

JANUARY-MARCH 2024



**CU HAWAII**  
Federal Credit Union

MORE POSSIBILITIES

# NEWSLETTER



## FEATURED IN THIS NEWSLETTER

Community Service & Outreach  
Social Media Giveaways  
Tips to Spot a Scammer

Anniversaries  
Retirement  
Employee of the Year

CORE Value Winners  
Consumer Advice  
Business Member Spotlight

 (808)933-6700

 [info@cuhawaii.com](mailto:info@cuhawaii.com)

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



# Community Service & Outreach

## Pahoa High & Intermediate School



Volunteer Day

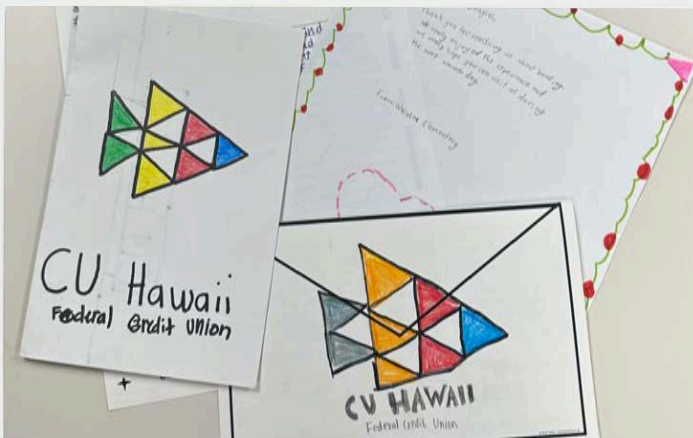
Mahalo to Pahoa High & Intermediate School for allowing us to be a part of this paint project 🤍 We helped paint some of their stairwells and railings.

WE ARE HAPPY TO INSPIRE MORE POSSIBILITIES IN OUR COMMUNITY!



## Waiākea Elementary School Career Day

We attended Waiākea Elementary School's Career Day 🇺🇸 Where we presented a little background on CU Hawaii, some information on our careers, and how to save money. We had some giveaways and a little game that involved students trying to open a mini vault.



4th Grade Student Letters



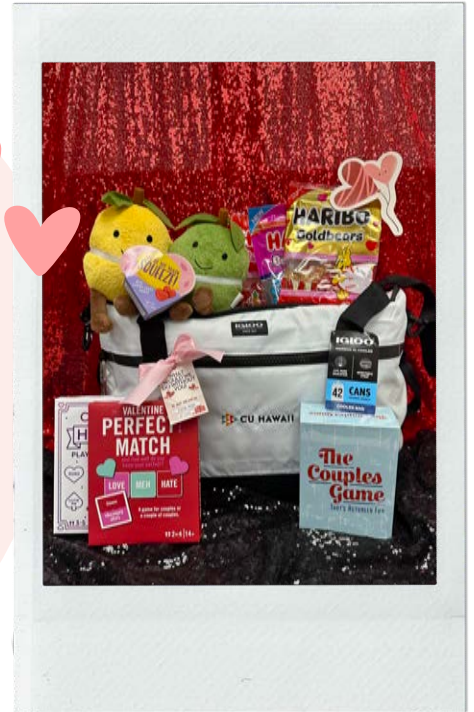
Shown to the left are some thank you cards we received from students at Waiākea Elementary School.



