

Mālama

MAUI
COUNTY
FEDERAL CREDIT UNION

JANUARY 2024

connection

THE NEWSLETTER FOR MEMBERS OF THE MAUI COUNTY FEDERAL CREDIT UNION

How you can prepare for the system upgrade

Pre-Conversion:

- Check timing of all external account to account transfers and ensure they aren't scheduled between February 22 - March 4, 2024.
- Make note of all online bill payees.
- Download and save any needed e-statements through January 2023. All members will be mailed their February 29, 2024, statements even if enrolled in e-statements.
- Download your account history before 11am HST on February 29, 2024. Your prior e-statements will not be available in the new online banking system.
- Have some cash on hand as needed for the 4-day period.

Post Conversion:

- New Online Banking Platform: Users will need to enroll as first-time users and set up a new login.
- New Mobile Banking App: Users will need to download and install the new "MCFCU Mobile Banking" app (after March 5th) from the App Store or Google Play. Then enroll to set up new login credentials or use their new online banking credentials.
- New Online Bill Pay and Account to Account Transfers: Users may need to re-establish person-to-person payees and payment schedules.
- New Phone Banking Platform: The toll free number will be changing. Users can self-enroll and must call from a phone number that the Credit Union has on record. Your account number and social security number will be needed to enroll.



Core System Upgrade

We are committed to providing you with efficient banking services that meet your needs. To keep pace with today's digital services, we are upgrading our core data processing and digital banking systems beginning Thursday, February 29, 2024. The core data processing system is the software and supporting hardware that Maui County Federal Credit Union uses to maintain members' accounts, loans, processing transactions, and services such as online, mobile and phone banking.

A core system conversion is the most complex project a financial institution can undertake and requires careful planning to lay the groundwork for a successful transition. We began the process in May 2023 and assure you that our team has been diligently working to minimize confusion and unforeseen circumstances for as seamless a transition as possible.

The upgraded core processing and digital banking systems will provide a wide range of benefits including better integration of the credit union's services both online and within our mobile app. Digital banking users will experience the same functionality and interface between our online and mobile banking platforms, as well as more functionality and personalized features to manage their money, and improved efficiency in our services. Overall, the new systems will provide a better experience with greater security, convenience, and value.

On Friday, March 1, 2024, all Maui County Federal Credit Union branches will be closed and will remain closed Saturday, March 2nd, Sunday, March 3rd, and Monday, March 4th. While most of your account features will remain unchanged as we implement

the new core system, various services will be suspended, beginning 11:00 am Hawaii Standard Time on Thursday, February 29th, extending through Monday, March 4th. An e-mail update will be sent as the systems become available. **Please ensure that you have an email address on record with us and that it is current.**

Key Dates: Core System Upgrade Week, Friday, March 1 through Monday, March 4

- **Phone banking** will be unavailable.
- **Online Bill Pay** will be unavailable starting **Thursday, February 22, until Tuesday, March 5.**
- Your **debit card** can be used for purchases and **ATM** withdrawals, however there may be transaction limits.
- Your **credit card** can be used as usual.
- **Online and Mobile Banking** will be unavailable from **11:00 am HST, on Thursday, February 29 through Tuesday, March 5.** All digital banking services are being upgraded and will require re-enrollment and setup. Instructions will be provided via email closer to conversion.
- The credit union will open at 8:30 am in Wailuku and 9:00 am in Kahului and Lahaina on Tuesday, March 5.

Please note the following will remain the same.

- Your account number(s)
- Your existing debit card and credit card PINs (personal identification numbers)
- Your debit and credit cards
- Your personal checks
- Loan payment dates

