



DCUC
DEFENSE CREDIT UNION COUNCIL

ALERT

DCUC Latest Accomplishments

- Delivered over 65 free co-branded versions of DCUC's video, "Why We Do What We Do"
 - \$500 value in honor of the Armed Forces Financial Network's 35 Years of Service
- Successfully conducted **DCUC's Virtual Annual Conference**—superb attendance/feedback
- **Raised \$20,000 for Gold Star Mothers**—Thank You to our donors and participants
- Held **DCUC's Virtual Annual Business Meeting**—successfully elected three DCUC board members
- **Participated twice in "Coffee Break" series** with Division Executive for FIS Credit Union Division
 - Discussed tradeoffs between high tech and high touch demands in post-pandemic era
- Proud partner with **Filene's Center of Excellence for Emerging Technology**
- Continue to advocate for military considerations—see details in CEO article inside
- Headlined **Cooperative Trust's "Commitment to Change" podcast**—Shared insights on Servant Leadership and how defense credit unions exemplify each day
- **Co-authored op-ed with NAFCU President & CEO** in response to Postal Banking developments <https://bit.ly/35DKQtL>

DCUC Happening Now

- Continued to monitor progress on the **FY2021 National Defense Authorization Act**
 - See details and sample letters at www.d cuc.org/NDAA-FY2021—stay engaged!
- DCUC conducting our **White House Ornament fundraiser**—100% proceeds go to GEM Scholarship Program—up to \$3,500 to help develop KSA's for member credit union staff
- Began work on comprehensive **"DCUC Year-in-Review"**—highlights our support for member CUs
- Working on program to provide used laptops to military children who attend school online
- Developing **new DCUC "badge" campaign**—will feature distinctive look to highlight membership

DCUC Upcoming Activities

- Preparing for **DCUC's October Planning Mtg**—continued emphasis on increasing member value! See details in CEO article.
- Renewed emphasis on DCUC's **Armed Forces Financial Guide: Mapping the Military Lifecycle**—Focus on payroll tax deferrals, mortgage forbearance, and need for emergency savings
- Partnering with **Military Spouse Advocacy Network** to develop leadership training for spouses
- DCUC will be featured in upcoming **Military Child Education Coalition's 2020 Education Summit**

DCUC is the premier defense trade association representing the interests of defense credit unions serving the U.S. Armed Forces worldwide.

After hosting a successful virtual Annual Conference and Business Meeting, DCUC is excited to move forward!

INSIDE THIS ISSUE

CEO Update	2
View from the Board	3
DCUC Hall of Honor.....	4
DCUC Conference Recap	5
Awards & Recognition	6
Defense Credit Unions in the News	7
Defense Credit Union People in the News	7
Technology and Innovation Update	13
Capital Corner	14

DEFENSE CREDIT UNION COUNCIL, INC.

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

BOARD OF DIRECTORS

Michael Kloiher
Chairman

Bill Birnie
1st Vice Chairman

Jack Fallis
2nd Vice Chairman

Gary Yonamine
Secretary

Maggie Sayer
Treasurer

Denise Floyd
Member

Frank Padak
Member

COUNCIL SUPPORT STAFF

Anthony Hernandez
President/CEO

Beth Merlo
Vice President

Christa Dittus
Web Specialist

Charlotte Randall
Communications Specialist

Natalie Rogers
Executive Assistant

Janet Sked
Conference Manager



is the official publication of the Council. One copy of **ALERT** is mailed first-class to each defense credit union as a membership service. Defense credit unions may order additional copies (three or more) to be mailed in bulk to one address at \$10.00 per copy per year. Individual subscriptions mailed first class to defense credit union members are \$15.00 per year; to all others \$25.00 per year. **ALERT** is published monthly except for the month the annual conference and membership meeting are held. In accepting a limited amount of advertising (two advertisements per issue), the Council as a matter of strict policy does not in any way endorse either the product or the vendor. The right to refuse advertising for any reason whatsoever is reserved. Reproduction of **ALERT** material in whole or in part is authorized for Council members only. Address all correspondence to:

Defense Credit Union Council, Inc.
1627 Eye Street NW, Suite 935
Washington, DC 20006

Telephone: 202/734.5007
FAX: 202/821.1329
e-mail: alert@dcuc.org
www.dcuc.org



CEO Update

Anthony Hernandez, President and CEO, DCUC

Charting a Course for Consistency, Change, and Clarity

It is obvious that 2020 is a very unusual year. Apart from the pandemic, protests, and Presidential politics, DCUC expected its five-year plan to show measurable results. The good news is we are still on track and in some ways farther along. That is the consistent part. Yet, we find the environment in which we operate is still undergoing structural changes. Fortunately, DCUC has been able to adapt and identify many opportunities to advance our objectives. Through it all, we believe there is always a need to maintain clarity in where we are headed, along with an understanding why these pursuits are worth our efforts.

Many of you are familiar with DCUC's five-year strategic plan for moving DCUC from where we were in 2017 to where we expect to be in 2022. It features eight lines of effort that support eight strategic objectives. If a line of effort does not support two or more objectives, then it is not worth our time or resources. As a result, we have been very deliberate and consistent in managing DCUC's operations in this manner. In fact, every President's report is structured along these lines.

As we plan for our fourth year, I am encouraged by the results we have achieved so far. Many of these are chronicled on the front pages of each newsletter. Thus, we keep our focus on each of these lines of effort and on DCUC continuing to be the premier resource for credit unions serving military and veteran communities.

However, 2020 has revealed and accelerated several changes. Here are two areas where we see changes taking place along with some opportunities to improve our value:

First, leadership changes at our member credit unions and with DoD senior officials. We had anticipated several changes, however, the challenge has always been with timing and ensuring DCUC remains pertinent when new leadership is unfamiliar with our mission. This required building additional value in the first three years and elevating DCUC's position within the industry. We did so by rebranding DCUC with a new symbolic logo, moving into our own office space, introducing a military advocacy committee, and improving our overall communications.

At the beginning of 2020, we planned and budgeted to visit many of our member credit unions, which directly supports our Membership line of effort. That all changed once we went into a nationwide lockdown. Yet, DCUC's strategic planning model allowed us to adapt and repurpose some of the funds we had set aside. Instead of spending money on travel, we used these funds to produce a video on "Why We Do What We Do." This video, which many of you co-branded for free thanks to AFFN's generosity, can be used in each of your markets.

We also cancelled our overseas and annual conferences in response to the pandemic. These important events are an integral part of DCUC. In fact, Conference and Events has its own line of effort. Which is why we were so encouraged that many of our member credit unions were able to participate in DCUC's first virtual conference. DCUC adapted to these challenges and other results; look for more of these offerings as we head into the fourth year of our strategic plan.

Second, as the pandemic closed many of our member branches and lobbies along with changing ATM usage, there was a renewed emphasis on technology. It was no longer a "nice to have" approach, rather a "must have" answer. In fact, there are many articles in the trade press regarding credit unions of all asset sizes adapting better business models and/or being forced to reinvent themselves during this crisis. This means facing accelerated

demands on existing and cutting-edge technology in order to improve lackluster digital and mobile experiences. DCUC is very interested in how these solutions affect military and veterans, who have unique needs.

Many of you may recall my article in the *ALERT* last November where we discussed the impact of emerging technology on military members, particularly those who are wounded, deployed, or need additional security. These concerns are even more valid as we focus on high-tech and high-touch environments or tradeoffs between the two. Since DCUC members serve the lion's share of our nation's military, if we are not asking the right questions then no one else will.

