



Local Hunger Relief

Care  
is what  
we do.

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"I just wanted to let you know that during these difficult times DCU has stood behind me and helped me in deferring loan payments and refinancing my car loan. I have never worked with a more professional and caring group of people that really listen to their customers' needs and really try to help."

— DCU Member





# chair & president's report

Together, we navigated through an uncertain year. Despite the challenges presented by the COVID-19 pandemic, DCU remained unwavering in our commitment to our members and business members, our employees, and to our communities.

In response to the challenges presented by the pandemic, we offered our members the option to take advantage of the DCU Cares program to help alleviate any financial challenges they may have. In an effort to give back in a year when many needed it most, DCU returned a combined \$46M to our members by eliminating fees and paying a higher yield on members' emergency savings (6.17% up to \$1,000).

DCU played a pivotal role in the resurgence of the small businesses that are the lifeblood of cities and towns throughout Massachusetts, New Hampshire and beyond. When many local businesses were forced to shutter their doors, DCU stepped in to lend a helping hand by funding \$56M in Paycheck Protection Program (PPP) loans to those employers in Massachusetts and New Hampshire, so that they could remain open, pay their employees, and continue to serve their communities.

Despite the ongoing pandemic, our community partners provided essential services to address hunger, provide healthcare, and deliver other critical resources. DCU allocated \$1.5M in unrestricted donations to these organizations to help ensure that they could continue their missions to help children transition to remote learning environments, feed an unprecedented number of families in need, and other immediate human services.

This year challenged many both personally and professionally. DCU and our communities emerged stronger than ever before, while we navigated these trying times and found resilience in each other. It was increasingly important to live by our principles that **people come first, that we always do the right thing, and that we strive to make a difference each and every day.**

## Sharing the results of 2020

In 2020, nearly 1,600 dedicated team members from DCU worked to show our members what we could save them. Our priorities continued to be delivering great value to our members while providing an even greater level of service in all that we do. Thanks largely to existing members who told their friends and families about DCU, new members came to us for help by the thousands. We're honored to have the opportunity to make a difference in the lives of so many people and we promise to do everything we can to earn your continued loyalty and keep your trust.

DCU ended 2020 with \$10.1 billion in assets and 916,982 members. 45,436 new members joined DCU during the year – an increase of nearly 5.2 % over 2019. We now serve employees or members of more than 700 businesses and organizations and their families. Throughout 2020, we worked to maximize your return as a DCU owner through better rates, new services, and product enhancements. Total deposits were \$9.1 billion and total loans under management were \$10.6 billion. Attracted by our competitive loan rates and convenient ways to apply, members opened more than 150,000 loans totaling over \$3.6 billion in 2020.



I appreciate the recent change that allows me to make more than six transfers from my savings account. I've had to move money around and lifting the limitation is very helpful. Thank you, DCU, for making banking seamless, logical, secure, and helpful."

— DCU Member

## Member participation in 2020

Providing members with products and services that can help improve their financial well-being is another way we made a difference. In 2020, members chose DCU for a variety of reasons including:

**Your Opinion Matters at DCU** – That's why we have member ratings and reviews of DCU products and services on our website. During 2020, over 3,000 of your fellow members submitted a review to share their opinions about the products and services that DCU offers. Of the reviews that were shared on DCU's website – the average rating was 4.7 out of 5 stars.

**Member Referrals** – In 2020, members used our automated member referral system to share DCU with nearly 15,000 individuals and by year-end, more than half of those referred opened a membership. The long-term success of the credit union is closely tied to the loyalty of members like yourselves who actively recommend DCU.

**Free Checking** – More than ever, members turned to DCU for a free checking account that was truly free. Checking accounts grew over 42,000 in 2020, with total checking accounts reaching more than 650,000. Also, by the end of the year, 55% of our members received direct deposits to their DCU checking accounts. DCU members who utilized this service found that they typically receive their direct deposit up to two days early.

**Getting a Home** – Over the course of 2020, DCU helped more than 3,800 members realize the American Dream by helping them purchase or refinance their home. We ended the year with 19,031 members having their mortgages with DCU.