# Social Media Giveaways

## Valentine's Day Giveaway

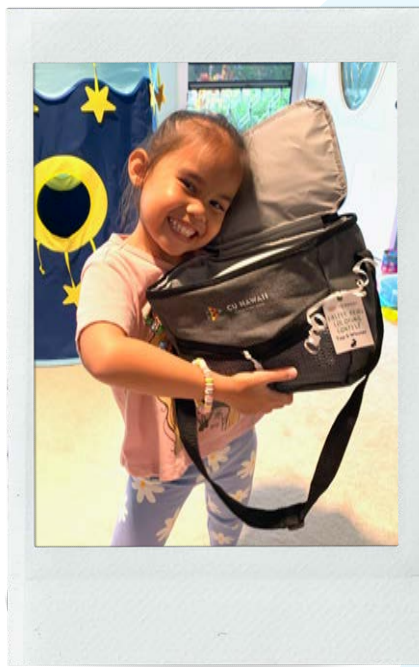
CU Hawaii members entered on social media for a chance to win a limited edition cooler bag and Valentines day treats 🍷



**WINNERS**

## Easter Keiki Coloring Contest

Keiki showed off their creativity! The winners received a cooler bag filled with Easter goodies 🐰





# Article: Sure Ways to spot a scammer

Jennifer Leach, Division of Consumer and Business Education | March 7, 2024

Scammers say and do things that can tell us they're lying – and they're not who they pretend to be. Recent scams are costing people their life savings, so here are some sure ways to spot the scammer.

## THINGS ONLY SCAMMERS WILL SAY:

### **“ACT NOW!”**

Scammers use pressure, so you don't have time to think. But pressuring you to act now is always a sign of a scam. It's also a reason to stop.



### **“DON'T HANG UP.”**

If someone wants to keep you on the phone while you go withdraw or transfer money, buy gift cards, or anything else they're asking you to do: that's a scammer. DO hang up.

### **“DO [THIS] OR YOU'LL BE ARRESTED.”**

That's a scam. Any threat like this is a lie. Nobody needs money or information to keep you out of jail, keep you from being deported, or avoid bigger fines. They're all scams.

### **“BUY GIFT CARDS”**

There's never a reason to pay for anything with a gift card. And once you share the PIN numbers on the back, your money's as good as gone.

### **“WITHDRAW CASH AND GIVE IT TO [ANYONE]”.**

Doesn't matter who they say: it's a scam. Don't give it to a courier, don't deliver it anywhere, don't send it. It's a scam.

These are all scams. Scammers will use pressure, threats, urgency, lies and excuses to get you to do what they want. If you hear any of these triggering sayings, stop and hang up. If you provided any financial information, we would advise you to contact us immediately so we can take appropriate action to safeguard your account. In addition, you should report the fraud call by visiting <https://reportfraud.ftc.gov>



# Puainako Branch's 20th Anniversary

We celebrated our Puainako Branch turning 20 in February. We had special logo prizes available to the public and opportunities for CU Hawaii Members to win cash 🏆



## Employee Anniversaries

CELEBRATING OUR EMPLOYEE MILESTONES 🎉



**James Takamine**  
*President/CEO*



**Rosemarie Sakane-Elarco**  
*VP of Risk Management*



THANK YOU TO ALL OF OUR MEMBERS WHO HAVE BEEN WITH US!  
WE APPRECIATE YOU ❤️



# Happy Retirement Jim!

## Jim Nakagawa

Jim has been an integral part of the CU Hawaii Team as our Assistant Vice President & Business Loan Officer since 2008.

Jim has served as a friend and mentor to many of us throughout his extensive 45+ year career in financial services in Hawai'i, and he has lived our promise of "More Possibilities" and the credit union motto of "People Helping People". He will truly be missed. Jim, we wish you all the best and a happy retirement. Enjoy your time with your 'ohana!



## Janessa Jara

Loan Officer



# Employee of the Year

"She has been an outstanding employee and continues to be a hard worker. She doesn't allow herself to lose sight of her personal goals as well as how her actions benefit the bigger picture for our branch. She is not one to hesitate to take on projects and duties set in front of her to help her learn and grow more into her position. She has definitely shown to be a bright star and deserving of employee of the year!"

**CONGRATULATIONS JANESSA!**



# CORE Value Winners

## HARD WORK means caring



**STACEY KAPELIELA**

Assistant Operations Supervisor

"Even when she is busy and we are in need of help, she will stop what she is doing to help us assist them or even assist them without hesitation."