This is why DCUC invested in Filene's Center for Emerging Technology, along with building a closer partnership with Fidelity National Information Services, Inc. (or FIS). Both present opportunities to shape some of the research and thought leadership in this area. Whether it is RPA (see article inside); artificial intelligence; selecting the right APIs and partners; or better data solutions—there is a benefit in factoring military concerns in final product selections. Throughout the year we will highlight these considerations and will culminate this year's efforts at our Annual Conference in Naples, FL, next summer. Please stay tuned to register for this important conference.

Finally, we will continue to send communications that make our intent clear and highlight our accomplishments in order to drive more awareness of DCUC's mission. We also want to keep celebrating your accomplishments, championing your causes, and building greater visibility inside the Pentagon and on Capitol Hill. I look forward to your input and feedback as we continue to build DCUC in the 21st Century.

Thank you all for your support!

View from the Board



Another Year, Another Conference

Frank Padak, President & CEO, Scott CU, DCUC Board Member

Not so fast, 2020 is anything but another year and the 2020 DCUC "Together in Spirit" Annual Conference was anything but just another conference. I applaud Tony and the DCUC staff for their ingenuity and resourcefulness as they pulled off a virtual conference that by all accounts was an absolute success. We had valuable virtual sessions, successfully conducted our Annual Business Meeting and thanks to everyone that participated, donors and bidders alike, we were able to raise nearly \$10,000 for American Gold Star Mothers-Northern California Chapter!

As always DCUC members didn't allow a little worldwide pandemic to shut us down. Our sponsors, speakers and members showed up and stood up as we always do.

The DCUC conference is always a great event and feels more like a family reunion than an industry conference. Even though we weren't able to see each other in person this year, the title of the conference "Together in Spirit," truly reflected how I am sure we all felt.

So, as we reflect on the challenges met and the successes accomplished, we can now look forward to next year's conference in Naples, FL., where hopefully we can all be in person to enjoy the beautiful scenery, the sunshine, and most importantly, the opportunity to visit and see each other in person.

A huge Thank You to all our sponsors, speakers and attendees and of course to Tony and the DCUC Staff that made it all happen. Thank You!

Why We Do What We Do

Provided by DCUC

DCUC and the Armed Forces Financial Network (AFFN) teamed up this summer to offer DCUC members the opportunity to co-brand a special "Why We Do What We Do" video. The video captures what it means to be a defense credit union and serve the military community. It highlights the unique aspects of military life while showing that despite these differences, military members are still pursuing the same dreams as everyone else: a better life, better country, and better tomorrow.

In offering this free marketing tool, DCUC and AFFN recognize the important work you do as defense credit unions and wanted to provide a way to celebrate your dedication. This video is a small way for DCUC and AFFN to say *thank you*. To date, 64 DCUC and AFFN member credit unions have taken advantage of this opportunity to co-brand.

These defense credit unions have utilized the video in a variety of strategic and creative ways to promote what it means to serve their military community. The co-branded video has been shared on "About Us" pages, across social media, and in branch lobbies. One credit union is even testing it for use as an external commercial in their local market area. The video continues to be a great way to reaffirm commitment to the defense community, promote defense credit unions, and attract new members.

If your credit union has yet to take advantage of this video offer, DCUC invites you to reach out to us and share in this opportunity.

Again, on behalf of DCUC and AFFN, thank you. The work that you do makes a big difference to service members, veterans, and their families every day.



DCUC
DEFENSE CREDIT UNION COUNCIL



DCUC Hall of Honor

The Defense Credit Union Council's Hall of Honor is a prestigious award highlighting the outstanding accomplishments of leaders, volunteers, management and staff alike, whose efforts and endless support of the credit union movement and DCUC epitomize the Council's values and philosophy of "Serving Those Who Serve Our Country."

This year, three extraordinary individuals were selected by the DCUC Hall of Honor Committee, chaired by Patsy Stuard, Fort Lee FCU President/CEO. They will be honored in person at the 2021 Annual Conference in Naples, FL.

From Abound CU, Board Member **Richard "Dick" Ardisson**, was selected for his dedicated service to his credit union for the past 22 years. He has played a vital role in moving Abound CU forward, as it continues to grow and thrive. He has contributed to this success and helped ensure Abound CU's continued financial stability as it grew in assets and membership. He also tirelessly advocates for financial education and promotes the benefits of credit unions to the military families across Kentucky.

Brigadier General **Frank Cardile**, Chairman of Andrews FCU is being recognized for his incredible leadership and guidance over the past 27 years. Cardile retired from the United States Air Force after a 30-year career and chose to continue supporting service members at Andrews FCU. Cardile has ensured focus always stayed on the needs of the military community that Andrews FCU serves. Additionally, Cardile has actively supported DCUC by attending the Overseas and Annual conferences and voicing his support at other industry events.

The third inductee to the Hall of Honor is ABNB FCU's **Mary Ann Melchers**. Melchers has dedicated more than 55 years to the credit union movement. She has led the way not only for women, as the first woman to chair the board of directors at ABNB's predecessor NBNFCU, but also propelled ABNB FCU into the digital age of financial services. Her passion for the credit union movement and serving the defense community is unmatched and truly a part of her DNA.

CU of the Year

The Departments of the Army, Navy, and Air Force have announced the winners of their respective 2019 Distinguished Credit Union



Richard "Dick" Ardisson



Frank Cardile



Mary Ann Melchers

of the Year awards. Four Defense Credit Unions are being recognized in recognition of their outstanding service to their installations and military communities.

The Department of the Army awarded **Service CU at U.S. Army Garrison Bavaria, Germany**, for their commitment to the 40,000 service members and their families stationed there. Service CU's strong partnership with the base's command meant that they were able to effectively provide safe, reliable financial products and excellent financial education programs. The programs that Service CU provided are essential to the overseas operations and community financial wellness.

The Department of the Navy selected two deserving Credit Unions to receive their distinguished award. **Navy FCU at Naval Support Activity Bahrain** was selected for the \$1B and above category, and **Sea Air FCU at Naval Weapons Station Seal Beach, CA**, was awarded for the under \$1B category.

Navy FCU Bahrain provided outstanding service to the 11,000 military personnel and families stationed at NSA Bahrain throughout the year. As the only U.S. financial institution on base, they served the base community by completing over 81,000 teller and 19,000 platform transactions, dispensing over \$11 million in cash from their ATMs, and providing financial education and counseling. Additionally, they partnered with the Fleet and Family Service Center, provided extended hours to accommodate large fleet visits, and participated in *Military Saves Week*.

Sea Air FCU worked diligently to serve the Sea Beach installation and proactively meet the financial needs of their service members and installation employees. They identified financial challenges, accommodated the service members' demanding schedules with extended busi-

ness hours, and installed a new ATM in a convenient location. Additionally, Sea Air FCU developed a Government Furlough Program to assist members during government shutdowns and worked to improve the morale and employees through community outreach.

The Department of the Air Force awarded their prestigious honor to **Travis CU, Travis AFB, CA**. This is the second year in a row that Travis CU was awarded this honor for their excellent service and commitment to their community. Throughout the year, Travis CU focused on Financial Wellness as an additional part of the Comprehensive Airmen Fitness Program and continued Travis AFB *Military Saves Week*, with seminars, resources, and services. Their focus on education, services, and products was consistently evident as they worked to make it easier for young service members to get safe and reliable financial service.

