

# 2025

## ANNUAL REPORT



# WHERE FINANCIAL FUTURES **THRIVE**™

DuPage Credit Union is a member-owned financial institution governed by a volunteer Board of Directors. We operate by the guiding philosophy of the credit union movement: people helping people.

No matter where you are on your financial journey,  
we'll be there every step of the way.

## Our Values



### **INTEGRITY**

Trust and transparency in all interactions.

### **INNOVATION**

Embracing cutting-edge solutions for evolving needs.

### **COLLABORATION**

Uniting through cooperation to create a stronger, more prosperous tomorrow for all.

### **EXCELLENCE**

Upholding the highest standards in everything we do.

### **EMPOWERMENT**

Fostering financial growth and independence.

# Table of Contents

A Message from the President	4
A Message from the Chair of the Board	7
Supervisory Committee Report	9
2025 Financial Statements	11



We celebrated our partnership with Greenlight with member giveaways at our branch offices.

# A Message from the President



**Roberta Kozlownic**  
President/CEO

## **69th Annual Meeting of the Membership**

As we celebrate our 69th year and prepare to enter our 70th, DuPage Credit Union is shaping the next chapter of our legacy. In 2025, we strengthened our team, modernized our technology, expanded member value, and deepened our community impact — all guided by our vision: *Where Financial Futures Thrive™*.

## **Financial Strength, Member Focused**

2025 was a year of disciplined financial performance and intentional balance sheet management.

We delivered \$5.7 million in earnings, resulting in a 1.00% Return on Assets, while strengthening capital and liquidity. Through deliberate growth management and balance sheet optimization, we improved our Net Worth Ratio to 9.61%, an increase of 74 basis points, and maintained strong liquidity at 14.40%.

Our focus remains clear to grow responsibly, protect long-term strength, and deploy capital where it delivers the greatest member value.

## **Putting Members First**

In 2025, we turned innovation into meaningful impact.

We launched Greenlight, a free<sup>1</sup> debit card and money app for kids and teens, equipping families with tools to build strong financial habits early. When members faced unexpected challenges, we introduced 0% Payroll Assistance Loans<sup>2</sup> and no-fee Skip-A-Pay<sup>3</sup> options to provide stability and flexibility.

Our digital capabilities continued to advance. Push Provisioning enabled members to add their cards directly to Apple Pay<sup>®</sup> and Google Wallets for faster, more secure payments. We also expanded the Buy Now, Pay Later program, allowing members access up to \$5,000 instantly, delivering flexibility when it matters most.

We also sharpened our focus on Return of the Member, enhancing Cash Back and High-Yield Checking benefits, expanding High-Yield Savings tiers, and creating more opportunities for members to grow their earnings. Every initiative in 2025 was intentionally designed to deepen engagement and strengthen long-term relationships.

## **Investing in Our Team and Living Our Values**

In 2025, we deepened our commitment to living our vision and values in visible and meaningful ways.

Throughout the year, we celebrated team members who exemplified our values in action, created interactive opportunities to reinforce shared commitments, and fostered connection across the organization, strengthening a collective sense of purpose.

We also launched *Team Up + Grow*, a Culture Committee initiative designed to cultivate meaningful connection, continuous learning, and intentional development at every stage of a team member's journey. By encouraging curiosity, valuing shared knowledge, and investing in growth, we are building a culture that not only reflects who we are, but positions us for sustained success.

### Technology and Digital Innovation

Technology remained central to our strategy. With a unified 360-degree view of our members, we are positioned to deliver more personalized and responsive experiences. In 2025, we advanced our evaluation of next-generation Contact Center capabilities, Digital Account Opening solutions, and our Data Warehouse platform laying the foundation for more seamless and intuitive interactions.

### Impacting Our Community

We deepened our commitment to the communities we serve supporting hundreds of families with essential supplies, contributing \$75,000 in gift cards, and reaching students and educators through meaningful financial literacy programs. We also donated \$17,500 to local food banks to help address food insecurity.

Through our 12th annual *We've Got Your Back* fundraiser, we have now provided more than \$125,400 in school supplies since 2014 investing in the future success of the next generation.

### Strategic Focus for the Future

In 2025, we made disciplined strategic decisions, including sunsetting our indirect lending program, to concentrate resources on initiatives that deliver stronger, long-term value for our members.