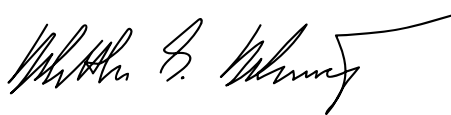
**Affordable Transportation** – Whether it was for a new or pre-owned vehicle, members chose DCU to finance 79,827 vehicles in 2020 – totaling over \$1.7 billion in auto loans.

**Helping Member Businesses Grow** – DCU made over \$375 million in loans to member-owned businesses in 2020.

**DCU Visa® Platinum** – Our competitive low interest rate and rewards credit cards are so popular, that nearly half of all DCU member households choose to carry one. During the year, members used their DCU Visa cards to make over 18.6 million purchases totaling over \$1.1 billion in online or in-person transactions. Plus, throughout the year, nearly 19,000 members took advantage of transferring over \$109 million from their existing high-rate credit or store card balances to a DCU Visa credit card.

## In closing

At DCU, we always have your best interest at heart, and we care about you – in good times and hard times. We understand that you have choices when it comes to choosing a financial organization. On behalf of the Board of Directors, volunteers, management, and staff, we thank you for choosing DCU for your financial needs and for allowing us the opportunity to make a difference in your life.



**Matt Menning**  
Chair, Board of Directors



**Jim Regan**  
President/CEO



DCU's incredibly generous gift in March was the first donation we received to specifically support our response to the coronavirus pandemic. It provided us with the seed funding to launch the "Make the Difference Fund," a meaningful way for friends in the community to support our single goal in this pandemic: to save as many lives as possible. Thank you for always being there for us."

— **Tufts Medical Center, Boston, MA**



## service enhancements

### Making every dollar count for DCU members

Our ongoing push to decrease fees equated to over \$20 million in member savings in 2020. This is in conjunction with relief efforts as a result of the ongoing COVID pandemic. Fee and discount savings include ATM surcharge reimbursements, foreign currency fee savings, check returned savings, overdraft savings, stop payment fee savings and loan discount savings.

### Helping members achieve their savings goals

Saving money for planned purchases, unexpected expenses, or retirement is not always easy. To encourage all members to start saving and further reward those who do, DCU members earn a higher dividend rate on the first \$1,000 in their Primary Savings account. Members find this to be valuable as we saw their balances grow throughout 2020 with members receiving dividends over \$20 million as a result of this.

### Earn More Free Checking

In 2020, DCU increased the limit of its Earn More Free Checking product to up-to-and-including \$100,000. As of year-end, nearly 91,000 members were actively enrolled in the Earn More feature with interest paid on nearly \$765 million in eligible funds. **How it works:** eligible balances are automatically swept out to interest-bearing FDIC insured deposit accounts held at participating institutions throughout the country, where members may continue to access their money through Online Banking or the DCU Mobile App.

### Quick Loan enhancements

Quick Loans are an alternative to high interest rate payday loans. This year, we increased the maximum loan amount to \$2,000, extended the loan term to 12 months, reduced the APR to 10.00% from the previous 21.00%, allowed no payments for 60 days, and expanded the loan to employees at 0.00% APR until further notice.

### Mortgage scheduled appointments tool

Appointments can now be scheduled by members with a Mortgage Loan Originator to review questions regarding the mortgage pre-qualification process for a new home purchase. This appointment scheduler is similar to that being used by each of the branches. A checklist of items to be reviewed during the pre-qualification process is provided to members after their appointment is scheduled. This system has reduced the processing, underwriting, and closing turnaround times as accuracy and completeness of loan applications entering our systems has improved.

### Online commercial loan platform

An online Small Business application launched, enabling DCU Member Businesses to apply online for business vehicles, business Visas, and equipment loans. This streamlined process has resulted in a 50% year-over-year growth in the product line.

### Financial Wellness Assessment Tool

At the end of 2019, we identified member experience opportunities with our existing wellness widget and determined that using the third-party Financial Stability or FIST® Score tool would provide our members with a better experience in the long-term. Work on customizing the look and feel and integrating the experience into the homepage of dcu.org began in December 2019 and was completed in early 2020. We re-launched at the end of January. Over the course of the year, the tool was used 19,238 times – an aggregate increase of 31.59% or 4,619 times more than in 2019.