Although each Military Department has different criteria for their award, common areas of consideration are: a) the delivery of financial service "above and beyond normal requirements;" b) special services provided at the command's request; c) financial education and training; d) action taken to combat predatory lending; e) community support; and f) professional attitude and financial leadership.

These DCUC member credit unions exemplify the wonderful service that defense credit unions provide for our service members, veterans, and their families. They provided extraordinary service, resources, and products to their service members and their families, and for that, they are well deserving of this award and recognition.

Conference Recap

DCUC started its virtual conference week with its quarterly *Military Advocacy Update* from DCUC President/CEO **Tony Hernandez**. Topics discussed included the FY2021 National Defense Authorization Act (NDAA), NCUA's Low Income Credit Union (LICU) Designation technical revision, and the Credit Union Modernization Act 2020.

Hernandez stressed the importance of member engagement with these issues in order to protect defense credit unions' ability to serve their members.

Following the *Military Advocacy Update* was the first of the *Credit Union Liaison Officer Updates* by Army Captain **Jennifer Evans**. Captain Evans provided an update to DCUC members, focusing on changes in the Army leadership structure for Financial Management and how USAFMCOM provides weekly updates to show the status of support for all Army credit unions.

Beginning on Tuesday during the virtual Annual Business Meeting, DCUC Chairman **Michael Kloiber**, President/CEO of Tinker FCU, shared some of DCUC's major accomplishments since last year's meeting including: publishing a new 165-page *Armed Forces Financial Guide*, releasing a new "Why We Do What We Do Video" that has been co-branded with more than 65 DCUC member credit unions, and increasing visibility across the credit union industry. DCUC President/CEO **Tony Hernandez** briefed members with an operational update focusing on strategic operations and member advocacy.

The business meeting also featured the election of three DCUC Board Member positions. **Frank Padak**, President/CEO, Scott CU, and **Jack Fallis**, President/CEO, Global CU, were both re-elected to their Representative-at-Large positions, while **Maggie Sayer**, President/CEO, Keys FCU, was elected to serve the remaining balance of the Navy/Coast Guard Representative term.

The day ended with *Credit Union Liaison Officer Updates* from Navy Banking Liaison Officer **John Wynn**, as well as Air Force Banking Manager **Michael Windsor** and Liaison Officer **Robert Burke**.

The Navy Banking Update focused on the additional challenges to day-to-day operations during the pandemic and how credit unions are working with installation leadership, funding constraints to support the program, and timing for future Navy Distinguished Credit Union of the Year Awards.

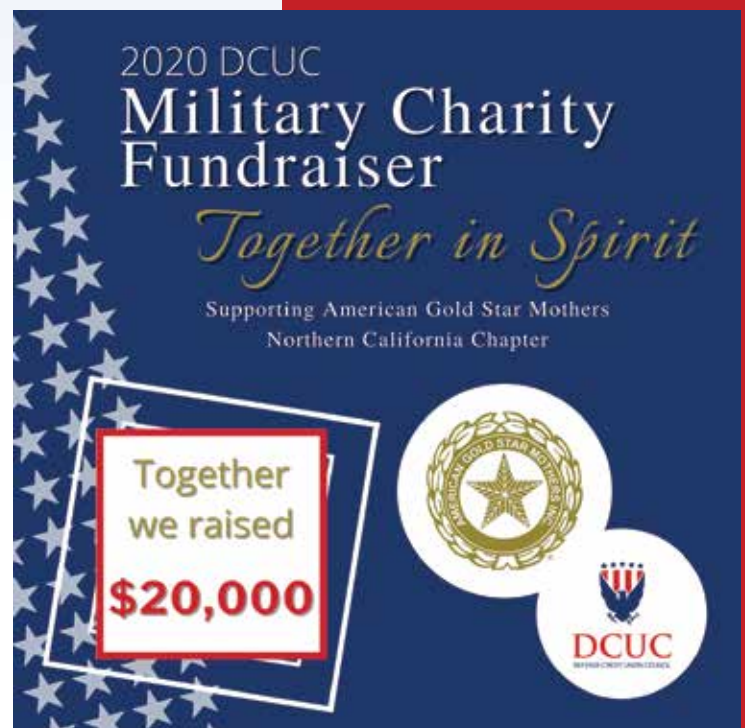
In a simultaneous session, Windsor noted that Air Force credit unions are doing a great job partnering with on-base services and providing opportunities through webinars and video training during this time. Windsor also covered commercial sponsorships and enforcing the one bank/one credit union policy. He continued with a brief discussion on on-base operating agreements, many of which are up for renewal and re-solicitation.

For the past 17 years, DCUC has supported military and veteran charities as part of its Annual Conference. This year, the virtual Fundraiser included an online Silent Auction and raffle for a patriotic blanket, handmade by **Eileen Ehram**, a long-time friend of DCUC. Prior to the start, DCUC set a goal to raise \$7,000 for the American Gold Star Mothers of Northern California, which was chosen when this year's conference was scheduled to be held in San Francisco.

Thanks to the generosity of DCUC members, sponsors, and supporters, not only was the goal met, it was far exceeded. In total, \$9,725 was raised, all of which is being matched by the DCUC Board of Directors to give a total of \$20,000.

The conference ended with the announcement of the Military Saves Designation. DCUC was pleased to host **Angela Caban** and **Lila Quintiliani** from *Military Saves* as they virtually presented six defense credit unions with the *Military Saves Designation of Savings Excellence*. The Designation of Savings Excellence is an honor reserved for financial institutions participating in *Military Saves* that serve the military community and strive to motivate their communities to build wealth and reduce debt. The six credit unions honored were Air Force Federal CU, Freedom FCU, Navy FCU, New Horizons CU, PenFed CU, and Travis CU.

Each of these credit unions went above and beyond in serving their military members and communities this year during April's *Military Saves Month*.





Awards & Recognition

Air Force FCU

Air Force FCU has earned the annual Military Saves Designation of Savings Excellence award. This honor is reserved for financial institutions that succeed in getting people to open or add to wealth-building accounts.

"These are certainly trying times for so many people, and as a credit union, we've tried to be a source of support for our members and the military community," said Bob Glenn, President/CEO of AFFCU. "We are humbled to be recognized again for our efforts to provide the services and products to put people in the best financial situation possible and build their savings."

All In CU

All In CU has been presented a Best In Category Diamond Award from the Credit Union National Association's (CUNA) Marketing & Business Development Council. The award was presented to All In CU to recognize their outstanding efforts in the development and implementation of an annual Professional Development Day designed to provide an engaging day of education and training for employees.

AmeriCU

AmeriCU has been recognized by the Credit Union National Association for organizing the 2019 Salute to the Troops Tribute Concert at Mountainfest.

"AmeriCU is honored to present this event each year," said Julie Tramacera-Miri, Marketing and Events Coordinator for AmeriCU. "This concert is just one small way we can thank these brave men and women and their families for all the sacrifices they have made for our community and our country."

Frontier Community CU

The Leavenworth County Human Service Council awarded Frontier Community CU with the Spirit of Humanitarianism Award for an organization.

The annual award honors outstanding volunteer contributions to Leavenworth County, Kansas, based on devotion to the welfare of others, giving one's own resources to help others, benevolent goodwill toward others and actively promoting human welfare.

"Helping to improve the quality of life in the communities we serve is one of the core principles of credit unions," says Frontier Community President Mike Augustine.

Frontwave CU

Frontwave CU was awarded six MAC Awards for excellence in marketing from the Marketing Association of Credit Unions, which recognizes outstanding marketing achievements.