Every step we took this year strengthened our foundation and positioned us for the decades ahead. As we enter our 70th year, we remain focused on investing in technology, operational efficiency, and sustainable growth.

We move forward confident in our direction, grounded in our values, and committed to serving our members and community for generations to come.

Sincerely,



Roberta Kozlowicz  
President/CEO



George Caraballo, DuPage Credit Union Associate Director of Branches and Community Engagement, presents a \$15,000 check to Christine Fisher, Brand and Cause Marketing Manager at Northern Illinois Food Bank.



In honor of CU Kind Day, our team organized a book drive for SCARCE, a local nonprofit that operates a reuse center.



Our summer meeting was a hit, with team members enjoying delicious eats from a food truck and sweet treats from a shaved ice truck.

Apple, the Apple logo, and App Store are registered trademarks of Apple Inc. Google Wallet is a trademark of Google LLC.

1. DuPage Credit Union members are eligible for the Greenlight SELECT plan at no cost when they connect their DuPage Credit Union account as the Greenlight funding source for the entirety of the promotion. Subject to minimum balance requirements and identity verification. Upgrades will result in additional fees. Upon termination of promotion, members will be responsible for associated monthly fees.  
See terms at <https://greenlight.com/promotionsgeneralterms> for details. Offer ends 4/2/2028. Offer subject to change and partner participation.  
Must have a Credit Union membership established and be in good standing.  
The Greenlight® prepaid card is issued by Community Federal Savings Bank, member FDIC, pursuant to license by MasterCard International.
2. APR = Annual Percentage Rate. Members must have a paycheck that is reduced or not being paid because of the government shutdown to be eligible for the Payroll Assistance Loan. If proof of employment cannot be determined, you may be required to provide additional documentation. Must apply between 10/20 – 11/30/2025 and disburse by 12/31/2025. Only one Payroll Assistance Loan per member per offer period, member can select one of two options based on their need. Option 1: 0% APR for 60 days up to \$2,000; no credit check and a balloon payment at the end of the term. Option 2: 0% APR for 6 months up to \$6,000; requires a credit check; payment can be deferred for up to 90 days; payment example per month per \$1,000 financed is \$166.67; minimum \$50 monthly payment. Does not apply to loans currently financed through DuPage Credit Union. All loans, terms and conditions are subject to Credit Union qualifications and approval. Some restrictions may apply. Cannot be combined with other offers. Offer may be discontinued at any time and rates are subject to change without notice. Must have a Credit Union membership established as of 10/15/2025 and be in good standing.
3. DuPage Credit Union's Payroll Assistance Skip-A-Pay program gives members whose paycheck is reduced or not being paid because of the government shutdown the opportunity to defer a scheduled October, November, and/or December 2025 monthly payment on an eligible vehicle loan, personal loan and/or credit card. To be eligible, you must meet and agree to all of the following criteria: 1) Your paycheck must be reduced or not being paid because of the government shutdown. If proof of employment cannot be determined, you may be required to provide additional documentation. 2) Your applicable loan/credit card must be open for a minimum of 180 days and you must have made at least 6 monthly payments; 3) You must be in good standing with all of your DuPage Credit Union memberships; 4) All of your DuPage Credit Union loans and/or credit cards must be paid as agreed and current as of the date of your request. Requests can be submitted by any borrower on the loan or credit card. If approved, one monthly payment will be deferred until the end of the loan, thereby extending the original term and amortization of the loan. Interest will continue to accrue as normal throughout the deferral period. All other terms and conditions as stated in the original loan and/or credit card agreement continue to remain in effect. As applicable, your monthly premium for Payment Protection will still be added on the deferred month. The terms of coverage for any added insurance products on your loan may not be extended to the new maturity date. Deferred payment(s) may impact GAP claims on vehicle loans. Lease Alternative Loans and any Real Estate loans are not eligible for the Payroll Assistance Skip-A-Pay program. Payroll Assistance Skip-a-Pays will not count toward the standard Skip-a-Pay limits per year or over the life of the loan. Other restrictions apply. DuPage Credit Union reserves the right to refuse a Payroll Assistance Skip-A-Pay request and may discontinue the program at any time without prior notice.