# DCU in the community

During 2020, lending a helping hand and providing meaningful and positive contributions to the communities we serve was more important than ever. Our efforts included:

## DCU for Kids

Our charitable foundation raised and donated \$3.6 million in 2020, following a successful annual Golf Classic, raffles, and other fundraising efforts. Among the 156 charitable organizations that DCU for Kids supported this year were programs focused on education, healthcare and medical research, autism and other special needs, support services, and anti-bullying. DCU's commitment to covering the foundation's administrative costs and volunteering needs allows 98% of all funds raised to go directly to children and families in need. Since 2005, DCU for Kids has provided \$20.2 million in funding.

## DCU for Kids scholarships

Since 1996, DCU for Kids has awarded scholarships to graduating high school seniors who are deemed most likely to excel at a college or university based on their scholastic performance, character, and achievements. In 2020, 90 scholarships were distributed totaling \$165,000 to deserving recipients from around the country.

## Support of schools

DCU's continued partnership with EVERFI, a leading financial technology company, brings financial literacy programming to area schools through the EVERFI curriculum. In 2020, 3,361 students completed 15,552 learning modules, teaching, assessing, and certifying individuals in critical financial skills at no cost to the participating schools or students. The digital platform also provided 8,451 members with 4,357 modules of online financial education.

In cooperation with Adopt-A-Classroom, we supported and donated to 261 public elementary school classrooms in DCU branch communities. An emphasis was placed on special needs and special needs-inclusion classrooms. DCU provided \$800,000 in charitable contributions to 104 schools throughout Massachusetts and New Hampshire. \$600,000 in donations were made to scholarship programs as well as providing high school and collegiate support. These funds helped hundreds of students achieve their goal of attending college and continuing their education.

## Fostering FinTech startups

Since opening in 2016, the DCU FinTech Innovation Center has established itself as one of the leading fintech startup accelerator programs in the country. Focused on helping startups gain initial customer traction, the Center provides companies with free mentorship, workspace, community, and a professional network. As of 2020, the DCU FinTech Innovation Center has assisted 60+ companies, many of which have since signed new deals or expanded their partnerships with financial service providers.

## Charitable contributions

DCU's primary charitable initiatives in 2020 were directed towards organizations supporting children transitioning to remote learning environments, healthcare, housing, job training, counseling, social services, and educational programs that primarily benefit children and families.

Donations to 94 hospitals helped provide comfort to patients undergoing treatment, easing the burden of a prolonged hospital stay while helping with the healing process both during and after treatment. Local, regional, and national hospital support helps advance the understanding, diagnosis, treatment, cure, and prevention of diseases affecting individuals around the world. Contributions come in many forms, including supporting fundraising efforts to advance medical research.

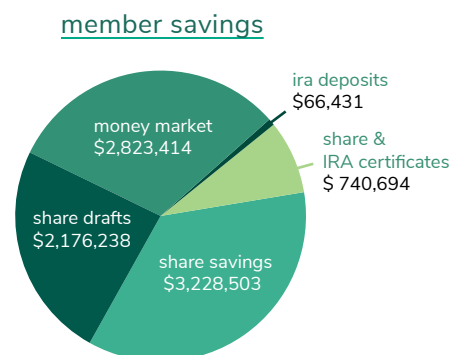
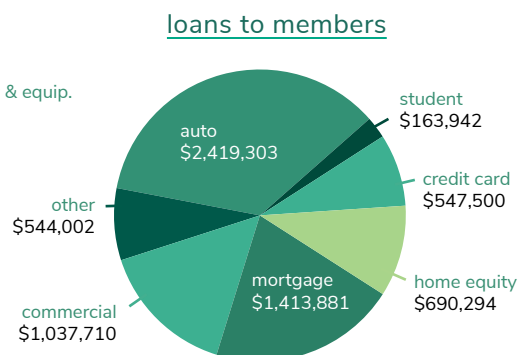
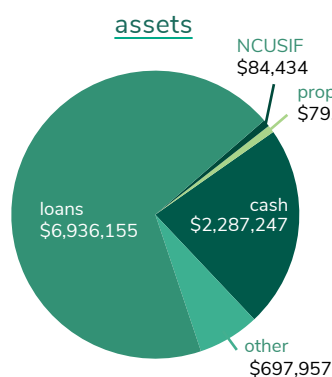
DCU is committed to helping end hunger throughout communities in which our employees and members work and reside. This year, DCU sponsored 150,000 meals through The Outreach Program which were distributed to food banks and pantries throughout New England. DCU increased its support to 103 local food banks and pantries in 2020, with donations totaling \$2.2 million.

