

Spring Newsletter 2020

DISCOVER
CU



OUR CU HAWAII 'OHANA STANDS TOGETHER STRONG AGAINST COVID-19!



The past few months have been challenging, to say the very least. As we watched the Coronavirus, better known now as COVID-19, race across the mainland we wondered when it would be coming to our island shores.

The first case in Hawaii was confirmed the first week of March on Oahu. By mid-March everyone across our islands was starting to practice social distancing, waving to friends instead of embracing them. Hugs of Aloha are our way of life and it will return.

CU Hawaii wants to ensure our members that even though we have limited access to all of our branch lobbies; we can still bring you quality member service. If you need to speak to someone about a loan or opening a new account, please give us a call at 933-6700 to schedule an appointment and we will be happy to assist you.

If you need to cash a check, make a deposit in person, or make a loan payment you can do these transactions and many others by using our branches that have a drive-thru or externally accessible remote teller stations. You can also make a deposit at our night depositories or any of the ATMs located at our branches.

If you are currently adhering to Governor Ige's stay at home order you can access your accounts through online/mobile banking. With online/mobile banking you can use remote deposit to deposit checks, make transfers, make loan payments, stop payments, pay bills, do check reorders and view your e-statements.

Our Board of Directors, Management and Staff thank you for your patience and continued support of the credit union.

Annual Membership Business Meeting

CU Hawaii's Annual Membership Business Meeting will be held on Friday, April 24, 2020. The meeting will be held in the Hilo Branch located at 476 Hinano Street and will begin promptly at 5:30pm.

During this meeting the annual report will be available to all members and the election results for our 2020 Board of Directors will be announced.

In the interest of "social distancing" and to ensure the safety of our members you can call into the business meeting. Please give us a call at 933-6700 for instructions on how to call in.

Meet the Branch Managers

Hilo Branch: Raelyn Ioane

Raelyn, best known as “Rae” is the branch manager for the Hilo Branch, also known as our Main Branch. Similar to our other branches, the main branch offers a variety of services to our members from walk-up and drive-up ATM's, drive-thru and walk-up RTS (Remote Teller Station), night drop and so much more! Rae has been with CU Hawaii for more than 15 years. She is an active member with the Exchange Club of Hilo. She graduated from The University of Hawaii at Hilo and Western CUNA Management School in California. Thanks Rae for all that you do for our CU Hawaii members!



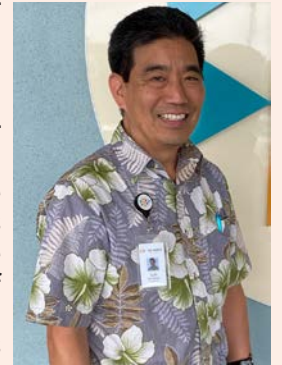
Kona Branch: Mario Ramirez

Mario Ramirez is our new manager at the Kona Branch. Our Kona Branch is located on the leeward side of the Big Island with its own drive-thru and lobby open to members on weekdays and Saturdays. Night drop, walk-up and drive-up ATM's are available 24-hours a day, seven days a week. Before coming to CU Hawaii, Mario was with the US Bank in Nevada. Mario brings with him 21 years of banking experience. He is also an active member with the Kiwanis Chambers of Commerce. Welcome to the team Mario!



Puainako Branch: Alan Shiraishi

On October 2019, Alan Shiraishi became our new branch manager at the Puainako Branch. With his 41 years of banking experience, Alan is ready to take on this high traffic branch! Members enjoy the easy access to their accounts in between running errands. An ATM and a night drop are available at the branch. Members enjoy the many services the branch provides to meet their needs while on the go! With Alan's background at Bank of Hawaii and as a graduate from the American Institute of Banking, we are confident in his abilities to bring more possibilities to our members. Alan is also an active member of the Junior Achievement Organization and was raised right here on the Big Island. CU Hawaii welcomes you to the team Alan!



