

COMMUNITY REPORT 2023



Our Message

People Come First. Do the Right Thing. Make a Difference.

These words are more than just a mantra. They're ingrained in every aspect of DCU's company culture, from how our employees conduct business to how we support our communities. Whether it's our uniquely designed products and services or thoughtful member-focused approach, our philosophy of people helping people is at the heart of everything we do.

In 2023, we continued to make a difference in the lives of our members and their communities through charitable contributions, sponsorships, and volunteer initiatives. We're proud of the meaningful contributions we made as a team, from assembling meal kits, to purchasing Christmas gifts for local families, and many more initiatives in between. It's the compassion and camaraderie of our employees that truly exemplifies what DCU stands for.

As we look back at an impactful year of giving, we should all take immense pride in knowing our team consists of people with such extraordinary character and a commitment to helping others.

In addition to the direct impact made by our team members, DCU's foundations continued to make a quantifiable difference in 2023, helping a number of important causes. The DCU for Kids Foundation contributions alone totaled \$2.1 million and supported the crucial community programs of 159 organizations.

Thank you for your continued support of each other, our members, and the communities we serve. I look forward to witnessing another year of giving in 2024 – The DCU Way.

Sincerely,



Shruti Miyashiro
DCU President & CEO



People come first | Do the right thing | Make a difference

Member Giveback

At DCU, we are committed to helping our members save money and achieve their financial goals. We continued this mission in 2023 by putting more than **\$70M** back in members' pockets through high-rate savings accounts and fee reductions.

 **\$70M**

back in members' pockets through our high-rate Primary Savings account and fee reductions.

 **\$40M**

saved on everyday banking transactions.

- No monthly maintenance fees
- Limited and reduced fees compared to other financial institutions
- Free use of 80,000 surcharge-free, non-DCU ATMs nationwide

 **\$30M**

dividends paid on the first \$1,000 in Primary Savings accounts.



What our members say:

"I have been a member for 20 years. It's an awesome place to do banking. The people there are great, very nice, and pleasant. It's easy to get things done without a headache. If you're not a member, you should join."

Valerie L.

"Great mortgage and car loan rates. Excellent interest rate on Advantage Savings account. We have been members of DCU since it first started. We have always liked them, and everybody is friendly. Their services are good, and their rates are very good. A great credit union to deal with. We were able to get a special loan for a used car that we were not able to get at some other banks."

Justin O.

"I've seldom had an issue with DCU in my almost 25 years of membership. Great products at great rates. More than satisfied with the service over the years."

Raj J.

Foundation Support



Established in 2005, DCU for Kids is a 501(c)(3) non-profit charitable foundation with a simple mission – **to improve the quality of life for children in need.**

To date, DCU for Kids has made charitable donations that total more than **\$28 million**. These funds have provided support to educational programs, enrichment and developmental activities, medical research, support services, and student scholarships.



\$488K in support of MA & NH Boys & Girls Clubs in 2023



Axuda, Inc. is a 501(c)3 non-profit organization founded by DCU in 2015 that provides small, short-term, interest-free loans to working individuals and families that need a helping hand.

Axuda provides a forum for borrowers to tell their stories and have their loan request crowd lent by several Axuda lenders. Once an Axuda loan is repaid, the funds are used again to lend to other Axuda borrowers. In 2023, the Axuda program provided 173 loans to those in MA and NH struggling to cover emergency costs such as car repairs, medical billing and housing.

“Thank you to DCU for Kids for your recent grant award which will support our efforts to find adoptive homes for children and teens waiting in foster care. We appreciate that the foundation shares our belief that adoption is possible for every foster child that needs a permanent home where they find love, connection and a sense of belonging.”

Massachusetts Adoption Resource Exchange, Newton, MA

“Because of wonderful community partners like DCU for Kids, hundreds of young people find their second home here at the club, a place where they are surrounded by adults who care about their future, believe in them, and are willing to help them achieve their dreams. We are continually grateful for your generosity to help young people work hard to build great futures for themselves.”

Boys & Girls Club of Greater Lowell, MA

Giving back to our communities

We believe it's vital to actively support the communities where our members live and work. Through the financial support of non-profit organizations and beyond, DCU is devoted to helping members thrive.