Veterans' organizations provide important and ongoing support to the brave individuals who have served our country. Recognizing the sacrifices that both veterans and families have made, DCU's goal is to honor and support our military heroes by continuing to create new opportunities in the areas of health, employment, and housing through partnerships with organizations that provide the highest quality services.

Throughout 2020, we continued to focus our financial support on building partnerships with numerous organizations who help those most in need. DCU provided \$1.5 million in unrestricted donations and supported 609 organizations to help drive their missions forward.

# consolidated statements of financial condition as of December 31, 2020 (in thousands)

<b>Assets</b>	<b>2020</b>	<b>2019</b>
cash and cash equivalents	\$ 2,287,247	\$ 1,328,740
deposits in corporate federal credit union	10,000	20,000
securities - trading	356,986	183,565
securities - available-for-sale	246,164	100,045
other investments	10,313	25,802
loans held-for-sale	278,291	252,449
loans, net	6,657,864	7,214,482
accrued interest receivable	26,268	30,818
premises and equipment, net	79,739	80,046
ncusif deposit	84,434	69,937
other assets	48,226	52,643
<b>total assets</b>	<b>\$ 10,085,532</b>	<b>\$ 9,358,527</b>
<b>Liabilities and Members' Equity</b>		
<b>liabilities</b>		
members' share and savings accounts	\$ 9,035,280	\$ 7,896,095
borrowed funds	-	425,000
accrued expenses and other liabilities	112,820	119,425
<b>total liabilities</b>	<b>\$ 9,148,100</b>	<b>\$ 8,440,520</b>
<b>Commitments and Contingent</b>		
<b>members' equity</b>		
regular reserves	\$ 100,227	\$ 100,227
undivided earnings	837,134	817,721
accumulated other comprehensive income (loss)	71	59
<b>total members' equity</b>	<b>\$ 937,432</b>	<b>\$ 918,007</b>
<b>total liabilities and members' equity</b>	<b>\$ 10,085,532</b>	<b>\$ 9,358,527</b>



# consolidated statements of income as of December 31, 2020 (in thousands)

	2020	2019
<b>Interest Income</b>		
loans	\$ 343,940	\$ 371,081
securities, interest bearing deposits and cash equivalents	11,250	28,315
<b>total interest income</b>	<b>\$ 355,190</b>	<b>\$ 399,396</b>
<b>Interest Expense</b>		
members' share and savings accounts	59,378	75,749
borrowed funds	4,744	10,416
<b>total interest expense</b>	<b>\$ 64,122</b>	<b>\$ 86,165</b>
<b>net interest income</b>	<b>\$ 291,068</b>	<b>\$ 313,231</b>
<b>Provision for Loan Losses</b>	<b>\$ 104,600</b>	<b>\$ 92,000</b>
net interest income after provision for loan losses	186,468	221,231
<b>Non-Interest Income</b>		
service charges and fees	4,249	27,767
interchange income	48,430	45,978
other non-interest income	12,448	11,168
net gain on sale of loans	52,016	9,693
<b>total non-interest income</b>	<b>\$ 117,143</b>	<b>\$ 94,606</b>
<b>Non-Interest Expense</b>		
employee compensation and benefits	131,656	107,435
office occupancy and operations	62,707	67,454
other operating expenses	93,256	68,648
net (gain) loss on sale of investments	(3,421)	(2,090)
<b>total non-interest expense</b>	<b>\$ 284,198</b>	<b>\$ 241,447</b>
<b>net income</b>	<b>\$ 19,413</b>	<b>\$ 74,390</b>

The Consolidated Statements of Financial Condition and accompanying graphs are unaudited. To view the 2020 Audited Financial Statements, visit [dcu.org](http://dcu.org).