Gary Fukuroku Named Credit Union Executive of the Year



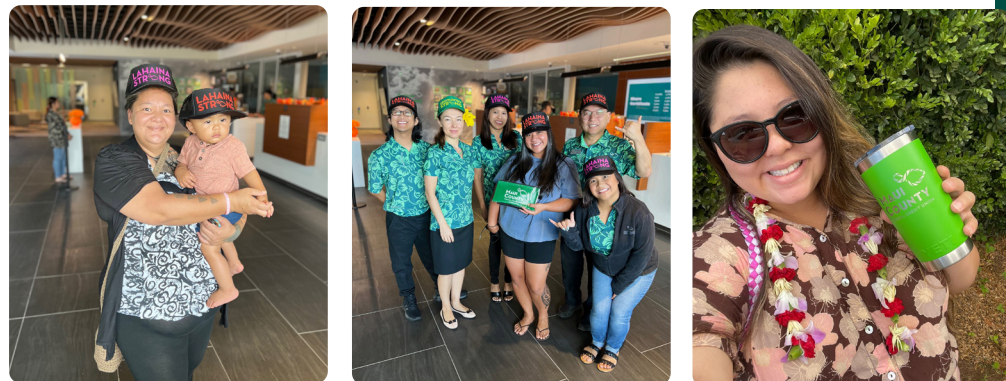
Congratulations to our CEO/President, Gary Fukuroku, for being named *Credit Union Executive of the Year* by American Banker, a financial services industry trade publication. Gary took the role of CEO of Maui County Federal Credit Union in 1991. At that time the organization had a staff of six, including Gary, and had \$35 million in assets. Since then the Credit Union has grown to 60 employees serving over 20,000 members with \$430 million in assets.

Under Gary's guidance the Credit Union's field of membership and suite of financial products and services were expanded. When Gary first started, members only had access to basic savings accounts and simple auto and personal loans, and individuals had to be a government employee to become a member. In 2017 the Credit Union changed to a community chartered credit union and in doing so was able to expand its field of membership by allowing anyone who lives in the County of Maui to become a member.

Over the course of Gary's time at the helm, he's overseen the construction of two main offices and expansion from a single location in Wailuku to another branch in Kahului and then in Lahaina through a merger with West Maui Community Federal Credit Union. Most recently, the monumental task of planning, building and relocating to the credit union's 26-183 square foot headquarters in Kehalani Village Center was completed in March 2023.

Celebrating ICU Day

On October 19th we celebrated International Credit Union (ICU) Day® and the spirit of the global credit union movement. Mahalo to everyone who stopped by one of our branches for a spin on our prize wheel or participated in our first Instagram photo scavenger hunt. We loved seeing your credit union spirit!



Boost Your Financial Game in 2024

Financial Checkup is a new feature in our Credit Score solution, dedicated to enhancing users' financial well-being. This tool offers a comprehensive view of spending and cash flow, allowing users to analyze budgets and assess debt-to-income ratios through an intuitive Q&A financial assessment. Users will receive a Financial Health Network Score and insights via budget analysis, along with personalized guidance and recommended steps to reduce spending and improve debt-to-income ratios for a healthier financial outlook.



As you embark on the exciting journey of self-improvement in 2024, make sure to prioritize the health of your credit score. Our Credit Sense solution is here to empower you on this financial wellness journey, and the best part—it's entirely FREE through our online and mobile banking!

Credit Sense can help you achieve your goals:

- **Insights:** Gain valuable insights into the key factors shaping your credit score.
- **Tips:** Receive personalized tips for enhancing your credit score and financial health.
- **Goals:** Set, track, and achieve your credit goals with our user-friendly interface.
- **Simulator:** Utilize the Credit Score Simulator to evaluate various financial options and their impact on your score.
- **Reports:** Access your credit report anytime, anywhere for a comprehensive understanding of your financial standing.
- **Dispute and Notifications:** Easily dispute errors and receive timely notifications of any changes in your credit report.

Why is this important?

- **Early Detection:** Vigilant credit monitoring helps detect suspicious activity early on.
- **Proactive Monitoring:** Being proactive is crucial for reaching your credit goals and maintaining financial stability.
- **Unlock Benefits:** A good credit score unlocks savings and benefits, providing access to favorable rates and terms for credit cards and loans.

Seize the opportunity to start the year on a strong financial note. Embrace the spirit of "New Year. New Goals. New Score!" Equip yourself with the tools to conquer your 2024 financial resolutions for free in our online banking and mobile banking app!

Supporting our community



Helping to Feed the Hungry

On December 20th, CEO/President, Gary Fukuroku, and Chief Development & Communications Officer, Denise Thayer, presented Maui Food Bank Executive Director, Richard Yust, with a donation of \$10,000. Richard shared that the Maui Food Bank supports over 175 partner agencies that help distribute food to those in need, including Feed My Sheep, The Salvation Army, and Hale Kau Kau.

This generous gift was made possible in partnership with our credit card processor, PSCU, through their Credit Union Giveback Sweepstakes. Gary shares, "we selected Maui Food Bank for this gift because of the tremendous impact the organization makes in our community. As demand drastically increased following the wildfires, Maui Food Bank rose to the occasion and continues to ensure that individuals throughout Maui County don't go hungry."