Supporting youth education, food insecurity, and community development

Our employees are committed to making a difference wherever possible. Through their volunteer efforts and generous spirit, DCU continues to support our members and their communities.



Student Care Kits | In July, close to 150 Massachusetts and New Hampshire call center employees came together to compile 800 student care kits consisting of toothbrushes, toothpaste, granola bars, Post-It notes, pens and positive, kind message note cards. These kits were then donated to three organizations (Middlesex Community College, Rise Above Foundation and Roxbury Community College) as fun study packs for the youth.

Dollar Scholar | More than 500 students in the Worcester, MA region were mentored through Dollar Scholar financial literacy workshops.

Topics included:

- Budgeting for the future
- Individual money personalities
- Fraud prevention

Literacy Book Nooks | Families in Worcester, MA will see laundromats and barber shops with books and reading corners for youth and comfy seating for family enrichment time.

High School Reality Fairs | Credit fairs at local high schools help hundreds of teens learn to budget for everyday expenses. DCU teammates were on hand to provide insight into auto lending and utilities budgeting at a handful of these events.

Athlete Care Kits | In August, 40 members of the Consumer Loans team worked to put 200 athlete care kits together for the Massachusetts chapter of the Special Olympics. These kits will support athletes at their upcoming challenge events.

Coming together to support our neighbors



The Outreach Program | Over two days, more than 220 employees teamed up to pack more than **71,000** nutritionally fortified meals through The Outreach Program. 16 community organizations, including community colleges, food pantries, and Boys & Girls Clubs received the meals to distribute across Massachusetts and New Hampshire. Since 2018, DCU has sponsored nearly **450,000 meals**, which have been distributed across New England.



Community Harvest | 55 employees across four departments volunteered over two days at an apple orchard run by nonprofit partner Community Harvest Project. In total, more than 6,000 pounds of apples were picked and another 3,000 pounds sorted for donation to food security partners.



A Bed for Every Child | A group of 30 members of DCU's leadership team constructed 10 beds for the Build a Bed Program via the Massachusetts Coalition for the Homeless. The beds are provided to children who otherwise would not have a bed to call their own.



Women's Care Kits | 100 employees gathered to assemble care kits for unhoused women, which included items for personal hygiene and warmth. 500 kits were distributed to nonprofit partners in New Hampshire and Massachusetts.

Adopt-A-Family | Each year, DCU employees help Boys & Girls Club Metrowest by shopping, wrapping, and donating Christmas gifts to families in need. In 2023, DCU "adopted" 32 families in the communities of Marlborough, Hudson, and Framingham, MA, providing hundreds of gifts to make the holiday special. In addition to assisting local families, the Call Center team held a monetary collection to donate to Boys & Girls Clubs in Florida and Georgia in support of their holiday giving programs.

Power of Flowers | 30 members of Branch Services collaborated with the Power of Flowers Project to create 80 beautiful bouquets of flowers for residents of Sunny Acres Nursing Home in Chelmsford, MA. This organization's mission is to spread hope and happiness by connecting seniors and veterans in their communities. This workshop was held at the Chelmsford Operations Center as a heartfelt way to give back this holiday season.

Caring is at the heart of what we do



Day of Caring | The United Way of North Central Massachusetts hosted their annual Day of Caring in which 25 DCU teammates assisted with various projects at five nonprofit partners. Organizations that support veterans, food security, housing, and healthcare received support from volunteers to tackle dozens of projects with hundreds of community members.

DCU Cares

DISASTER RECOVERY PROGRAM

DCU Cares | When disaster strikes and uncertainty sets in, we're committed to helping members repair and rebuild. Through the DCU Cares Disaster Recovery Program, we support members by offering a temporary reprieve from their financial obligations. This year, Category 3 Hurricane Idalia made landfall in Florida. In response, we immediately recognized the significant challenges our members, employees, and their families faced. We enacted DCU Cares for all eligible employees and members living in Florida and Georgia. We were proud to continue our support of this important program in 2023.