# products & services

## Personal Banking

### Loans

#### Apply online or by phone 24-hours a day

- Auto, Boat, Recreational Vehicle, Motorcycle, Solar, Personal Aircraft, and more
- Visa Platinum, Visa Platinum Rewards, and Visa Platinum Secured Credit Cards
- Private Student Lending and Refinance Solutions
- Mortgages, Home Equity Loans and Lines of Credit
- Personal, Debt Consolidation, Savings-Secured, Certificate-Secured, Stock-Secured, and Quick Loans

### Savings

#### Account opening and online access 24-hours a day

- Savings, Checking, Earn More Checking, Money Market, and Certificates
- Ltd Savings Account
- Individual Retirement Accounts
- Holiday Club and Member Described Accounts
- Trust and UTMA Accounts

### Special programs

- Mobility Vehicle and Access Loans
- Financial Wellness and Recovery Program
- Skip-A-Payment
- Auto Buying Service

### Account access and other services

- Online Banking with Bill Payer
- Mobile Banking
- Online Deposit
- DCU Pay
- Apple Pay®
- Android Pay®
- Samsung Pay
- People Pay
- Voice Banking
- DCU Visa Debit Card and ATM Card
- Card Settings
- Easy Touch Telephone Teller
- Text Alerts

- Overdraft Protection Service
- CashEdge Funds Transfer Service
- Domestic and International Money Wires
- Money Orders and Travelers Cheques

## Education and Information

- StreetWise Consumer Education Program
- Members' Monthly Newsletter
- Show Me Website and Newsletter
- Barnyard Cents Website and Newsletter
- Know The Risk Monthly Article
- Auto Buying Research Services
- BALANCE Financial Wellness Program
- Online Calculators

## Business Banking

### Loans

- Lines of Credit and Term Loans
- Investment Property Equity Lines and Loans
- Commercial Mortgages
- Construction Mortgages
- Auto, Business Vehicle, and Business Equipment
- Visa Business Platinum
- SBA Loans

### Savings

- Free and Premier Business Checking
- Savings, Money Market, Certificates, Ltd Savings Accounts
- SEP and SIMPLE IRAs

### Account access and other services

- Online and Mobile Banking
- Business Visa Check Card
- Online Federal Tax Payments (EFTPS)
- Merchant Credit Card Referral Services
- Payroll Services

# Branch locations

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## Massachusetts

### Acton

100 Powdermill Road  
Acton, MA 01720

### Andover

209 North Main Street  
Andover, MA 01810

### Burlington

15 Greenleaf Way  
Burlington, MA 01803

### Fitchburg

350 John Fitch Highway  
Fitchburg, MA 01420

### Framingham

60 Worcester Road  
Framingham, MA 01702

### Franklin

500 West Central Street  
Franklin, MA 02038

### Leominster

210 New Lancaster Road  
Leominster, MA 01453

### Lexington

1751 Massachusetts Avenue  
Lexington, MA 02420

### Littleton

207 Constitution Avenue  
Littleton, MA 01460

### Lowell

564 Bridge Street  
Lowell, MA 01850

### Marlborough

279 East Main Street  
Marlborough, MA 01752

### Marlborough

865 Donald Lynch Boulevard  
Marlborough, MA 01752

### Methuen

(Member Service Center)  
2 Broadway  
Methuen, MA 01844

### Tyngsborough

378 Middlesex Road  
Tyngsborough, MA 01879

### Waltham

130 Lexington Street  
Waltham, MA 02452

### Westborough

18 Lyman Street  
Westborough, MA 01581

### Worcester

11 Tobias Boland Way  
Worcester, MA 01607

### Worcester

131 Gold Star Boulevard  
Worcester, MA 01606

### Worcester

225 Shrewsbury Street  
Worcester, MA 01604

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## New Hampshire

### Hudson

8 Flagstone Drive  
Hudson, NH 03051

### Manchester

369 South Willow Street  
Manchester, NH 03103

### Merrimack

19 Premium Outlets Boulevard  
Merrimack, NH 03054

### Nashua

379 Amherst Street  
Nashua, NH 03063

## Branch Hours

### Monday – Wednesday

9:00am – 5:00pm Eastern Time (ET)

### Thursday – Friday

9:00am – 7:00pm (ET)

### Saturday

9:00am – 3:00pm (ET)

## Lexington, MA Hours

### Monday – Wednesday

8:00am – 4:00pm (ET)

### Thursday – Friday

8:00am – 6:00pm (ET)

### Saturday

9:00am – 3:00pm (ET)

## Methuen, MA Hours

### Monday – Friday

9:00am – 7:00pm (ET)

### Saturday

9:00am – 3:00pm (ET)

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## Information Center Hours

### Monday – Friday

8:00am – 9:00pm (ET)

### Saturday

9:00am – 3:00pm (ET)

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## Not near a branch?