# A Message from the Chair of the Board



**Debra Ragusa**

Chair on Behalf of the Board of Directors

## **Ensuring Strong Fiscal Health**

On behalf of the Board of Directors, I am pleased to report that 2025 was a year of disciplined governance, strategic clarity, and responsible oversight in support of the Credit Union's continued strength.

The Board met 12 times, including a dedicated strategic session to refine and advance the 2026 Strategic Plan. Throughout the year, our focus remained clear: ensuring the Credit Union's long-term direction aligns with our vision, defined risk appetite, and the evolving needs of our members.

We maintained rigorous oversight of financial performance, loan and deposit trends, liquidity, and capital levels. As a result of disciplined balance sheet management, the Credit Union strengthened its capital position and preserved strong liquidity, reinforcing our safety and soundness.

## **Leadership and Organizational Strength**

Leadership continuity and organizational resilience were also priorities. The Board supported continued advancement of the Human Capital Plan to strengthen workforce planning and accountability. We oversaw the formal launch of an Enterprise Risk Management framework, an important milestone in reinforcing enterprise-wide risk discipline and institutional stability. In accordance with our governance responsibilities, the Board also conducted its annual CEO evaluation, reaffirming our commitment to leadership stability and performance accountability.

## **Strategic Oversight and Member Focus**

The Board fulfilled its fiduciary responsibilities in 2025: protecting financial strength, overseeing enterprise risk, and advancing strategic alignment. Just as importantly, we held management accountable for delivering long-term value to members while safeguarding the Credit Union's future.

## Looking Forward

As we enter our 70th year, DuPage Credit Union is well-capitalized, financially sound, and strategically positioned. On behalf of the Board of Directors, thank you for your continued trust and confidence.

Sincerely,

Debra Ragusa  
Chair on Behalf of the Board of Directors



Board members convene regularly at the Operations Center to help guide the Credit Union's strategic direction.

# Supervisory Committee Report



**William Shields**  
Supervisory Chair

*The Supervisory Committee consists of five volunteer Credit Union members who are elected annually by the Board of Directors of DuPage Credit Union. The Committee has oversight responsibility for monitoring the business affairs of the Credit Union. In that capacity, the Committee met quarterly during the 2025 term year and also attended various Board of Directors meetings. The Supervisory Committee received regulatory, share insurance and CPA examination reports and reviewed findings in relation to audits and exams of the Credit Union's operations and internal controls.*

---

DuPage Credit Union is an Illinois state-chartered credit union, governed by the Illinois Credit Union Act with regulatory oversight by the Illinois Department of Financial and Professional Regulation's (IDFPR) Division of Financial Institutions, Credit Union Section. By law, the Credit Union is required to undergo an annual internal audit and external audit of its books and business affairs. An independent certified public accounting firm, engaged by the Supervisory Committee performs the external audit and participates in the completion of the internal audit.

## **Annual External Audit**

Selden Fox, Ltd. performed the external audit and then presented to the Supervisory Committee their independent auditor's unqualified report. This audit included a review of the Credit Union's statement of financial condition, income statement, and members' equity and cash flows as of September 30, 2025. Selden Fox, Ltd. also thoroughly reviewed all lending and collections reports, as well as all balance sheet account reconciliations. The audit results were submitted in December of 2025 to the IDFPR's Credit Union Section and American Share Insurance (ASI), the Credit Union's share savings insurer.

The reports were also thoroughly reviewed by DuPage Credit Union's Board of Directors and Management Team. The Credit Union team was enthusiastically commended by the auditors for their cooperation and conscientiousness in the maintenance of the books and records of the Credit Union. As has been the case for the past several years, there were no financial or accounting audit adjustments.

## **Regulatory Exam**

DuPage Credit Union is also required by law to undergo a regulatory examination. The IDFPR's Credit Union Section normally conducts a joint examination every 12 to 18 months. The full IDFPR examination was completed in April of 2025 and was based on the operational and financial results for the period of June 2023 through December 31, 2024.

The examination results were reviewed and discussed with the Board of Directors and Management at the April 24, 2025 meeting. ASI conducted their examination at the same time covering the same operational periods. The ASI exam report was presented and reviewed by the Board at the April 24, 2025 Board Meeting.

## **Internal Audit**

In addition to the annual audit and regulatory examinations, the Credit Union's Internal Auditor and Compliance Manager conducted numerous compliance, internal, and quality control reviews during the year. Their reports and findings were reviewed quarterly by the Supervisory Committee.

