

Summer Newsletter 2020

DISCOVER
CU



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A Message From Our Leaders

We can't say "Mahalo" enough for your patience, understanding and continued support of CU Hawaii during these challenging times.

All of our members, along with the CU Hawaii staff adhered to wearing face masks and social distancing without any complaints. To ensure the safety of our members and staff, we have installed Plexiglas shields in all of our branches. This is foreign territory to us. We don't like having barriers between ourselves and our members, but it was the responsible thing to do.

As a member you have our unwavering commitment to help you navigate through these uncharted waters. Times have changed in every aspect of our lives, but rest assured that CU Hawaii will continue to explore new ways that we can be of service.

From our 'ohana to yours we wish you and your family the best of health. If we work together and care for each other as one 'ohana, we will persevere.

Serving you is truly a great honor!

Eric Tanouye, Chairman of the Board

James Takamine, President/CEO

Our Branch Lobbies Opened on June 15th!



Limited access to our lobbies has ended. However, members must still wear a face mask when in the credit union and practice social distancing.

There are many ways to conduct your financial business at the credit union.

- Drive-thru Service - Drive-thru service is once again limited to single transactions. This helps keep our drive-thru lanes moving quickly throughout the day.
- Remote Teller Stations - Multiple transactions can be conducted inside the credit union or at any remote teller service (RTS) unit. Also, deposits, withdrawals, transfers, and loan payments can be made at any of our ATMs.
- Online or Mobile App Banking - Members can check balances, make transfers, pay loans, pay bills and deposit checks with remote deposit, and much more.

Over the past few months we had to make changes on how we accommodated our members. The COVID-19 pandemic hasn't gone away, but we all followed the rules, we persevered and kept our Hawaii Island numbers low. As we move forward, your understanding, patience and support continues to be greatly appreciated.

The Board of Directors, Management, and Staff want to thank you for continuing to believe in your credit union as we all had to make adjustments over these past few months.

Mahalo Members!

Thank you for voting CU Hawaii to the Forbes Best-in-State Credit Unions list for the second year in a row!



Each year Forbes partners with the research firm Statista to survey nearly 25,000 people in the U. S. for their opinions on their current or former banking relationships.

Financial Institutions are scored on overall satisfaction, as well as five sub-dimensions (trust, terms and conditions, branch services, digital services and financial advice).

Of the 5,236 credit unions nationwide, just 3.5% made the Forbes Best-in-State list; and CU Hawaii was one of those nationwide credit unions!

We are honored and humbled to be recognized on this Best-in-State list for the second year in a row. We know that times have changed due to COVID-19 and your continued support of your credit union is greatly appreciated. We're here to serve all of your needs and you can rest assured that you are our top priority.

Thank you for allowing us to serve you with all of your financial needs. We can't say mahalo enough for your continued trust and support.

Get preapproved for a new auto loan!

Car dealerships are now open! If your car shopping plans were put on hold due to COVID-19, you can start shopping again. With our new auto rates as low as 2.49% APR for a 36 month term and our used auto rates starting as low as 2.99% APR for a 36 month term, the possibilities are endless! Also, to help fit your monthly budget, other rates and terms are available.



Did you know that members can get up to \$300 cash back when preapproved at CU Hawaii before visiting the dealerships? This special program is called "Member Rewards". With a preapproved auto loan, members know exactly how much they can afford and what their monthly payment would be before they start shopping.

With a preapproved auto loan, members have bargaining power. After finalizing the deal, financing is already in place.

Give us a call at 808-933-6700 or visit any of our branches for more information on how you can get pre-approved today!

*APR = Annual Percentage Rate. 2.49% APR shown, is for a new automobile loan with a 36 month term. Other rates and terms available. Payment example: A loan of \$15,000 with a 2.49% APR with a 36 month term will have 36 monthly Principal and Interest payments of \$432.87 which includes \$583.09 in total interest paid for the term of the loan. Applicants must qualify under CU Hawaii's membership and lending guidelines. **To qualify for Member Rewards member must have been a CU Hawaii member for one year and must be preapproved prior to visiting the dealerships. Certain restrictions apply.

Kasasa Checking is here!

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



You are probably already doing each of these qualifications; so why not change over to a Kasasa Checking account and start earning rewards! It's easy, just 10 debit card in store or online purchases each cycle month, one monthly ACH debit or credit to your account, and sign-up for free e-statements. That's it!

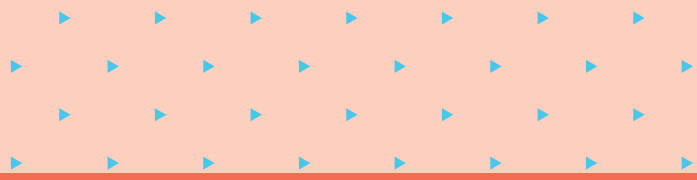
A lot of members have switched and they are putting money back into their pocket every month. Everyone has different needs and a different lifestyle. Refer to the following chart to help you decide which Kasasa Checking account will give you the best reward.

Members are limited to only one Kasasa Checking account per primary member's social security number.

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

| 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 |

*Business accounts are not eligible for a Kasasa Checking account. *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.



Core Value Awards

"H" is for Hard Work

Everyone at CU Hawaii takes our Core Values very seriously. Each of the Core Values focuses on serving our members.