Supporting health and medical research



Out of the Darkness Walk | DCU's newly formed Employee Resource Groups (ERGs), which are inclusive affinity groups organized around a shared interest or identity, came together with teammates from across the credit union to walk and fundraise in support of the American Foundation for Suicide Prevention. 12 teammates and their loved ones raised over \$3,650 – ranking 6th out of 87 groups participating in the Out of the Darkness Walk in Worcester, MA.



Boston Haunted Walk for Shriners | In an effort to raise awareness and support for pediatric burn victims at Shriners Hospital, volunteers from DCU helped serve as guides and assisted with mural creation at the walk. In total, this event raised \$475,000 and was attended by 600 individuals.



Central MA Heart Walk | A group of 12 DCU employees joined the Central Massachusetts Heart & Stroke Walk at Polar Park in Worcester, helping the American Heart Association achieve their goal of promoting heart health.

Corporate Cup for Boston Children's Hospital | A team of 20 DCU employees across several different departments participated in the Corporate Cup Challenge for a day of team building, benefiting children undergoing treatment at Boston Children's Hospital. Collectively, over 63 corporate teams raised upwards of \$875,000.

Walk to End Alzheimer's | A group of DCU members attended the annual Walk to End Alzheimer's to help raise money and awareness for the Alzheimer's Association. This year, the event surpassed its fundraising goal of \$586,000.

Giving back to our veterans



Operation Service Sock Drive | In partnership with Operation Service, DCU held a collection drive at branches and corporate offices to help those in need. Employees and the public provided 1,600 pairs of new youth, men's, and women's socks, in which 1,000 pairs were matched by Operation Service. These **2,600 pairs of new socks were donated to 20 nonprofit partners** across Massachusetts and New Hampshire.



Trees for Soldiers | For the third year, employees who have served in the United States Military assisted the Trees for Soldiers program, handing out **315 Christmas trees to active and retired military members**. Each tree is an act of gratitude for the selfless service of our military members. This partnership, through Operation Service, provides the opportunity for military veterans from DCU to show their appreciation for all those who have served as well as their families.



Habitat for Humanity's Operation Playhouse | In September, 25 volunteers from DCU came together to build playhouses for two veterans' families and their children. This unique program gives family members a place to bond, play, and dream as they cope with feelings of uncertainty and separation.

Promoting financial literacy in schools



Jumpstart Coalition of MA & NH

FinLit Challenge | DCU team members participated as judges in this educational, Jeopardy-style tournament, empowering high-school students to apply classroom-based financial education in a contest of knowledge and skills. Over 25 high school students from six New Hampshire schools competed in this event, with over 100 people in attendance to cheer them on. NH State Treasurer Monica Mezzapelle and NH Chronicle news anchor Sean McDonald were among those in attendance.

“I Can Save” Program | This fun and interactive campaign is designed to help elementary school children begin saving habits that they can continue through their lives. In support of the New Hampshire JumpStart Coalition, DCU volunteers conducted visits for over 150 2nd grade students across the state.

Helping students through EVERFI

During the 2022-2023 school year, we helped **3,000 students complete 16,600 modules** and held workshops on budgeting, saving, and responsible credit habits. This program gives students a foundation for smart financial decisions for college and beyond.

Program reach for the 2022-2023 school year



2,927 students

41 schools

8,371 hours of learning

Program reach for the 2023-2024 school year (as of 12/31/2023)



1,963 students

38 schools

5,313 hours of learning

“Thank you to DCU for creating the EVERFI platform. It’s a great place for my students to build their understanding of financial awareness.”

*Matt D.
Westborough High School*

“Thank you to DCU and all of the people involved in the EVERFI program, because it has really enhanced my curriculum and made it something that my students remember and will benefit from for the rest of their lives.”

*Adam S.
Claremont Academy*

VITA Worcester County Support | Through sponsorship of the Volunteer Income Tax Assistance (VITA) program, run by the Worcester Free Tax Service Coalition, hundreds of low to moderate-income families across Central Massachusetts received tax filing assistance at no cost. DCU employees were on hand as IRS-certified tax preparation volunteers who assisted with the preparation and filing of income taxes.