Kea'au Branch: Kathy DeMattos

We are happy to announce the arrival of Kathy DeMattos our new branch manager at the Kea'au Branch. Kathy joined our CU Hawaii team in January of this year. Our Kea'au branch opened its doors to the community in 2006 and has been serving our members ever since. This branch is ready to serve members through the drive-thru and on-screen Remote Teller Station (RTS) units located in the lobby. With our account services department in the lobby to make changes to an existing account, open a new one, or to process loan requests. This branch offers the same services as our other branches with ATM's, Safety Deposit boxes and so much more! Before coming to CU Hawaii, Kathy was with American Savings Bank and has been in the banking industry for more than 20 years. Welcome to our CU Hawaii Ohana Kathy!



Na'alehu Branch: Mark Peters

Na'alehu, our southernmost branch on the Big Island, welcomes branch manager Mark Peters! Mark joined our CU Hawaii team in September of last year. Our Na'alehu branch became a part of CU Hawaii in 2012 and has been serving our members ever since. The branch is open through the week, including Saturday and has a walk-up ATM available 24 hours a day, seven days a week.



Before coming to CU Hawaii, Mark was with PATELCO Credit Union in California. he is a graduate of Purdue University and has 20 years of banking experience. CU Hawaii welcomes Mark on board!

Pahoa Branch: Luz Martin

Our very own Luz Martin was promoted to branch manager at the Pahoa Branch! Luz has been with CU Hawaii for more than 15 years. She is quite active in Pahoa. She attends the Pahoa Elementary Family Nights, and conducts regularly scheduled Moola Moola deposit days at the school.



The branch has its own 24-hour ATM and walk-up Remote Teller Station. It is located right in the Malama Marketplace. Luz continues to break ground and strives to bring more possibilities to our members. She is a valuable asset to our team and CU Hawaii congratulates her as our new Pahoa branch manager!

DO YOU KASASA?

CU Hawaii's new checking account program is here!

What is Kasasa? Kasasa is our new checking account program. With a Kasasa checking account you can pick your own reward from a high rate of interest to cash back even a monthly credit to your Kasasa Tunes account. You will receive your reward provided your qualifications* are met each cycle month.

Here is a quick reference chart describing each of the programs you can choose from.

Account	FREE KASASA CASH [®]	Most Popular FREE KASASA CASH BACK [®]	FREE KASASA TUNE [®]
	Apply Now	Apply Now	Apply Now
Best for	High Balances	Debit Card Use	Online Shopping
Minimum Opening Deposit	None!	None!	None!
Rewards	<ul style="list-style-type: none"> Pays high rate on your balance 1.250% APY* on balances up to \$15,000 1.250% to -0.380% APY on balances over \$15,000 depending on balance in account* 0.010% APY* if qualifications aren't met Earn ATM withdrawal fee refunds* 	<ul style="list-style-type: none"> Pays refunds on debit card purchases 3.00% cash back on debit card purchases* Cash back earned on up to \$300 in purchases monthly Earn up to \$108 cash back per year. \$9 per month Earn ATM withdrawal fee refunds* 	<ul style="list-style-type: none"> Pays refunds on Apple iTunes®, Amazon®, or Google Play™ purchases Earn up to \$10 in refunds for iTunes, Amazon, or Google Play purchases every month* Get \$20 in refunds on these purchases at sign up* Earn ATM withdrawal fee refunds*
Monthly Maintenance Fee	None	None	None
ATM Refunds?	Refunds on ATM withdrawal fees, nationwide (up to \$25 monthly)*	Refunds on ATM withdrawal fees, nationwide (up to \$25 monthly)*	Refunds on ATM withdrawal fees, nationwide (up to \$25 monthly)*
Free online banking?	Yes	Yes	Yes
Free debit card?	Yes	Yes	Yes

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KASASA CONTINUED

Everyone has different needs and a different lifestyle. Which Kasasa Checking account is best for you? Members can only open one Kasasa Checking account per member's social security number. Business accounts are not eligible for a Kasasa Checking account.

To learn more, visit any of our branches to speak with any of our friendly member service representatives or give us a call at 933-6700 or toll free at 1-800-933-6706.

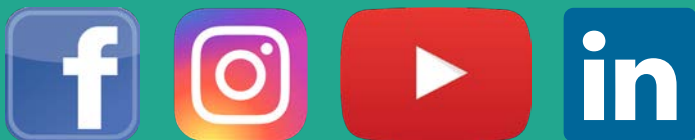
*Monthly qualifications must be met each cycle month: 10 debit card purchases, one ACH debit or credit on your CU Hawaii Account, sign-up for e-statements.