## ASPIRATION is optimistic



**AIME IYEKE**

Loan Officer

"She is always positive, makes the loan department a better place just by being here and spreading her enthusiasm."

## WISDOM takes humility



**VANGIE SOLMERIN**

Call Center Manager

"She always makes herself available, and generally knows the answer, but if she doesn't, she'll find it and share the result."

**WE PROMISE TO DO ALL WE CAN TO EMBRACE MORE POSSIBILITIES FOR MEMBERS AND COMMUNITIES AND TURN THEM INTO REALITIES!**

## AMBITION gets us going



**JUSTIN HUSS**

Kona Branch Manager

"He's always rooting for his employees' success."

## INNOVATION thinks ahead

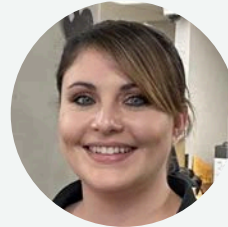


**REBECCA SPURR**

MSR Call Center

"She supports her teammates whenever they came across situations they did not know how to handle."

## INSPIRATION is all around us



**NIKKI RAYMOND**

Marketing & Card Services Manager

"When working on projects she brings a lot of new, creative ideas. She goes above and beyond to make big ideas work no matter how hard it might be to achieve."

**H**ARD WORK



Take care of members

**A**SPIRATION



Believe in hopes and dreams

**W**ISDOM



Seek solutions

**A**MBITION



Pursue your passion

**I**NNOVATION



See possibilities

**I**NSPIRATION



Inspire aloha

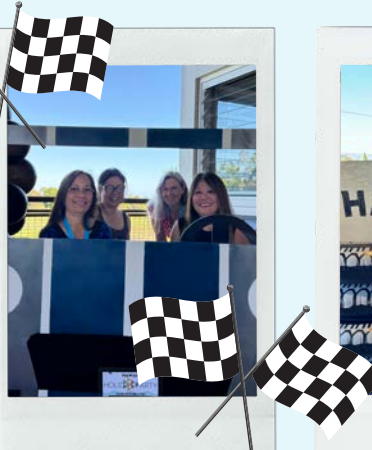


# CU Hawaii Ohana

SOME OF OUR FRIENDLY STAFF THAT LOOK FORWARD TO SERVING YOU EVERY DAY 😊



EMPLOYEE PARTY



Our staff enjoyed a fun evening at the Fairway Grill 🍷



VALENTINE'S DAY



We celebrated Valentine's Day by wearing pink and red ❤️



EASTER FUN



On Easter our staff had a little Easter egg hunt 🐰







# 2023 Scams in Hawaii

## Consumer Advice Federal Trade Commission

Larissa Bungo, Senior Attorney | February 9, 2024

Every day, people report to the Federal Trade Commission (FTC) the scams they spot. Every year, the FTC shares the information collected in a data book which tells a story about the top scams people report – so we can all spot and avoid them.

The Data Book tells us that Hawaii's top three reported categories are Imposter Scams, Identity Theft, and Online Shopping and Negative Reviews.

### Fraud & Other Reports

34th

State Rank  
(Reports per 100K Population)

