforts for military and veteran’s charities. They have done this by making a donation, bidding on items in our Silent Auction, buying 50/50 Raffle tickets, buying mulligans at our annual golf tournament or Blanket Raffle tickets. However, Eileen Ehrsam, who has served on the Pen Air FCU Board of Directors for over 13 years, continually goes above and beyond. 2020 marks the seventh year that Eileen has graciously donated one of her beautiful, handmade patriotic blankets to help raise money for our charity of choice. For this reason, we would like to take the opportunity to honor and thank her for her amazing creativity and generosity of time and talent.

Since 2014, Eileen’s handmade afghan blankets have helped DCUC to raise over $6,500 for the various military and veteran’s charities we have selected. This is an amazing accomplishment and one that truly stands apart.

This year, we hope all of you will participate in this very special raffle. The raffle will start on August 1, 2020.

www.DCUCAnnual.org

Ticket prices for the Patriotic Blanket Raffle are one ticket for $5.00; three tickets for $10.00; and eight tickets for $20.00. Anyone is eligible to buy a ticket for this masterpiece!

“It is a pleasure to honor our military with this Patriotic Ripple Red, White and Blue Afghan. There are thirteen Stars and Stripes in this patriotic ripple. The designer is Sue Solakian. It is done with 6,552 yards of Red Heart Yarn, it took me 56 hours to complete this lovely afghan,” stated Ehrsam.

Thank you Eileen for your tireless support of DCUC, our military service members, veterans and their families.

See you in Naples in 2021!
It is jaw-dropping how much has changed in a quarter. The pandemic has a firm grip (and seems to be tightening it!); the US has experienced the sharpest GDP decline in history (relative to the time frame); and millions of Americans are suddenly unemployed. We have seen the S&P 500 plummet 34% from its February 19 high, only to climb back up 38.5% to end June at 3,100.29. (Notice how returns work—while the S&P is up 4.5% more than it declined, it was still below the market high; the S&P would need a total return of 51% from the low to get back to that high!)

In the midst of that, however, we are hearing how credit unions have stepped up to help, whether through helping the Federal government distribute some of the $3 trillion it has injected into the economy (and the ever-changing rules that came with that!) or by offering their own assistance to their members. And you had to do that while figuring out how best to work remotely yet serve members and keep your own employees safe. The work that has been done thus far is nothing short of amazing.

As DCUC member credit unions know, there is a cost, however: we’re hearing from many clients who have revised their budgets for 2020 to reflect a substantial drop in net income. Several are even forecasting very lean earnings for 2021. All are looking for ways to enhance earnings, and there is also a focus on reducing expense. One area that is often a target for tightening during these times is compensation and benefit expense. It does, after all, represent one of largest expense categories on the P&L. At a time when you have asked so much more from your team—and by most accounts they have delivered—we caution you to carefully consider those decisions and review some of the ways we’ve helped clients adjust their budgets while valuing their people.

Here are some of the ways that IZALE has helped clients this year:

- Client A, a $1 billion FCU, has used BOLI for several years to offset the cost of all employee benefits. With deposits up, loan demand tempered, and traditional yields down significantly, they allocated additional money to BOLI and immediately (with no market risk) boosted earnings by over $140,000.
- Client B, a multi-billion FCU, had an established 457(f) for several executives. We helped them evaluate the merits of continuing that plan vs. using a split-dollar loan structure, deciding the latter met their objectives. The client re-captured more than $5 million of prior expense while offering more net cash flow to executives.

Creating unique solutions for credit unions to value your people, improve earnings, and protect assets.

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Service CU Launches Impact Foundation

Anna Baskin, Service CU

Service CU has launched the Service CU Impact Foundation in order to increase its footprint of community giving and further promote initiatives that impact the areas it serves.

“The Service CU Impact Foundation promotes community development by funding initiatives that deliver solutions and solve problems facing our membership and communities in which we serve. We are excited to finally announce the launch of the foundation, and look forward to making even more of a difference to those who need it than ever before,” said Service CU President-CEO David Araujo, who serves as President/Chair of the Impact Foundation.

The Service CU Impact Foundation serves to fund efforts beyond what Service CU supports, partnering with providers who support education, human services, and emergency care for veterans and military. The Service CU Impact Foundation also supports scholarships for members, as well as charitable grants.

Hanscom FCU’s COVID-19 Response Helps Thousands

Monica Parks, Hanscom FCU

Hanscom FCU announced the impact of programs designed to help members affected financially by the COVID-19 pandemic. When the pandemic’s economic effects first hit in March, Hanscom FCU announced several initiatives designed to ease the financial burdens on its members. The credit union’s LifeLine Loan program, which gives members a loan of up to $5,000 interest free for the first 60 days, was established to help those members who were impacted by job reduction or a total loss of income due to reduced hours or temporary layoffs caused by the pandemic.