- H – Hard Work – Take care of members.
- A – Aspiration – Believe in hopes and Dreams.
- W – Wisdom – Seek solutions.
- A – Ambition – Pursue your passion.
- I – Innovation – See possibilities.
- I – Inspiration – Inspire aloha.

We take care of our members, we believe in hopes and dreams, we seek solutions, pursue our passion in doing our job, see possibilities in everything we do, and we do it all with Aloha.

For the first time in two years, we have a tie for the first core value letter – “H” Hard Work. Both individuals are very deserving of this award and we are proud of what they do for our members and the credit union every day.

Lori Kashiwa is the Accounting Supervisor in our Finance Department and has been with the Credit Union for more than seven years. Her daily work consists of supervising a staff of four and supports our VP of Finance ensuring reports are done accurately and in a timely manner. Lori is called upon by other departments to answer accounting questions and she gives others guidance in meeting their task at hand. Lori's diligent work ethic in performing her duties and leading by example makes her a very worthy recipient of this award.



Daisy Ongais-Kilaulani is our Kea'au Branch Operations Assistant Supervisor. She works alongside the branch manager performing operational duties while also serving our members with their financial needs. Daisy has been with CU Hawaii for over 20 years. She is enthusiastic about her work and dedicated to serving members with exceptional member service. Regardless of the multiple hats worn by Daisy throughout the day, she does it all with Aloha. She continues to work hard to provide our members with more possibilities.



CONGRATULATIONS!

Keeping your contact information updated is important.

Help us help you, by keeping your contact information current. We strive to keep our members informed and updated on what's happening at the credit union. To ensure that we are able to reach you, please give us a call to validate your contact information.

And remember, we will never call you to request your personal information. If you get a call or an email from someone saying they are from CU Hawaii and you're asked for personal information, hang up and call us immediately at (808) 933-6700 or 1-800-933-6706.

Board of Directors Election Results

The Annual Membership Meeting was held on April 24, 2020, at the Hilo main office. Chairman Eric Tanouye reviewed the 2019 annual report and turned to the Nominations Committee for the election results of the Board of Directors.

Congratulations to Kathy Hirayama, Dr. Donn Ouye and Eric Tanouye on their re-election to the Board. Each will be serving a 3-year term in volunteer service to our membership.

Community Corner

CU Hawaii helps feed our families on Hawaii Island

The Food Basket – Hawaii Food Bank is a non-profit that depends on donations to feed the hungry on Hawaii Island. That need has grown over the past few months as people lost jobs or had work hours greatly reduced due to the COVID-19 Pandemic and now find it a challenge to feed their family.

CU Hawaii immediately saw the need and made a monetary donation to the Food Basket right here in Hilo. According to the Hawaii Food Bank a donation of as little as \$10 provides food for up to 25 meals to feed those that are food insecure. We are proud that our donation provided food for 2,500 meals right here on Hawaii Island.

We ask our members to open their wallets and make a \$10 donation to the Food Basket located at 40 Holomua Street in Hilo. Your donation and gesture of Aloha can make a difference. “People Helping People”; is simply the credit union way.

Taking Care of our Business Members

CU Hawaii takes the COVID-19 challenge to heart and has worked diligently to ensure its business members have the ability to apply for a Small Business Administration (SBA) loan. CU Hawaii is a certified lender for processing SBA loans here on Hawaii Island. To date we have processed 81 loans for \$2,396,030 in Paycheck Protection Program (PPP) loans.



Two Employees Celebrate Their 5-year Anniversary!

Seth Maffit-Zaleski joined CU Hawaii as a Member Service Representative (MSR) in April of 2015. He worked at our Puainako (KTA) Branch and was recently transferred to our Main Branch in Hilo. Seth is a graduate from Hilo High School. During his free time, he likes to play games and hang out with his friends. Congratulations Seth!



Judy Elvenia joined CU Hawaii in April of 2015 as a Member Service Representative. Judy currently works at our main branch in Hilo. She enjoys working with the staff and helping the members with their everyday financial needs. Judy is a graduate from Hilo High School. During her free time, she enjoys sewing, playing volleyball and travelling. Happy 5th anniversary Judy!

Be Vigilant When Sending Wires

Sometimes there is a need to send an international wire to family or friends abroad. Be vigilant when sending an international wire as there is no recourse in getting the money back. Domestic wires are wires that are sent to other financial institutions within the United States for final settlement to another account.

It should be noted that international wires have a much higher propensity of being fraudulent. Always know who you are sending your wires to. Don't be tricked into wiring money to someone you don't know, especially if you didn't initiate the wiring process. Once we have sent an outgoing wire, whether it be Domestic or International, the transfer is final and cannot be stopped. Please make sure all the information about the wire is correct and you want the wire sent according to that information. Remember, once it's gone.... it's gone!

Hello Summer!

Board of Directors

Eric Tanouye
Chairman

Toby Taniguchi
Vice Chairperson

Francis Tsunezumi
Financial Officer

Katherine Hirayama
Secretary

Takashi Sasaki
Director

Dr. Donn Ouye
Director

Christine Takahashi
Director



CU HAWAII

Federal Credit Union

Upcoming Holiday Closures

Labor Day
Monday, September 7th

Discoverers' Day
Monday, October 12th

Contact

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