Shred and collection events



Getting rid of sensitive documents can help people keep their data safe. **In 2023, over 30 employees** across the organization assisted close to



500 Guests

shred nearly



22 tons of paper

This year, we hosted onsite collection drives for local nonprofits and community organizations.

Marlborough Operations Center | 508 Forever Young hosted a back-to-school collection drive where donations of school supplies were gathered for students at Worcester, MA schools.

Chelmsford Operations Center | The Merrimack Valley Food Bank was on-site collecting nonperishable food items for several food security partners.

Manchester Branch | Families in Transition of Manchester, NH collected household items, food supplies, and clothing.

Diversity, Equity, Inclusion and Belonging



Employee Awareness and Education

Our approach to Diversity, Equity, Inclusion, and Belonging (DEIB) focuses on fostering an environment that celebrates and embraces the diversity of each DCU employee. Through continued collaboration and engagement with our employees, our goal can be achieved by honoring, valuing, and respecting each other's stories.

We made sure to continue our successful programs like the Diversity Celebration Calendar Series, the International Food Festival, and our DEIB Lunch and Learns. This year, we have added Employee Resource Groups (ERGs), Allyship Training, and DEIB Ambassadors to help us build an inclusive workplace culture.

Allyship Training

The “Allyship in the Workplace” training takes a meaningful look into any issues that may arise for colleagues of marginalized identities. It provides insight into how our own identity impacts the way we function in the workplace. Participants also learn ways to effectively act as allies to others in the workplace.

Employee Resource Groups

In 2023, we launched four inaugural Employee Resource Groups (ERGs). ERGs are employee-led and aligned to a specific marginalized and/or underrepresented group or focus. ERGs provide a sense of community, cross-cultural and group education, and an outlet for leadership training and networking.

- Network of Women (NoW)
- Pride Acceptance Network (PAN)
- DiversAbilities Network
- The Black, Indigenous, People of Color, African, Latine, Asian/Pacific Islander, Arab, and Native American (BIPOC/ALAANA)

DEIB Ambassadors

The DEIB Ambassador program was piloted in our DCU branches this year. DEIB Ambassadors serve as advocates to raise awareness about the importance of embracing diversity and fostering an inclusive environment. Additionally, they promote our initiatives at DCU branches, championing activities for diversity, equity, inclusion, and belonging.

Diversity, Equity, Inclusion and Belonging



Community Awareness and Education

This year, we have continued our commitment to diversity and inclusion by sharing our employees' life experiences, as well as how they recognize and celebrate heritage or holidays in their culture. Through a series of videos on social media, we celebrated DCU's diverse community all year long.

Black History Month

During Black History Month, team members shared what the month means to them, how they celebrate, and why it is important to champion diversity in the workplace. Employees celebrated by learning the richness of black history and how these lessons are brought to life in the black community.

Autism Awareness Month

For the month of April, we proudly celebrated neurodiversity and individuals with autism. Employees were eager to share their experiences and dispel some preconceptions about autism.

At DCU, we firmly believe that just because an individual may be neurodiverse, it does not make them lesser than those who are neurotypical. Each individual is unique with their own strengths.

Pride Month

We interviewed employees on what Pride Month means to them and how we've created an inclusive and welcoming environment here at DCU. Employees feel they can live their true selves and never have to be anyone else. These two sentiments were a recurring theme throughout the interview process.

Hispanic Heritage Month

Hispanic Heritage Month was celebrated in two parts. The first featured a campaign of Facebook posts, highlighting and celebrating Hispanic people throughout history. These photo slideshows could be seen around our corporate offices and branches throughout Hispanic Heritage Month.

We also celebrated Hispanic diversity by interviewing employees from Peru, Puerto Rico, and El Salvador, learning how each culture celebrates their heritage. Additionally, our employees spoke about the pride they have in their family traditions, language, food, clothing, and more.

Diwali

In celebration of Diwali, four DCU employees allowed us to explore the richness of their family traditions, sharing pictures, family stories, and traditional dress. The Festival of Lights comes from ancient India and celebrates good over evil, light over darkness, knowledge over ignorance, and hope over despair. One employee shared that she was taught to look to the deeper meaning – the joy of giving and sharing happiness.