11,947

Total Fraud & Other Reports

### Fraud Losses

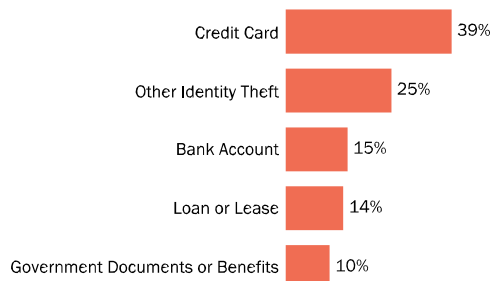
\$43.8M

Total Fraud Losses

\$600

Median Fraud Losses

### Top Identity Theft Types



### Identity Theft Reports

43rd

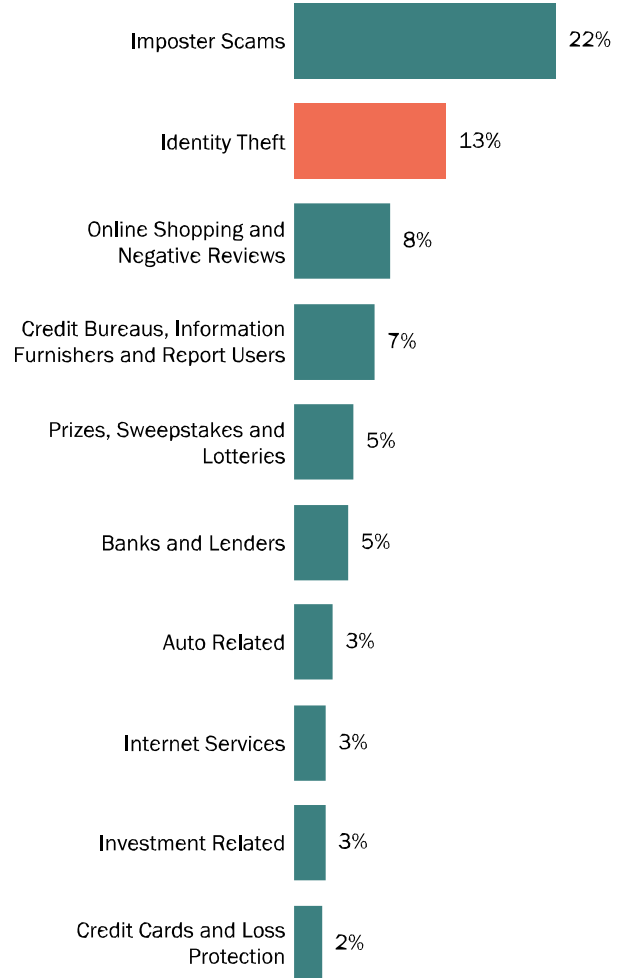
State Rank  
(Reports per 100K Population)

1,773

Identity Theft Reports

## Hawaii

### Top Ten Report Categories



**At CU Hawaii we care about your financial safety and we want you to be aware of these types of scams and how to prevent it.**

**WHENEVER YOU ARE IN DOUBT, PLEASE CONTACT US DIRECTLY AT (808)933-6700.**





# Business Member Spotlight



“Pohina Products LLC is the home of the HANA HOU BEEF CRISP. We specialize in thin, crispy jerky and make it in-house nearly every day! We have over 15 flavors to choose from, hold a variety of local snacks, and can also do custom orders like gift boxes or baskets! We appreciate each and every one of our customers and look forward to serving our community with not only high quality goods, but high quality ALOHA, always❤️”

GO AND FOLLOW THEM ON SOCIAL MEDIA!



@POHINAPRODUCTS

If you are a **Business Member** with CU Hawaii and would like to be featured in our business member spotlight, please send us an email at [marketing@cuhawaii.com](mailto:marketing@cuhawaii.com). We will showcase you on our social media and newsletters.



DON'T FORGET TO FOLLOW US ON SOCIAL MEDIA FOR UPDATES!

@cuhawaiifcu

@cuhawaii

## Board of Directors

Eric Tanouye  
*Chairman*

Toby Taniguchi  
*Vice Chairman*

Francis Tsunezumi  
*Financial Officer*

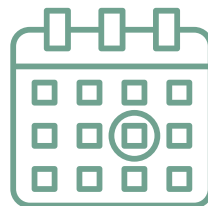
Ryan Kadota  
*Secretary*

Takashi Sasaki  
*Director*

Christine Takahashi  
*Director*

Ross Wilson Jr.  
*Director*

## Upcoming Holidays



CU Hawaii will be closed on the following days;

**Memorial Day**

Monday, May 27th, 2024

**Juneteenth**

Wednesday, June 19, 2024