When your Kasasa Cash account qualifications are met during a Monthly Qualification Cycle, average daily balances up to and including \$15,000 in your Kasasa Cash account earn a dividend rate of 1.243% resulting in an APY of 1.25%; and average daily balances over \$15,000 earn a dividend rate of 0.250% on the portion of the average daily balance over \$15,000, resulting in a range from 1.25% to 0.380% APY depending on the account's average daily balance. When Kasasa Cash Back qualifications are met during a Monthly Qualification Cycle, you will receive 3.00% cash back on up to a total of \$300.00 on a minimum of 10 PIN-based or signature-based debit card purchases that post and settle to the account during that cycle period. A maximum of \$9.00 cash back payments may be earned per Monthly Qualification Cycle.

When your Kasasa Tunes account qualifications are met during a Monthly Qualification Cycle, you will receive up to an aggregate total of \$10.00 (which includes any applicable taxes) in refunds for any iTunes, Amazon.com or Google Play purchases. In order to be refunded, iTunes, Amazon.com, Google Play purchases must be made with your Kasasa Tunes debit card and must post and settle to your account no more than 30 days after the Monthly Qualification Cycle in which you qualified ends.

JOIN US!

ON SOCIAL MEDIA



NEW CU HAWAII CD RATES

6 MONTHS	@	1.000% APY*
12 MONTHS	@	1.100% APY*
18 MONTHS	@	1.200% APY*
24 MONTHS	@	1.300% APY*
36 MONTHS	@	1.400% APY*



Minimum opening amount:
ONLY \$500!

TALK TO A MEMBER SERVICE REPRESENTATIVE FOR MORE INFORMATION!

*APY=Annual Percentage Yield. Minimum balance to open a certificate is \$500. Early withdrawal penalties may apply. Fees could affect earnings on the account. Rates effective April 1, 2020. Availability of these accounts may be terminated at any time. See the CU Hawaii Truth in Savings Disclosure for details. INSURED BY NCUA.

CU Hawaii certificate accounts are paying from 1.00% APY up to 1.40% APY, depending on the term selected. 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. or toll free at 1-800-933-6706.

*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. FEDERALLY INSURED BY NCUA.

Personal Loans at a Rate That Can't be Beat

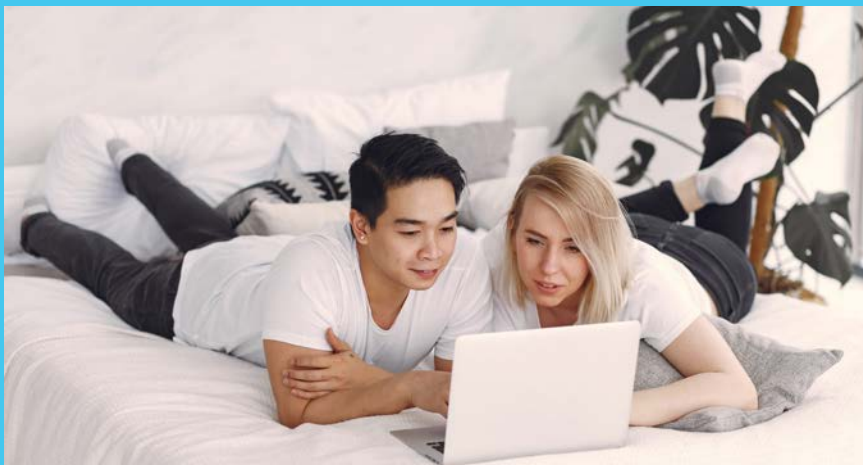
CU Hawaii has some of the lowest personal loan rates on the island of Hawai'i. Get a personal loan with a rate as low as 3.99% APR*.

You can complete the online application at CUHawaii.com in the comfort of your home. You can also make an appointment to visit your most convenient branch to apply in person.

With a low interest rate CU Hawaii personal loan, you can pick your term, making your payments very affordable. If you have questions or would like to get more information, please feel free to call us at 933-6700 or toll free at 1-800-933-6706 and speak with any of our knowledgeable and friendly Member Service Representatives.

