

Summer Newsletter 2019

DISCOVER
CU



Mahalo CU Hawaii Members!



Forbes recently ranked CU Hawaii as the #1 credit union in the State of Hawaii for 2019!!!

We would like to thank you, OUR VALUED MEMBERS, as this could not have been achieved without your continued support of our credit union!

Our Mission at CU Hawaii is to inspire our team, our members and our community to believe in what is possible and to turn those possibilities into realities. Each and everyday employees come to work at CU Hawaii committed to making our members our top priority and ensuring that they receive exceptional member service.

Our CU Hawaii Team expressed their gratitude to our members.

"WE LOVE IT! Mahalo to all our LOYAL CU Hawaii members for making us No. 1. As we look out for our members, they look out for us. Our members embody MORE POSSIBILITIES!"

Keisha E. - Member Service Representative

“We are truly humbled to receive this award! This accomplishment would not have been possible without the ALOHA of our members. We are grateful for the support and recognition and will continuously strive to meet the financial needs of our members by providing MORE POSSIBILITIES!”

James Takamine - President/CEO, CU Hawaii Federal Credit Union

To read more about the Forbes methodology and their process in selecting America’s Best-In-State Banks and Credit Unions please go to our website at www.CUHawaii.com.

Mahalo CU Hawaii Members... It is because of you that we were able to receive this honor!



Are a new set of wheels in your future?

If you are looking for a new set of wheels for yourself, a family member or even a recent graduate, come to CU Hawaii first to get pre-approved. Now you can shop with confidence!

Pre-approval works to your advantage and puts you in the "driver's seat"!

- Knowing exactly how much you can afford to fit your budget.
- Being able to focus on finding your new vehicle without the worry of financing.
- Possible eligibility for a member reward up to \$300!

CU Hawaii offers some of the lowest auto loan rates on Hawaii Island with new auto rates starting at 2.49% APR and used auto loan rates as low as 2.99% APR.



Imagine the possibilities.

Insured by NCHA

Our auto loans feature the most competitive terms on the island. Speak with one of our Member Service Representatives today.

Before you go shopping, make sure to stop by any of our convenient CU Hawaii branches to get pre-approved for your new set of wheels! For more information, feel free to call one of our friendly Member Service Representatives at (808) 933-6700.

*APR = Annual Percentage Rate. Pre-approved cash reward base on the booked loan amount, up to \$300. One (1) year of membership required. Loans must be pre-approved before visiting the dealership of your choice or forfeit of funds may occur. Upon approved credit. Offer may end at any time without notice.

Announcing... New Certificate Rates!

NEW CU HAWAII CD RATES

6 MONTHS @ 1.250% APY*

12 MONTHS @ 1.350% APY*

18 MONTHS @ 1.450% APY*

24 MONTHS @ 1.550% APY*

36 MONTHS @ 1.650% APY*

Minimum opening amount

ONLY \$500!



We are pleased to announce that you can now earn higher dividends on your Certificate accounts here at CU Hawaii. Stop by your most convenient branch office to open your account today. We have a variety of terms to choose from and a low minimum opening deposit of only \$500!

For more information about opening a Certificate account, please contact one of our friendly and knowledgeable Member Service Representatives by calling (808) 933-6700.

*APY = Annual Percentage Yield. The minimum balance to open a certificate is \$500. Early withdrawal penalties may apply. Fees could affect earnings on the account. The availability of these accounts may be terminated at any time. See the CU Hawaii Truth in Savings Disclosure for details. INSURED BY NCUA.

NEW ONLINE/MOBILE BANKING AND BILL PAY!!

The new Online Banking program will offer you an online experience that brings new and robust features.

A few of our new features!

- Access to all of your accounts through a single user name.
- Fingerprint Touch, Face ID or PIN access on Mobile Devices.
- Stop payment requests on a consecutive series of checks.
- Set up text and e-mail alerts for credits, debits, or even daily account balances.
- Added transaction search functions.
- Attach a note or image to your transactions.
- Secure Messaging with Member Service Representatives during business hours.

Tips that will help you!

- Make sure to delete the old CU Hawaii app and download the new app either through the Apple Store or Google Play.
- Users must re-register to access their accounts.
- If you previously set up internal scheduled transfers online, you MUST re-enter these. This would include recurring share to loan payments, or share to share transfers.
- If you previously set up Bill Payments with us, you MUST re-register by accepting the terms and conditions. Once accepted, those scheduled bill payments will continue as normal.
- If you previously used the E Bills function within Bill Pay, your set up was NOT converted. You will need to re-enter your information to be able to electronically view your merchant bills again. However, availability may differ under the new system.

For technical support with our new system, please call our on-line tech support at (512) 436-0767. If you have any other questions regarding our product and services, please feel free to stop by your nearest CU Hawaii branch location or call us at (808) 933-6700 or toll-free at 1-800-933-6706. You can also email us at info@cuhawaii.com.

Employee Anniversaries

Kimberly Graham Celebrates 10th Anniversary with CU Hawaii

Kimberly Graham has over 12 years of experience in the financial industry. Kim has been with the CU Hawaii `Ohana since June 8, 2009.

Kim's first position at CU Hawaii was that of a Member Service Representative in our Call Center. In April 2017, Kim was promoted to Executive Administrative Assistant and works directly for the President/CEO. Many of her duties include working closely with President James Takamine, our Senior Management Team, and each of our Board members. This is an important position for our credit union. She handles all of her administrative duties with a high degree of professionalism and confidentiality.



Kim is a member of the credit union movement's Junior Executive Development Initiative, better known as JEDI. In November 2018, she was awarded a scholarship through the JEDI program to attend the Government Affairs Conference in Honolulu. Later, she was part of the CU Hawaii delegation that attended the 2019 Hawaii Credit Union League Annual Convention with over 400 other Hawaii credit union professionals.

In her spare time, Kim enjoys streaming and watching her daughter play basketball at Montana Tech University, where she is attending on a basketball scholarship.

Congratulations Kim on this milestone anniversary!

COMMUNITY CORNER

Keiki Day at KTA Super Stores

KTA's Super Stores held its Annual Keiki Day on Saturday, June 8th at the Puainako store. CU Hawaii had the pleasure of joining in the festivities! All Keiki enjoyed playing Plinko and walking away with a prize. CU Hawaii employees were on-site to talk with parents about the importance of Keiki accounts and how to start teaching positive savings habits.



Next year, KTA Super Stores will be celebrating their 10th Annual Keiki Day. It promises to be bigger and better than ever.

Hope to see you in 2020!

CU Hawaii Sponsors Rodeo in Nā`ālehu

CU Hawaii was pleased to sponsor the Winner's Buckle for the 2019 Ka'u Riding and Roping Rodeo. This 2-day event was held during the weekend of July 6th, at the Nā`ālehu Rodeo Arena. Roping, barrel racing, and bronco riding were just some of the attractions featured at the rodeo. A whole lot of fun from the smallest cowboy and cowgirl to the veteran riders!



Congratulations to all of the winners!

Summer is HERE!

from



CU HAWAII

Federal Credit Union

Board of Directors

Eric Tanouye
Chairman

Toby Taniguchi
Vice Chairman

Francis Tsunozumi
Financial Officer

Katherine Hirayama
Secretary

Takashi Sasaki
Director

Dr. Donn Ouye
Director

Christine Takahashi
Director

2019 Holiday Closings

Contact

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Employee Conference
Saturday, August 24th

Labor Day
Monday, September 2nd

Discoverers' Day
Monday, October 14th

Veterans Day
Monday, November 11th

Thanksgiving Day
Thursday, November 28th