### Use Online or Mobile Banking

Easily bank at home with Online Banking or on the go with our Mobile Banking App for iPhone, iPad, and Android.

### Try a CO-OP Shared Branch

Find a CO-OP Shared Branch near you by using our Branch/ATM Locator at [dcu.org/locations](http://dcu.org/locations)



### Find an ATM near you!

Access over 80,000 ATMs surcharge-free nationwide displaying any of these logos: Allpoint® | SUM<sup>SM</sup> | CO-OP<sup>SM</sup>

Find ATMs at [dcu.org/atm](http://dcu.org/atm)

Please note that as of June 1, 2020, branch lobbies are available via appointment only. For the latest information regarding branch operations, please visit [dcu.org/branches](http://dcu.org/branches).



Direct independent agency services in CO, CT, GA, ME, MA, and NH. Policies in other states available through direct affinity programs of national insurance carriers.

- Personal Automobile
- Homeowners / Condo Owners
- Renters, Dwelling Fire, and Flood
- Umbrella Liability

Property and casualty insurance provided by DCU Insurance (DCU Financial Insurance Services, LLC), a subsidiary of DCU. Business conducted with DCU Insurance is separate and distinct from any business conducted with the credit union. Remember that any insurance required as a condition of the extension of credit by the credit union need not be purchased from DCU Insurance but may, without affecting the approval of the application for credit, be purchased from an agent or insurance company of the member's choice. Insurance products are not deposits of Digital Federal Credit Union (DCU) and are not protected by the NCUA. They are not an obligation of or guaranteed by the credit union and may be subject to risk. Any questions or concerns regarding this relationship may be addressed to the Office of Consumer Affairs.



Full-service realty specialists to help you buy or sell a home or condo. List "By Owner" homes for sale nationwide on [dcuhomes.com](http://dcuhomes.com), or in the Massachusetts and New Hampshire Multiple Listing Services. Our relocation service helps members in all 50 states.



DCU helps to provide families with the support, advocacy, and skills they need to rise from crisis to sustainable independence. Once at Family Promise of Southern New Hampshire, these young single moms realize they can do things on their own. A resident recently stated that they have learned not to make impulsive decisions about money to have a plan and stick with it."

— Family Promise of Southern New Hampshire



## board of directors

Matt Menning

Chair

Kumar Kittuswamy

Treasurer

Anshul Gupta

Director

Curt Raffi

Vice Chair

Karyn Brown

Director

Njeri Gichohi

Secretary

David Garrod

Director

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## supervisory committee

Scott Gordon

Chair

Frank Branca

Carlo Cestra

Julia Conn-Espitia

Cathy Giunta

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## management

James Regan

President  
Chief Executive Officer

Julie Katalinich

Senior Vice President  
Member Services

Sean McNair

Vice President  
Marketing

Nancy D'Amico

Senior Vice President  
Technology and Innovation

Laurie LaChapelle

Senior Vice President  
Finance

Jason Sorochinsky

Vice President  
Mortgage Lending

David DeWitt

Senior Vice President  
Enterprise Services

Craig Roy

Senior Vice President  
Retail Lending

Debbie Taverna

Vice President  
Branch Services

Jane Fontaine

Senior Vice President  
Human Resources & Training

Paul Carey

Vice President  
Commercial Lending

Marianne Zawacki

Vice President  
Financial Services

Tim Garner

Senior Vice President  
Capital Planning

Caleb Cook

Vice President  
Consumer Lending



220 Donald Lynch Boulevard  
Marlborough, MA 01752

www.dcu.org  
800.328.8797

NMLS#: 466914

**In Your Community Report:** [dcu.org/community](https://www.dcu.org/community)

- facebook.com/DigitalFederalCreditUnion
- @DCUcreditunion
- @DCUcreditunion
- @digitalfederalcreditunion