*APR= Annual Percentage Rate. 3.99% APR shown is for a 12-month term. Other rates and terms are also available.

Payment example: A loan of \$5,000 with 3.99% APR with a 12 month term will have 12 monthly Principal and Interest payments of \$425.79 which includes \$109.30 total interest paid. \$15,000 maximum loan amount. Certain restrictions apply. Member must qualify under CU Hawaii's membership and lending guidelines. Other rates and terms available. FEDERALLY INSURED BY NCUA.



Employee Anniversaries

Corey Kawamoto Celebrates 25 Years with CU Hawaii



Corey joined CU Hawaii as a Data Processing Clerk in January of 1995. Currently he is a CUNA Certified Internal Auditor. Corey has completed numerous credit union-based educational courses and has received certifications in many programs.

Corey was raised in Mountain View and graduated from Waiakea High School. He furthered his education and received a Bachelor's Degree in Business Administration from the University of Hawaii at Hilo.

Corey is also a graduate of the Western CUNA Management School.

Corey is very active in our community and is involved with The Rotary Club of Hilo, Puna Sr YBA, Puna Hongwanji, and Pahoa Young Farmer's Association. During his free time Corey enjoys fishing and camping.

Evangielyn Solmerin Celebrates 15th Anniversary

Vangie joined CU Hawaii as a Member Service Representative (MSR) at the main branch in Hilo in January of 2005. In 2006 she transferred to the Keaau Branch and eventually was promoted to Assistant Operation Supervisor. Now Vangie is the Operations Supervisor at the Hilo Branch.



Vangie was born and spent some of her childhood in the Philippines before she came to Hawaii. She graduated from Waiakea High School in 1999. When she is not at the gym supporting her daughter or nephews with basketball, Vangie enjoys gardening, crocheting, and doing jigsaw puzzles with her kids.

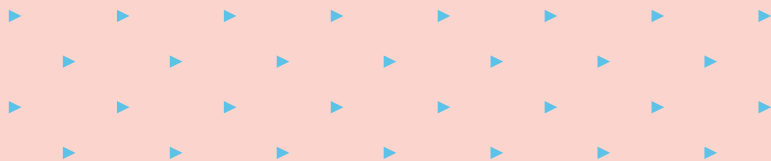
COMMUNITY CORNER

Financial Reality Fair at Kea'au High School



Lynn Nuniez, VP of Member Service and Jeff Girdner, VP of Finance both discuss student budget sheets at the Financial Advisors' table.

We had a great time with the Kea'au High Juniors and Seniors at the Financial Reality Fair on January 29th! The Financial Reality Fair is an event in which CU Hawaii and community volunteers come together to teach high school students about the real costs of life. This event helps students prepare to become financially independent. This was Kea'au High's second Financial Reality Fair. There were 100 students that participated in this year's fair. We would like to thank CU Hawaii employees and all of our community professionals who volunteered to make this event a success.



WE CARE!

Reduced monthly payments for our Credit Card holders.



CU Hawaii understands the financial burden that our members are facing due to COVID-19 and we are focused on helping our members during this difficult time.

For the next few months we are reducing members' credit card minimum payment in half. Members' minimum payment will be temporarily reduced to 1.00% of your total new balance, or \$15.00, whichever is greater, plus any amounts specified in your Credit Card Agreement.

You don't have to do anything special to receive this reduction in payment. Simply make your reduced payment according to your payment schedule to remain current.

Your credit union hopes that this reduced payment will help members during these challenging times. If you have any other questions regarding any of your loans with CU Hawaii, please feel free to contact us at 933-6700 or toll free at 1-800-933-6706.



Spring is in the air!

Board of Directors



CU HAWAII

Federal Credit Union

Eric Tanouye
Chairman

Toby Taniguchi
Vice Chairperson

Francis Tsunezumi
Financial Officer

Katherine Hirayama
Secretary

Takashi Sasaki
Director

Dr. Donn Ouye
Director

Christine Takahashi
Director

Upcoming Holiday Closures

Memorial Day
Monday, May 25th

Independence Day
Saturday, July 4th

Contact

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Hilo, HI 96720

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