The credit union also modified its Skip-A-Loan payment program by waiving the $25 fee for qualified members. This program allows members to skip a payment on their auto, personal, or RV/motorcycle/boat loans. To date, Hanscom FCU has granted over 2,500 Skip-A-Loan payment requests.

Hanscom FCU instituted a mortgage forbearance program for its first and second mortgage/home equity line of credit (HELOC) holders to help qualified members during this time of crisis. To date, the credit union has issued first mortgage and HELOC forbearances for a total of $27.5 million in outstanding principal balances.

While many financial institutions struggled with the rollout of the Small Business Administration’s Paycheck Protection Program (PPP), Hanscom FCU was able to process its business members’ loan applications quickly and efficiently, garnering a high level of member satisfaction. The credit union has funded over $10 million in PPP loans to date.

“Every employee on our lending team—from mortgages and consumer lending, to commercial lending and collections—has gone above and beyond the call of duty helping our members through these extraordinary times,” said Tom Becker, Hanscom FCU’s chief lending officer. “Especially when I know that many of our own employees have been facing their own personal challenges during this pandemic, I’m humbled by the dedication they have to do the right thing by our members.”

Other forms of assistance were made available for members during the COVID-19 pandemic. These include a reduction of transactional requirements on Kasasa checking accounts so that members could still earn rewards and the waiver of penalty fees for members who withdraw from share certificates during the state of emergency.

SAFE FCU Invests $3.7 Million in New Banking Technology

Britney Singleton, SAFE FCU

A $3.7 million total contract investment in new banking technology is complete at SAFE FCU, following the replacement of the organization’s core banking software. Provided by the Symitar division of Jack Henry & Associates, Inc.*, the new software manages SAFE’s banking operations, account openings, and transaction processing at the $1.1 billion credit union.

“This is an investment in our members and in the future,” said President and CEO Michael Baker. “With our advanced core banking system, we can bring members more service improvements and product innovation—not just now, but for years to come.” Because of the large scope of the project, planning began more than two years ago and the conversion date was set well before the COVID-19 outbreak. However, the pandemic created additional challenges for an already major initiative.

“Our executive team and board had the confidence and our employees had the energy to keep this project powering forward for our members regardless of what was happening around us,” Baker said. To accomplish the transition in the midst of the pandemic, Symitar made the project the first virtual core conversion in the company’s history. The move allowed teams from SAFE and Symitar to collaborate, test, and install the new core system on schedule without introducing COVID-19 health risks.
AmeriCU
Kaleb Wilson, Financial Center Manager for AmeriCU’s Cortland Location, has been selected as the New York Credit Union Association’s 2020 Outstanding Young Professional. “Wilson’s exemplary accomplishments and dedication to the credit union are unmatched, and the awards committee believes it highly fitting that he receive this recognition,” wrote John C. Gibardi, the Awards Committee Chair for the New York Credit Union Association.

Credit Union West
Credit Union West named a top company to work for in Arizona for the eighth consecutive year by azcentral.com. The award is granted based on metrics gathered from comprehensive employees surveys and a thorough workplace evaluation.

Frontwave CU
Frontwave CU has received six Diamond Awards in the marketing, advertising, branding and business development categories from the Credit Union National Association (CUNA) Marketing & Business Development Council, which recognizes outstanding marketing and business development achievements in the credit union industry.

Hanscom FCU
Hanscom FCU received two Diamond Awards this year in the financial education category of CUNA’s Marketing and Business Development Council’s annual awards competition. One award was given for Hanscom’s Family Survivorship Guide and one award for Hanscom’s Investment Property Branch Days that brings credit union’s investment property team to local branches to educate and assist members who want to develop real estate investment portfolios.

Keesler FCU
Keesler Federal was recognized by Forbes list of America’s Best-In-State Banks and Credit Unions 2020. This marks the third consecutive year that Keesler has been named to the Forbes list.

PenFed CU
PenFed Foundation is pleased to announce it was named “Nonprofit of the Year” by the Northern Virginia Chamber of Commerce. The award, which is a part of the Chamber’s 2020 Greater Washington Good Business Awards, honors and celebrates the leadership of individuals, businesses and non-profits that serve as powerful champions for good in the Greater Washington area.

Tinker FCU
Cornerstone Credit Union League named Tinker FCU Senior VP of Operations, Lisa Martinez-Leeper, as its 2020 Credit Union Professional of the Year. Martinez-Leeper is recognized for her professional accomplishments and her contributions to operations, leadership and member services.

Tower FCU
Forbes Magazine recognized Tower FCU as one of only five Best-In-State credit unions for the state of Maryland. Richard Stafford, Tower’s President and CEO, says he credits Tower’s outstanding team of employees and their commitment to providing superior member service, along with the credit union’s full offering of low or no fee products and services, top-of-the-line online and digital channels, and focus on financial education and member give-back as the reason for its high survey scores.