Sharing Our Gratitude in November with Mahalo Month



Employees Manu Benz, Rena Mukini, Bobbie Pagay, Cassandra Susaia prepare 235 hot meals for individuals who live at Hale Mahaolu through the Binhi At Ani Bayanihan Elderly Feeding Program.



Robyn Yamashita, Gary and Candace Fukuroku, Cathy and Camryn Nakamura, and Danise Cortez worked with Maui Rapid Response on Veterans Day to put together personal protective equipment re-entry kits for fire survivors.



Angie Tang, Emi Sodemani-Cabanilla, Denise Thayer, Bobbie Pagay, and Janeysa and Ezra Koko helped The Salvation Army distributed gifts to keiki who were directly impacted by the fires.

Credit Unions of Maui Wildfire Relief

On December 14th, the Credit Unions of Maui & Lanai presented a donation of \$50,000 to the J. Walter Cameron Center on behalf of the Credit Unions of Maui Wildfire Relief Fund. The gift supports the organization's Laptop Relief Program which distributes, personal computers, laptops, tablets and mobile phones to individuals who lost their homes. The program has distributed hundreds of devices to those in need and currently has a waiting list for devices.

J. Walter Cameron Center Executive Director, Cesar Gaxiola, says, "Mahalo to the Credit Unions Maui Wildfire Relief Fund for the donation of \$50,000 to the J. Walter Cameron Center to aid wildfire survivors. This generous gift will help provide over 250 laptops to individuals who lost their homes and will make a significant impact on our 1,000-laptops distributed goal. These devices empower users with access to vital information, connections, and education and work opportunities."



LOCATIONS

Wailuku Branch and Main Office

224 Kehalani Village Drive

Monday – Friday 8:30 a.m. – 4:30 p.m.

Kahului Branch

Maui Marketplace

270 Dairy Road, Suite 146

Monday – Friday 9:00 a.m. – 5:00 p.m.

Saturday 9:00 a.m. – 1:00 p.m.

Temporary Lahaina Branch

Fairway Shops at Ka'anapali

2580 Kekaa Drive, Suite 117

Monday – Friday 9:00 a.m. – 2:00 p.m.

EMPLOYEE NEWS



20 years of service
Kyle Iwashii
 Collections Officer

Serena Bularon
 Member Service
 Representative promoted
 to MSR II



Shari Shim
 Loan Processor
 promoted to Financial
 Service Representative



Visit mauicountyfcu.org for career opportunities and application, or scan the QRC to take you there.



People Helping People in Action

Since I was 16 years old, Maui County Federal Credit Union has supported my financial decisions and helped me establish and create better money habits. The Credit Union even gave me my first debit card, which was awesome because it helped me learn additional financial responsibility.

When things started to get rough at home and money was tight, Credit Union employees like Wes Higuchi and Thea Uwekoolani-Marras provided guidance that enabled me to build and maintain a healthy relationship with money. Wes gave me simple steps to take to reach my financial goals, like buying my first car, and Thea helped me learn to budget and live within my means.



Now I am building my credit, saving money, and helping others to do the same now that I work at Maui County Federal Credit Union. I'm fortunate to come to work and be surrounded by people who care for and support me.

The Credit Union is my home away from home, my 'ohana! Without them I would not be where I am today. My name is Sequoia Warren and Maui County Federal Credit Union is my financial institution of choice.

Annual Business Meeting Save the Date

Our Annual Meeting will be held on Thursday, February 22, 2024 at the Main Office and Wailuku Branch located at 224 Kehalani Village Drive. This will be a business meeting only. The Nominating Committee of the Board consisting of Rhonda Loo, Richelle Lu and Glenn Okimoto submit the following Board of Director nominees for the 2024 Annual Meeting election:

- **Frederico Asuncion** has been a member since 1960. He worked for many years as the Real Property Tax Administrator for the County of Maui.
- **Robert Kawahara** has been a member since 2008. He is currently a Managing Member of Kawahara + Hu, LLC, a Maui accounting firm.
- **Moana Lutey** has been a member since 1994. She was appointed by the Maui County Council and is presently the County Clerk for the County.
- **Edwin Okubo** has been a member since 1971. He worked for the County of Maui for nearly 38 years as its Federal Programs Coordinator, Federal Programs & Housing Coordinator and Housing Administrator.

Detailed nominee bios can be found on our website or by scanning the QR code.