Frontwave received Gold Awards for its "Value Lasts a Lifetime" Comprehensive Campaign, Outdoor Media (train wrap), Online/Print Media, and Team Store Point-of-Sale Display. Frontwave also received Silver Awards for its General Awareness Campaign, and Business Development. In addition, for the second year in a row, Frontwave was among five credit unions nominated for the MA-QUEE Award, MAC's signature award for the best marketing campaign of the year.

PenFed Foundation

PenFed Foundation was recognized as a "Nonprofit Champion of the Year" by *Military Spouse* magazine. Members of the military spouse community were asked to share the names of nonprofits and nonprofit leaders who have made an immense difference in their lives, and PenFed Foundation received high marks for its work empowering military service members, veterans and their communities with the skills and resources needed to realize financial stability.

Redstone FCU

Redstone FCU was recently recognized by the United Way of Madison County for having the second highest 2019

campaign contribution of \$264,036. Redstone's employees also contributed an average of \$242.02 and earned the award for highest per capita contribution. Lee Holland, past United Way board chair, said Redstone always sets a great example of community support. "We thank Redstone for their leadership," Holland said.

Scott CU

Scott CU was recently named one of the top credit unions in the State of Illinois in a Forbes Best-In-State ranking. "We were very pleased and honored to be in the top five in the state," Padak said. "We are always focused on doing the right thing for our members. The ranking tells us we are on the right track." Only 3.5% of all credit unions nationwide made the Forbes list, Padak noted.

Tower FCU

Tower FCU was named "Credit Union of the Year" by Frost Financial (fifth year in a row!) in recognition of the continued success of our online car buying service. Last year, Tower members saved over \$5 million dollars off MSRP with the Tower Car Buying Service, powered by TrueCar. We know it's more important than ever for people to be able to buy a car safely and securely from home during this pandemic.

VyStar CU

VyStar CU obtained more loans on behalf of small business owners through the SBA's Paycheck Protection Program (PPP) than any other credit union in Florida and second most in the U.S., according to data released by the United States Treasury Department earlier this month. After the PPP began accepting applications in April, VyStar originated 4,431 loans totaling \$146,593,337. These funds helped local small business owners retain employees, pay bills and remain viable despite the challenges brought on by the coronavirus pandemic.

CREDIT UNIONS IN THE NEWS

ANCHORAGE, AK—**Alaska USA FCU** opened two new fully redesigned, digitally-focused branches located in Renton, WA and the Jess Ranch neighborhood of Apple Valley, CA... PAPILLION, NE—**Cobalt CU** broke ground on its soon-to-be newest branch location in Gretna, NE, on July 29 and the new 3,400 square foot branch will include a drive-thru Interactive Teller Machine (ITM)... INDIANAPOLIS, IN—**Financial Center FCU** and Ball State FCU will officially merge on November 1, 2020 following a 77% approval vote by Ball State FCU membership mid-July. The combined credit union will be \$750 million in assets and will serve more than 75,000 members throughout Central Indiana... LEAVENWORTH, KS—River Cities Community CU merged into **Frontier Community CU** on July 31, benefitting members of both not-for-profit cooperatives. "The merger was a tremendous opportunity for both credit unions," says Frontier Community President Mike Augustine. "We share a similar mission of helping people with their personal finances and giving back to the communities we serve, so it's a natural fit."... EDWARDSVILLE, IL—Members of **Scott CU** will have a fifth Missouri location later this year when they need to visit a branch. The local credit union is finalizing plans to open a location at 9100 Gravois Road in Affton, MO... N. CHARLESTON, S.C.—**South Carolina FCU** announced its Cane Bay financial center in Summerville is now open. The Cane Bay financial center is the credit union's first ground-up new build in over 10 years. In addition South Carolina is proud to announce its completed merger with Spartanburg City Employees CU following a member vote in June.

CREDIT UNION PEOPLE IN THE NEWS

PAPILLION, NE—Cobalt CU announced the promotion of **Jade Brown** to manager of its Ames Branch where she will oversee day-to-day operations. Cobalt announces the promotion of Haylie Rodgers to Chief Risk Officer. Rodgers will serve on the executive team and will be responsible for overseeing the management of risk for the credit union... OKLAHOMA CITY, OK—Tinker FCU named **Joseph Arthur** vice president and regional director of branch operations. His new responsibilities include working directly with branch managers, the Member Service Center, and the Specialized Accounts and Retail Member Services departments... JACKSONVILLE, FL—VyStar CU announced the hiring of **Allie L. Braswell Jr.** as Vice President of Diversity, Equity and Inclusion, a position that will strengthen VyStar's ability to promote equality in all forms.

Pearl Hawaii FCU Gives Award-Winning Financial Literacy Program Free to Oahu

Wendy Bond, Pearl Hawaii FCU

Pearl Hawaii FCU is excited to introduce a free financial literacy resource to the island of Oahu. With Pearl Hawaii sponsoring Banzai's curriculum, a national award-winning financial literacy program that is online and interactive, the service is free to all Oahu residents.

Banzai is an interactive, online program that teaches personal finance education. It has become the largest program of its kind, servicing over 65,000 schoolteachers, as well as communities in all 50 states. Normally, this program is offered through schools. With information applicable to all ages and needs, Pearl Hawaii has decided to bring these financial resources and tools directly to parents, their children, and to the community at large.

"During these difficult times, it is important that individuals develop sound financial skills to prepare for and cope with life's unexpected challenges," states Daniel Terada, Pearl Hawaii's CEO and President. "From our youth to our grandparents, Banzai is a financial literacy resource for all ages. This program enables everyone to have an opportunity to gain important financial skills and, ultimately, financial independence and freedom."

Pearl Hawaii has offered time, money, industry experience, and a variety of resources to help provide personal finance to our community. Using the Banzai program, users will be able to learn how to manage their money, get out of debt, purchase a home, improve their credit score, and so much more!

GOT NEWS?

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

AFFN and AFFCU Donated Gift Cards to San Antonio Fisher Houses

Danny Sanchez, AFFCU

AFFN along with on-base financial institutions at JBSA-Lackland, presented 100 "Thank You" gift cards valued at \$50 each to the JBSA-Lackland Fisher House and the South Texas VA Fisher House. These gift cards presented by AFFN are a token of appreciation to the men and women in our military and their families for their service and sacrifice.

The partnership with AFFN, which includes the Defense Credit Union Council (DCUC) and the Association of Military Banks of America (AMBA), has proudly supported the Fisher House Foundation and individual Fisher Houses in Germany and across the United States for the last 17 years through the Matching Grant program.

Air Force FCU representatives made the presentation of the gift cards, which totaled \$5,000.00, to Dwayne Hopkins (Executive Director, JBSA-Lackland Fisher House) and Erik Zielinski (Manager, South Texas VA Fisher House) on behalf of the financial institutions on JBSA-Lackland AFB.

"The gift cards are welcome support in assisting our residents at the Fisher House, especially in this time of need," Dwayne Hopkins said. "We are very grateful to the JBSA-Lackland community, AFFN and the financial institutions who all support this program and thank them for their generosity."

"The AFFN and AFFCU gift cards provide the unmet needs for our heroes and their families when they're experiencing extremely emotional and financial straining situations," Erik Zielinski said. "This simple gift card will be a blessing to each resident staying here and we are humbled to have that continued support over the years."