Travis CU
Travis CU has been recognized as part of Forbes’ annual list of America’s Best-In-State Banks and Credit Unions 2020. “Travis CU continues to transform banking for our members, creating more opportunities for them to bank anywhere, anytime, and ensuring that our products and advice help members make real financial progress,” said Barry Nelson, president and CEO of Travis CU.

Vystar CU
VyStar CU announced they were named to the Insider Pro and Computerworld 2020 Best Places to Work in IT, an annual feature that since 1994 has ranked the top 100 work environments for technology professionals. VyStar ranked No. 13 among mid-sized organizations. The list was based on responses to a comprehensive questionnaire that included categories such as employee benefits, career development, training and retention. Interviews with IT professionals also factored into the rankings.

Your 2020 Christmas Ornament Purchase Supports DCUC’s George E. Myers Scholarship Fund.

www.dcuc.org
CRESTVIEW, FL—All In CU announced Erin Davis as the new Branch Manager for the Crestview location. Davis will assist with branch growth by developing new business in partnership with other departments. PAPILLION, NE—Cobalt CU announced Steve Johnson as their new Business Relationship Manager responsible for business development and will work with business owners, assisting them in utilizing a full array of business services. EDWARDSVILLE, IL—Paul Millard has joined Scott CU as its new Senior Vice President of Commercial Lending and brings over 30 years of commercial credit and lending experience to the organization. VACAVILLE, CA—Travis CU appointed Dena Rothmann as the new SVP/Member Experience Chief Retail Officer responsible for defining the strategic priorities and division initiatives to implement innovative retail technology.

SPOKANE, WA—Global CU opened a new in-store Member Service Center located in an Albertson Grocery that features two interactive teller machines available Monday-Saturday. EDWARDSVILLE, IL—Scott CU opened a new full-service location in Lebanon, IL, that was a former bank building which features a traditional teller line in the lobby, two drive-up teller windows, and a drive-up ATM.

Foundation Helps Homeless Veterans with $5,000 Donation

Travis Bowles, Security Service CU

The Security Service Charitable Foundation donated $5,000 to Endeavors to assist with Supportive Services for Veterans and their Families. Endeavors serves homeless veterans as well as veterans at risk of becoming homeless throughout the state of Texas. The charitable donation will be used to provide welcome-home and hygiene kits for veterans.

“We are so thankful to the Security Service Charitable Foundation for equipping our at-risk Veterans with necessary items to get back on their feet,” said Annie Erickson, Senior Director of Veteran and Community Based Programs at Endeavors. “These home and hygiene kits help restore dignity and improve the quality of lives for so many.”

Welcome home kits cost an average of $350 and include items such as plates, silverware, pots and pans, shower curtains, towels, bedding, and cleaning supplies. Hygiene kits average $50 for men and $65 for women. These kits include razors, shaving cream, toothbrushes, body wash, shampoo, deodorant, socks, underwear, brushes, sanitary pads, and body lotion.

“Our veterans have already given so much for our country and yet many find themselves facing their toughest battle, homelessness,” said Brandy Ralston-Lint, senior vice president of corporate communications for Security Service FCU. “We are proud to support Endeavors as they help veterans re-enter housing with the tools they need to be successful.”

Endeavors’ goal is to rapidly re-house or prevent homelessness for veterans and increase their access to healthcare, benefits, and income. Once housing is secured, veterans initially need essential daily items to maintain their homes and personal hygiene. An estimated 77% of veteran households in the Endeavors’ program have attained exit or self-sufficiency.
As a means of actively appreciating diversity within the workplace and within the communities that they serve, Dover FCU announced that Juneteenth (Freedom Day) will now be celebrated company-wide despite the fact that it is not a federal holiday.

All Dover Federal employees are receiving the day as a paid day off so they may join others in celebrating African American freedom. The holiday is the oldest nationally celebrated commemoration of the ending of slavery in the United States. Tyler Kuhn, AVP, Marketing and Digital Services said “As a company we believe that this is a holiday that we need to observe. Juneteenth helps us in truthfully acknowledging a period in our history that has influenced and continues to influence who we are as a country today.”

On June 19, 1865, two years after the Emancipation Proclamation was put in place, General Gordon Granger of the United States Army arrived in Galveston, TX, and issued General Order Number 3, which declared “all slaves are free.” Six months later, the Thirteenth Amendment was ratified, abolishing slavery for good. Following this, the celebrations taking place on June 19 became known as Juneteenth and the day was used for gatherings of family and friends, prayer, and focus on education and self-improvement. To learn more, visit www.juneteenth.com