These reviews, and the corrective action taken when appropriate, are repeatedly lauded for their effectiveness by external auditors and regulators. The Internal Auditor also conducts audits at our branch locations throughout the year. The internal audit is to determine that branch operations are in compliance with state and federal law and regulatory requirements.

## **Internal and External Data and Infrastructure Security Audits**

Internal and external data and infrastructure security audits were performed in 2025 by an independent firm specializing in data processing security. These included manual reviews of information handling processes and user practices, automated processes that scanned the financial institution's computer systems and network for commonly exploited vulnerabilities, and simulated attacks on the computer systems with the intention of identifying security weaknesses. The Credit Union received an excellent report for its technology security systems and processes as it has for many years. Members can be assured that their personal information is secure and protected from those with nefarious intent.

I would like to thank my fellow Supervisory Committee Members: Dawn Bausch, Mathew Davies, Kraig Knudsen and Todd McNab for their time and commitment throughout the year. On behalf of the Committee, I would also like to commend the Board of Directors, Management, and the entire DuPage Credit Union team for continuing to provide extraordinary value to members.

Sincerely,

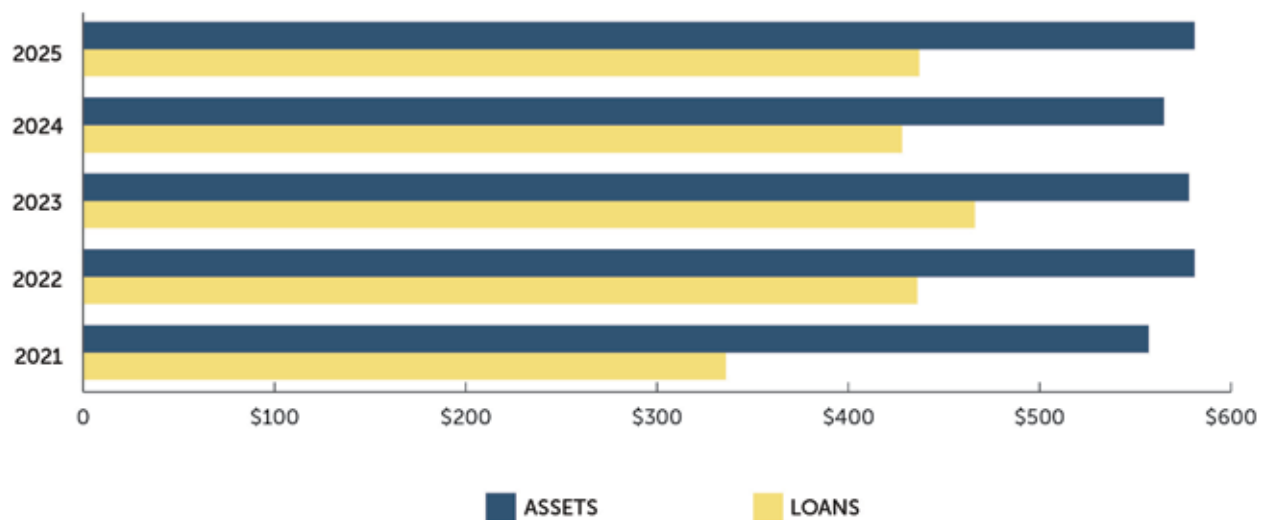
William Shields  
Supervisory Chair

# 2025 Financial Statements

## Balance Sheet

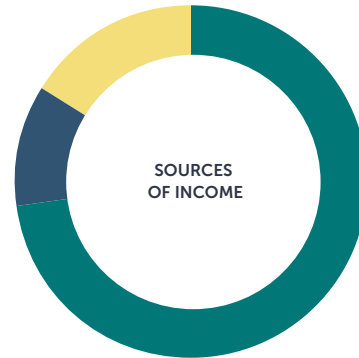
Assets	2025	2024	Liabilities & Member Equity	2025	2024
Cash & Cash Equivalents	\$60,083,979	\$51,150,450	Total Borrowings	\$28,000,000	\$42,000,000
Investments	\$54,721,169	\$58,480,356	Accounts Payable	\$2,209,637	\$1,948,621
Loans to Members	\$437,993,768	\$428,070,541	Other Liabilities	\$3,299,940	\$3,439,273
Allowance For Loan Loss	-\$4,148,413	-\$5,495,561	Member Savings	\$497,008,047	\$474,926,028
Fixed Assets	\$8,578,288	\$8,419,305	Reserves & Undivided Earnings	\$50,551,664	\$42,996,579
Accrued Interest on Loans	\$1,348,723	\$1,327,992	<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>\$581,069,288</b>	<b>\$565,310,502</b>
Other Assets	\$22,491,774	\$23,357,419			
<b>TOTAL ASSETS</b>	<b>\$581,069,288</b>	<b>\$565,310,502</b>			