America's CU Partners with Suits for Service Members

Amy Shuey, America's CU

America's CU and the Association of the United States Army are partnering to bring the Suits for Service Members program to the ACU North Fort branch! Currently, Suits for Service Members is housed in Steilacoom; on Monday, August 24, 2020, MPs from JBLM, will be moving the inventory of over 50 clothing racks to secure, unused rooms at our branch. On average, they'll be helping 20 service members per month with this crucial job seeking necessity.

AUSA's Suits for Service Members program is a 501c3, providing two complimentary suits for service members who are within six months from transitioning from the military to civilian employment.

Financial Center Helps Raise Over \$341,000 for Pack the Pantries

Dusty Simmons, Financial Center First CU

Financial Center First CU helped raise \$341,524 for Pack the Pantries, a hunger awareness campaign in central Indiana hosted by FOX59, Gleaners and Midwest Food Banks. Usually, Pack the Pantries is a 24-hour telethon held in April where FOX59 and CBS4 viewers call in to donate funds to food pantries or donate online. Due to the ongoing COVID-19 pandemic, food pantry needs were greater, and FOX59 and its partners stepped up hosting two 72-hour virtual food drives.

Public support was overwhelming, with many community members coming together to raise the highest amount in a single year in Pack the Pantries history—tripling last year's telethon donations. The \$341,524 raised will help provide Gleaners and Midwest Food Banks with flexible funds to feed tens of thousands of local families, and provide nearly 1.4 million meals.

This year marks the fifth year that Financial Center has sponsored the program, as feeding the hungry is one of the Credit Union's three community outreach pillars.

"Indianapolis needs us, and our many Hoosier friends, families, and neighbors need us," states J. Kevin Ryan, President and CEO of Financial Center, "At Financial Center, we believe it is our responsibility to improve the lives of those under financial hardship, both inside and outside of our branches. Supporting Pack the Pantries is one way we can put words into action, and support the communities we serve. This is especially important during the current COVID-19 pandemic."

Foundation Supports Credit Union Relief Programs and Industry Education

Monica Parks, Hanscom FCU

Hanscom FCU Charitable Foundation, the philanthropic arm of Hanscom FUC, recently donated \$6,000 to the National Credit Union (NCU) Foundation.

The NCU Foundation's mission is to serve as a catalyst to improve people's financial lives through credit unions. It not only supports the credit union industry through educational programs for credit union employees, but also by providing webinars and financial education for the public, and with CUAid, a relief program for employees affected by natural disasters.

"The National Credit Union Foundation does so much good work, both within the industry and for people as a whole," said Paul J. Marotta, Hanscom FCU Charitable Foundation's chairman. "We're proud to support such a giving organization, especially one whose values align with our own and that gives hope to people in their greatest times of need."

All In CU Donates to Local Businesses for Credit Union Cares Challenge

Hampton Sipper, All In CU

All In CU demonstrated its thankfulness for essential workers by participating in the Credit Unions Care Challenge. Following donations to local organizations by All In CU employees, All In received donations from the South-eastern Credit Union Foundation to continue its support of local businesses.

Lisa Hales, Senior V.P. of Member Experience for All In CU commented, "Giving back to the community is a core value of our organization, which is why the Credit Unions Care Challenge was a cause we wanted to support. In doing so, our employees had the opportunity to effectively help us distribute funds in meaningful ways to those on the front lines."

Employees chose to use the money to purchase food, merchandise or other items from their favorite local businesses. Some locations donated the funds to local organizations or bought lunch for their staff. All In donated a total of \$8,750.

Navy Federal Provides \$228 Million in Payment Relief

Madison Rafferty, Navy FCU

Navy Federal is committed to its members and the military community, and has taken steps to alleviate financial stress amid COVID-19 wherever possible. Navy Federal has provided members with over \$228 million in payment relief since March. This includes over 5,500 Small Business Administration PPP loans, which have totaled \$152 million in relief.

To ensure all members could gain access to their stimulus checks, Navy Federal provided members who held a negative balance with nearly \$22 million in provisional credits to ensure they have secure access to their stimulus check funds. As the pandemic persists, Navy Federal continues to accept PPP loans in light of the SBA's extension.

XLer of the Week

Mark Crosby

Since the age of 17, when I joined the U.S. Air Force, I learned what duty, honor and integrity mean. Now, working as a T-1A Jayhawk maintainer, it's my duty to provide the same degree of excellence in order to meet the mission. I enjoy all the aspects of my job, every day. I enjoy knowing what I do really makes a difference in the flying mission.

-Mark Crosby



Crosby, 47th Maintenance aircraft mechanic, trained newly hired employees and mentored new aircraft attendants and servicers, qualifying each of the newcomers. He spearheaded T-1's flightline production leading to maintenance actions reaching an all-time high of 39 aircraft available. Crosby led the team to pass quality assurance inspections at a rate of 95%. He organized training day agendas, built lesson plans and document task completion list to ensure 16 teammates are trained effectively.



Mark Crosby. U.S. Air Force Graphic by Senior Airman Anne McCready

Vice Chairman of Border FCU Chosen by Wing Leadership

Abram Rodriguez, Border FCU

Mark Crosby, Border FCU Board of Directors Vice Chairman, was chosen by wing leadership to be the "XLer of the Week," the week of July 27, 2020, at Laughlin Air Force Base, Texas. The "XLer" award, presented by Col. Lee Gentile, 47th Flying Training Wing commander, and Chief Master Sgt. Robert L. Zackery III, 47th FTW command chief master sergeant, is given to those who consistently make outstanding contributions to their unit and the Laughlin mission.

Along with serving as the 47th Maintenance Directorate aircraft mechanic for Laughlin AFB, Crosby has been a volunteer on Border FCU's Board of Directors since 2004. Border FCU could not be more proud of Crosby as this award serves as a reflection of his hard work and leadership qualities.

1st Advantage Provides Digital Financial Education to Local Schools

Jessica Dawson, 1st Advantage FCU

At 1st Advantage FCU supporting our communities also means supporting our students. Together with EVERFI, a leading education technology company, we were able to bring a digital-based financial education program to 2,659 students for a total of 12,904 hours of learning across 12 local schools. The program enabled students to practice and develop healthy financial habits through real-world scenarios and engaging educational interactions.

Prior to the start of the program, students took a financial education assessment. At the end of the program, another assessment was given and showed that students had increased their scores by 55%! Our learners saw the most gains in the areas of credit & debt, insurance, and budgeting.

1st Advantages' partnership with EVERFI has allowed students to learn important financial skills at no cost to the district, schools, or teachers. Our goal remains to give as many students as possible access to this crucial financial education program. The combination of knowledge, confidence, and healthy habits sets learners up for financial well-being now and in the future. These skills will undoubtedly serve students well in their journey to financial success.

Kirtland FCU Announces New President/CEO

Provided by Kirtland FCU

Matt Rarden has been named President/CEO at Kirtland FCU. "After a comprehensive search process, we know that Matt is the right executive who has the experience to guide Kirtland FCU in continuing to provide outstanding member service and towards future success. We are looking forward to seeing the credit union flourish under Matt's leadership," said Brian McDonald, Chairperson of the Board of Directors.

Rarden began his career in financial services in the early nineties, working at Wachovia, then Wells Fargo. Following that, he moved into the information technology space working for several Fortune 500 companies, such as IBM and Convergys where he held various finance, operational, and executive management roles. Currently, Rarden will be joining Kirtland FCU from Premier Members FCU in Boulder, Colorado, where he served as COO for over six years. Additionally, Rarden served on the Premier Members Credit Union Board of Directors as Vice Chairman, Treasurer, and several other roles, as well as serving as the Supervisory Committee Chairperson and Member from 1997 until his employment with the credit union in 2014. Rarden holds a Master of Business Administration from the University of Colorado in Denver, Colorado and a Bachelor of Business Administration-Finance and Real Estate from Colorado State University in Fort Collins, Colorado.



Matt Rarden



Members of SAC Foundation. Photo provided by Cobalt CU

Cobalt CU Presents Check to the Fremont Area Veterans Coalition

Karen Guy, Cobalt CU

The SAC Foundation, Cobalt CU's charitable arm, presented a \$1500.00 check to the Fremont Area Veterans Coalition (FAVC). The Coalition will use this donation to make 25 military shadow boxes for Veterans who live in the Fremont area.

The FAVC Executive Director, David Rangeloff, indicated "Many Veterans will benefit from this gracious donation and the shadow boxes will be handed down to loved ones so memories of these Veterans are not forgotten." The Fremont Area Veterans Coalition assists Veterans with employment, training, Veteran benefits, and supportive services.

PenFed and AER Partner to Support Those Impacted by COVID-19

Spencer Kenyon, PenFed

PenFed Foundation, a national 501(c)3 founded by PenFed CU, announced a partnership with Army Emergency Relief (AER) to assist approximately 480 US Army Active, Reserve, and National Guard Soldiers through the Foundation's COVID-19 Emergency Financial Relief Program. The partnership will result in the distribution of approximately \$500,000 in grants to those with an increased financial burden as a direct result of the COVID-19 pandemic to assist with rent, mortgage, auto loans and utilities payments.

"We are extremely grateful for the partnership of Army Emergency Relief as we continue to support the military community through these difficult times," said PenFed President and retired U.S. Army Gen. John "Mick" Nicholson, Jr. "The PenFed Foundation is proud to be the first national Veterans Service Organization to launch a COVID-19 relief program for emergency financial assistance. The need for such a program was apparent as we received over 6,000 applications in the first four days. Support from organizations like Army Emergency Relief is crucial to allow us to continue meeting the needs of those who have already reached out to us and qualified for assistance."

Kirtland FCU Helps First Time Homebuyers with Free Down Payment Grants

Jamie Dickerman, Kirtland FCU

Kirtland FCU has helped qualified homebuyers, via its Jump Start Down Payment Assistance program, finance nearly \$1.25 million in mortgages since the program started in late 2019. The Jump Start program offers down payment assistance in the form of a grant up to 3% of the purchase price (maximum \$6,000). The Jump Start Down Payment Assistance program is available to first time homebuyers, people who haven't owned a home in the last three years and make no more than \$65,500 (for 1-2 person households) and \$74,450 for 3+ person households.

To date, nine families have utilized the program, receiving more than \$45,000 in down payment assistance.

"The Jump Start Assistance Program is one of our most popular programs," said Sara Horten, Kirtland FCU Chief Retail & Lending Officer. "Owning a home is the biggest investment most people will ever make. Our commitment is to make the home buying opportunity available to as many people as possible."

One of the recipients of a Jump Start grant said their Jump Start assistance played an integral role in the recent purchase of their first home. "Kirtland FCU and the Jump Start program allowed us to purchase a home sooner than expected, because we didn't have much money saved up for a down payment," said Benedict Fawver, a 25-year-old brand new homeowner. "Jump Start allowed us to focus on the other costs of moving, without having to worry about finding the money for a down payment."

Recipients of a Jump Start Grant.
Photo courtesy Kirtland FCU



DCUC
DEFENSE CREDIT UNION COUNCIL

We want to hear from you!

Submit your community impact stories and articles from your young credit union professionals to alert@dcuc.org

R.I.A. FCU Supports American Heart Association

Anne Kirkpatrick, R.I.A. FCU

Although they were not able to assemble in person for the American Heart Association Heart Walk this year, R.I.A. FCU showed its support for the cause by raising over five thousand dollars from employee and member donations!

R.I.A. FCU was proud to be the Heart Walk's Financially Fit sponsor for 2020. This year, a portion of the proceeds will also benefit COVID-related research, because heart patients are at higher risk.

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

Keesler Federal Donates Backpacks and Supplies to Kindergarteners

Provided by Keesler FCU

For the second consecutive year, Keesler FCU has donated free backpacks and school supplies to incoming kindergarteners in six South Mississippi counties. Backpacks for Bright Futures launched last year to support the needs of students and help them positively start their educational journey. The program this year distributed the backpacks and an accompanying box of school supplies to more than 6,700 students in 16 school districts.

"Keesler Federal initially started Backpacks for Bright Futures because the costs of school supplies can prove to be a financial hardship for many families, and that especially holds the true in 2020 with the impact of COVID-19 on countless parents," said Andy Swoger, Keesler Federal President and CEO. "The schools were very appreciative of Backpacks for Bright Futures last year, and this fits perfectly with our core mission of supporting education and helping the communities in which we serve."

The supplies differ slightly from last year as Keesler Federal conducted a survey with participating schools for feedback. The supplies still include a clear backpack, scissors, markers, construction paper, glue sticks, erases, etc. Each supply box contains two 4-ounce bottles of hand sanitizer; some was produced locally Crittenden Distillery in Hancock County.

"I would like to share my appreciation for the school supplies that were donated," said Rhonda Harris, a kindergarten teacher at Crossroads Elementary School in the Harrison County School District. "It was a true blessing for many of our families and teachers."

VETRN's "Streetwise MBA" Program Goes Virtual With Support From Service CU

Anna Baskin, Service CU

As COVID-19 continues to change the way we collaborate, celebrate and learn, Service CU is excited to announce its continued support of the Veteran Entrepreneurial Training and Resource Network (VETRN)'s "Streetwise MBA" program for veteran business owners.

Since 2015, VETRN has provided its free executive leadership program to veteran business owners with education that supports its participants on their path to growth. In the fall and winter of 2019, Service CU hosted the 26-week program at its corporate headquarters in Portsmouth, NH, with insights from Service CU's own business services team. As VETRN prepares to take its program fully online for the first time, Service CU is proud to be involved by participating in the VETRN mentorship program.

"The VETRN program is a very hands-on initiative where those attending class gain knowledge and insight not only from their instructors but other veteran businesses as well. They build their growth plans and pitches. The veterans are all engaged as they see it as an exercise where their direct efforts lead to growth of their business. ... The comradery amongst participants leads to a resource that they

can call on in the future," said David Weed, Asst. VP of Business Services at Service CU. Weed presented on the fundamentals of lending in the 2019-2020 VETRN program as well as a judge on participants' presentations, and will hold both roles again in the 2020-2021 program.

Steve Stark, a graduate of the VETRN program, echoed the significance of learning in a network of other veteran business owners, stating, "One of the important aspects of VETRN was our ability to connect with other entrepreneurs that had a military affiliation. We learn and develop from our interactions with other people, and Service Credit Union provided a great space for us to have our classes and do that networking. ... To have two organizations supporting one mission get together in support of people like me made it an experience I couldn't get anywhere else."

Added participant Dr. Brian Bigelow, DC: "The six-month VETRN program hosted by Service Credit Union and taught by Lee Goldberg was a business owner's dream come true. It was literally a nuts and bolts MBA program where you get all the meat and no fluff. The program

was packed with very practical and useful information that you can implement immediately. The small groups that met together outside the classroom provided invaluable peer-to-peer mentoring and collaboration. The outside speakers were all highly qualified in their respective fields and provided additional information and valuable business network contacts. Whether you have been in business for one year or three decades, there is much to learn."