## 2021 – 2025 Total Assets and Loans to Members



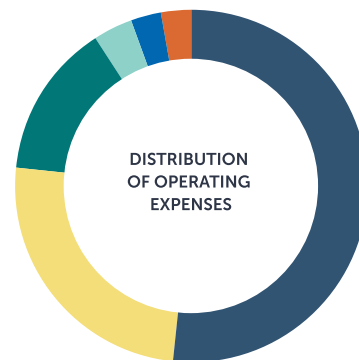
## Income & Expense

Income	2025	2024
Interest on Loans	\$29,252,823	\$27,826,896
Interest on Investments	\$4,511,077	\$4,029,668
Operating Fees & Other Income	\$6,302,616	\$6,020,955
<b>TOTAL INCOME</b>	<b>\$40,066,516</b>	<b>\$37,877,519</b>



**73%** Interest on Loans  
**11%** Interest on Investments  
**16%** Other Income

Expense	2025	2024
Dividends on Member Savings	\$3,876,357	\$3,373,699
Interest on Borrowed Funds	\$2,474,874	\$2,495,953
Provision for Loan Loss	\$782,408	\$608,996
Employee Compensation & Benefits	\$14,066,560	\$13,386,749
Travel & Conference	\$68,278	\$42,004
Office Occupancy	\$1,033,984	\$1,043,905
Office Operations	\$6,870,871	\$6,000,363
Educational & Marketing	\$699,743	\$417,645
Loan Servicing	\$3,803,059	\$4,236,535
Professional & Outside Services	\$335,846	\$358,086
Regulatory Fees	\$100,971	\$116,500
Misc. Operating	\$235,116	\$315,132
<b>TOTAL EXPENSE</b>	<b>\$34,348,067</b>	<b>\$32,395,567</b>
<b>NET INCOME</b>	<b>\$5,718,449</b>	<b>\$5,481,952</b>



**52%** Employee Compensation & Benefits  
**25%** Office Operations  
**14%** Loan Servicing  
**4%** Office Occupancy  
**3%** Other Operating Expenses  
**2%** Education & Marketing

# 2025 Board of Directors and Executive and Supervisory Committee Members

## **Board Members**

Debra Ragusa, Chair  
Kaitlin Plucinski, Vice Chair  
Mike Dzugan, Secretary  
Bryan Jones, Treasurer  
Dennis Andre  
Gary Saake  
William Shields

## **Executive Committee**

Debra Ragusa, Chair  
Kaitlin Plucinski, Vice Chair  
Mike Dzugan, Secretary  
Bryan Jones, Treasurer

## **Supervisory Committee**

William Shields, Chair  
Dawn Bausch  
Mathew Davies  
Kraig Knudsen  
Todd McNab

## **Asset Liability Management Committee (ALCO)**

Ryan Fisher, Chair  
Amy Brandt  
James Chyllo  
Jason DeGarmo  
Roberta Kozlowicz  
Frank Sposito, Alternate

# Contact Us

## Branches and ATMS

### Downers Grove

725 Ogden Avenue  
Downers Grove, IL 60515

### Naperville

790 Royal St. George Drive  
Naperville, IL 60563

### Wheaton

625 E. Roosevelt Road  
Wheaton, IL 60187

## Nationwide Shared Branches and ATMs

Find locations at [dupagecu.com](http://dupagecu.com)

---

### Website/Digital Banking

[dupagecu.com](http://dupagecu.com)

Mobile App

Download app from [dupagecu.com](http://dupagecu.com)

### Call Center

1-800-323-2611

### Routing Number

271990198

---



NMLS #445096

YOUR SAVINGS INSURED TO \$250,000 PER ACCOUNT



By members' choice, this institution is not federally insured.