The VETRN program was started to help veterans, who "already have the training, commitment and 'can do' attitude to successfully lead a business, gain the knowledge, professional resources, networking contacts and mentorship that are so important in helping to successfully grow it," explained program founder Lee Goldberg.

"Veterans have given us everything, so it is a pleasure to be able to give something back and help improve their lives," said Ray Dugdale, Business Development Officer at Service CU, and mentor for the 2020-2021 program.

The upcoming VETRN Streetwise MBA online program is available to small business owners located in New England, New York and New Jersey. To qualify, the business must be veteran-owned, must have been in operation for one or more years and generate at least \$75,000 in annual revenues.

DCUC Board Changes

Article provided by DCUC

DCUC wants to extend its thanks and gratitude to Stewart Ramsey, President & CEO, Pen Air FCU, for serving on the DCUC Board of Directors for the past four years. Ramsey retired from Pen Air FCU at the end of July and, subsequently, stepped off the DCUC Board of Directors.

"DCUC wishes Stu the very best, and we hope he enjoys spending more time with his family. I'm sure that wherever he goes, Stu will bring his wealth of experience to continue serving his community. It has been a pleasure working with him, and I always enjoyed his sound advice and honest friendship. I will miss his presence on the DCUC Board of Directors," stated Anthony Hernandez, President & CEO, DCUC.

During his tenure on the DCUC Board, Ramsey helped lead DCUC through many changes, including the Council's CEO transition in 2017 and the re-shaping of DCUC's strategic plan to better serve its members. His perspective and leadership will be missed.



Stewart Ramsey

With Ramsey retiring and stepping off the board, the DCUC Board voted unanimously to appoint Maggie Sayer, President & CEO, Keys FCU, to the Board of Directors as the interim Navy/Coast Guard Representative.

During DCUC's Annual Business Meeting last month, Sayer was elected to the remaining balance of the Navy/Coast Guard Representative term. DCUC is excited to have Sayer joining the Board of Directors. She brings more than 20 years of experience in the financial industry and has spent the past eleven serving the defense credit union community at Keys FCU. Her wealth of knowledge, especially with IT, brings an important perspective to the Board.



Maggie Sayer

During the reorganizational meeting held after DCUC's Annual Business Meeting, Michael Kloiber (Tinker FCU) was reaffirmed as DCUC's Chairman. Bill Birnie (Frontwave CU) was selected as the 1st Vice Chair and Jack Fallis (Global CU) as 2nd Vice Chair. Maggie Sayer (Keys FCU) is the Treasurer, and Gary Yonamine (Schofield FCU) is the Secretary. Rounding out the 2020 – 2021 DCUC Board of Directors are Denise Floyd (Fort Sill FCU) and Frank Padak (Scott CU).

"We are looking forward to working with our Board of Directors as we protect the interests of defense credit unions serving the U.S. military worldwide," said Hernandez.

Former Scott CU Board Chair Betty Renth Leaves Legacy of Service

Article provided by Scott CU

The Scott CU family is mourning the loss of former long-time Board Chair Betty Renth. Renth retired from the SCU Board of Directors in 2016, after volunteering as a Director and Chairman of the Board for over 60 years.

"It is with great sadness that we are mourning the loss of someone who played a major role in our success for six decades," said Scott CU President & CEO Frank Padak. "It's hard to put into words the impact that Betty had on Scott Credit Union over her years of volunteer service."

Renth, who had served on the SCU Board from 1955 through 2016, was a driving force in Scott CU's growth and development over that time, according to Padak. Renth had served as SCU's Board Chair since 1971.

"When she retired, we elected Betty as an Emeritus Director," Padak added. "Betty was truly an inspiration, a mentor and friend to many people over the years here at Scott Credit Union." Renth was presented with a lifetime achievement award upon her retirement. "Betty's service to Scott Credit Union set a standard of excellence and dedication that will likely be unmatched," Padak said.

Renth received national and state recognition for her dedication and service to SCU and the credit union industry. Starting in 1988, she served two three-year terms on the Board of Directors of the National Association of Credit Union Chairmen. In 1997, Betty was awarded the Spirit of Service Award and named Volunteer of the Year by the Illinois Credit Union System. She was inducted into the Illinois Credit Union Hall of Fame in 2002.

In 2006, Betty was inducted into the Defense Credit Union Council Hall of Honor. In 2008, Renth was inducted into Who's Who in America's Credit Unions.

In 2012, Scott CU's state-of-the-art Home Office building was named the Betty Renth Building, Padak added.

Support DCUC's George E. Myers Scholarship Fund

The 2020 Christmas ornament honors John F. Kennedy, the thirty-fifth president of the United States. Before his presidency was cut short by an assassin's bullet, he had reinvigorated the American spirit. His legacy lives on in his youthful belief in America and his faith in America's responsibilities to the world.

Since 1997 our fundraising efforts have provided 57 scholarships totaling over \$160,000 to volunteers, management, and staff of DCUC member credit unions so that they may further their professional credit union education, knowledge, and leadership skills.



On sale now at www.d cuc.org/ornament



Technology & Innovation Update

Credit Unions Pivot to New Technologies to Address Today's Challenges

By James Gukeisen, CUDE

Credit unions rally around their employees and members in times of crisis, looking to eliminate errors, create efficiencies, and focus on cost center efficiencies as ways to mitigate the impact of increases in expenses and lost revenue. This is especially true as we emerge from the effects of a worldwide pandemic. Consequently, many turn to technology as a way to pivot employees into member solution areas and handle an increasing workload, especially when employee requisition requests go unfilled. One promising technology is Robotic Process Automation or RPA.

Let's take a deeper look at Robotic Process Automation technology. First, the bot in Robotic does not replace your staff, instead it frees up your team to address more complex tasks when serving your members by completing the routine back office operations. While RPA is relatively within the credit union movement, it is an established and proven technology that can help your credit union maximize its human resource potential and create dynamic solutions that improve your member's lives.

Before we dive into specific examples, we should understand that RPA is an agnostic solution that can work across multiple platforms. RPA is also a back-office force multiplier that can drive operational improvements throughout your organization. Consider these areas where RPA can make an immediate, measurable positive impact:

Data Entry: Your staff will invest hours every day performing mundane routine procedures such as data entry

which is often prone to error and missteps. Data entry is also time-consuming since it requires tedious validation to discover and correct errors. Robotic Process Automation solves for these potential errors and allows you to reinvest your employees time in more valuable tasks.

Transaction Processing: Actual transaction processing and integrating various reports is a daily task that requires multiple employees and consumes several hours every day to post. It becomes much harder when there is a significant merchant issue or a sudden spike in entries that need to be posted immediately. RPA can help you create an efficient and reliable process to mitigate the impact of these sudden spikes.

Redundancy: Have you reviewed the number of employees that are responsible for either downloading or importing files from various partners on a daily, weekly, and monthly basis? RPA can help eliminate redundancies and free personnel to work higher order tasks.

Continuity: Is there a strong process in place to continue the downloading and importing of necessary data if key staff are suddenly out of the office or otherwise engaged in credit union activities? RPA can standardize the file intake process across multiple platforms.

Reconciliation: What does your credit union have in place procedurally for the overall reconciliation process; often spread across multiple systems within your organization? RPA can streamline this task.

Process Improvement: Are there steps or weak points in that process that generate errors and delays or require multiple employees for validation; employees that can be better deployed in resolving

issues for your members? RPA processes, with proper implementation, will create a better, cleaner process for both employee and organization.

While RPA automates routine tasks in order to allow for the full development of your team, it is not a plug and play solution. RPA is very much a partnership between the service provider and the credit union that requires detailed conversations between the two in order to properly meet the needs of the credit union. Depending on the complexity of the solution the implementation process can take between a few weeks and a few months on average.

When first looking at robotic process automation, it is highly recommended to establish targets that are easy to achieve. An effective RPA implementation strategy can reveal opportunities that result in immediate improvements in daily operations which can be measured. The momentum generated by these early successes will create a cumulative positive impact on the organization. Plus, working with your service provider to improve your back-office processes is the first step in taking on larger more complex projects.

Leverage RPA to eliminate errors, create efficiencies, and further develop your staff.

"Successful technology integration, both in the commercial and military world, involves combining the effects of rapid process improvements, understanding six sigma techniques, and modifying behaviors as organizations learn to adapt. RPA integration shows lots of promise." —*Tony Hernandez, DCUC President and CEO*

James Gukeisen is the Director of Business Development for the Credit Union Division at FIS Worldpay-DCUC's and AFFN's strategic processing partner.



Capital Corner

What to Watch: Q4 and Beyond

By John McKechnie, Senior Partner, Total Spectrum

As the 2020 elections near the home stretch and the 116th Congress maneuvers to complete its work, it's a good time to look ahead and see what short and longer-term issues await credit unions.

Fall 2020

- There are **ten legislative weeks left in 2020**. This month, Congress needs to pass a spending bill, or more likely, a continuing resolution to **fund the federal government past September 30**. House Speaker Pelosi and Treasury Secretary Mnuchin have reached a tentative agreement to continue funding federal agencies beyond the deadline, taking the possibility of a government shutdown largely off the table.

Mnuchin said a **continuing resolution would likely last until December**, but details haven't been finalized and it's unclear if there will be an agreement to combine the CR with coronavirus aid.

- Of interest to credit unions is a provision in the Senate bill that allows simplified PPP forgiveness for loans under \$150K. Meanwhile, the House is working on legislation that would **lessen the impact PPP loans have on credit union capital**. According to House Financial Services staff, there is a **draft bill circulating that would exclude PPP from net worth ratio calculations**. Also, asset-based regulatory requirements that are triggered would be suspended.

- Credit union governance is also being addressed in legislation, pending in both Chambers. The bills revise the procedure for expelling members from a federal credit union. Hill sources do not expect action anytime soon on the legislation.
- **Look for a new NCUA Board member before the end of September**. In June President Trump nominated Kyle Hauptman to be an NCUA Board Member. Hauptman's nomination was approved by the Senate Banking Committee on July 30—confirmation by the full Senate could come before the end of the month.

For 2021...and Beyond

- The **future of fintechs** came into greater focus this summer when Varo Money became the first fintech to be approved for a formal bank charter by the Office of the Comptroller of the Currency (OCC). Varo Bank N.A. will now be able to offer consumers full access to lending and savings products directly, rather than going through an intermediary bank.

For their part, NCUA is exploring how credit unions can become involved in the fintech space. NCUA Chairman Rodney Hood has pointed to fintech as an avenue for credit unions to improve outreach to a more diverse set of members.

- Senate Democrats began fleshing out their vision for future climate legislation that will affect financial institutions. In their "Blueprint for Action" the Democrats call upon NCUA and credit unions to step up their responses to climate change. Specific legislation was not spelled out in the report.
- NCUA could become more active in the area of "diversity, equity and inclusion," DEI. NCUA Director of the Office of Women and Minority Inclusion Monica Davy said NCUA is concerned that credit unions are not submitting voluntary diversity self-assessments to the extent that the Agency had hoped, and **indicated that the NCUA Board is considering whether to reduce operating fees charged to credit unions that submit diversity self-assessments**. Bottom line: short term, **expect a PR push to entice credit unions to fill out the diversity checklist**.



DCUC
DEFENSE CREDIT UNION COUNCIL

**Learn more during
our next Military
Advocacy Meeting
on November 13.**

Thank You, Brittany!

Article provided by DCUC

2020 has been a year of changes, and here at DCUC it is no different. Brittany Boccher, DCUC's Special Projects Coordinator, stepped away at the end of last month to begin homeschooling and spend more time with her family. Brittany started with us in October 2017 and has been an integral part of the team ever since.

Brittany brought a wealth of knowledge and experience that she drew on to serve our members and create DCUC's communications plan. As an Air Force spouse, she speaks fluent "military" and understands the needs of military families, which she used to elevate DCUC's communications efforts. She enjoyed engaging directly with our members at our conferences and was a constant source of positive energy and innovative ideas. Her efforts brought new light and visibility to the DCUC brand, as she reimaged our member information packets, redesigned the *ALERT*, and created new partnerships to promote the DCUC brand.

Brittany has been an important part of our DCUC family. While she is stepping away, she will always be a part of our defense credit union community. We are very proud of her and everything she has accomplished. We wish her all the best in this new life chapter and with everything the future brings!

With Brittany stepping away, Charlotte Randall, DCUC's current Executive Assistant, is transitioning into the role of Communication Specialist. We are pleased to announce our newest team member, Natalie Rogers, is joining us as the new Executive Assistant. Natalie is excited to join us and support DCUC's mission and members.



Brittany Boccher

DCUC Sponsors Center of Excellence for Emerging Technology

Article provided by DCUC

The Defense Credit Union Council is proud to announce its support of 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.

The research produced by Filene's Fellows builds on the deep archive of past learning and offers a foundation for future incubation, innovation, and ultimately impactful action. Specific projects in this Center will encompass:

- Identifying technology table-stakes and trade-offs in regard to financial services competitors
- Studying consumer uses of and trust in new and novel financial technologies
- Documenting future trends in automation, artificial intelligence and member experience to understand how core financial products are being reinvented for self-service delivery
- Outlining specific pathways for credit union-fintech partnerships
- Evaluating the opportunity for meeting the emerging needs of non-traditional workers
- Exploring the future of identity and authentication

"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.

"DCUC is committed to providing the right information and tools."



Charlotte Randall



Natalie Rogers

Defense Credit Union Council
1627 Eye Street NW, Suite 935
Washington, DC 20006

First Class Mail
US Postage
PAID
Annapolis, MD
Permit 163



Fort Bragg FCU check presentation. Photo courtesy Fort Bragg FCU

Fort Bragg FCU Donates Over \$26,000 to Charity

Andrew Reiff, Fort Bragg FCU

Fort Bragg FCU is proud to announce that it has donated over \$26,000 to charities in North Carolina. The most recent donation made today was to support the Fayetteville Area Habitat for Humanity.

Ron Gunter, CEO of the Fayetteville Area Habitat for Humanity, said, "I would like to personally thank you for making our work possible and during these trying times. We take great pride in ensuring that your donations support the programs you care most about right here in the Fayetteville area."

Todd Kenthach, President and CEO of Fort Bragg FCU, said, "Our Board of Directors has authorized donations to support local charities in this time of need. As a financially stable cooperative, we are able to give back to our local community when they need it most."

**Follow
Us!**

Facebook: @DCUCWashington
Twitter: @dcuc_hq
LinkedIn: Defense Credit Union Council



DCUC
DEFENSE CREDIT UNION COUNCIL

