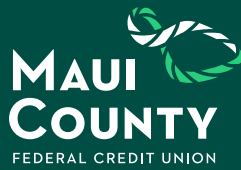


# Mālama



OCTOBER 2023

# connection

THE NEWSLETTER FOR MEMBERS OF THE MAUI COUNTY FEDERAL CREDIT UNION

## Emergency Relief Program

If you were directly impacted by the wildfires, you have immediate access to our Emergency Relief Program, which includes:

**Loan Payment Deferrals:** Temporary two-to-three-month loan payment deferrals for those financially impacted by the effects of the wildfires. Knowing that this situation will be ongoing, after the initial deferral, at your request we can review your circumstances for a longer-term solution. To be able to do the deferral, we request the following:

- A short letter or email describing your request and situation.
- I would like a deferral on my loan because of losses experienced with the recent Maui wildfires ....
- Include your: Name, member number, and loan number
- A valid email address so we can sign remotely.

Please email your letter and documents for consumer loans including Home Equity Lines of Credit (HELOC), personal, consolidation, and auto loans to [loanrelief@mauicountyfcu.org](mailto:loanrelief@mauicountyfcu.org) and for mortgage assistance email [mortgagerelief@mauicountyfcu.org](mailto:mortgagerelief@mauicountyfcu.org)

Once we receive your request and documents, it will take several days to process your request and we will then email you forms to be reviewed, signed, and emailed back through secure email.

**Emergency Loans:** Special interest rate disaster assistance loans are available for qualifying members up to \$5,000 by submitting a personal loan application and indicating that it's a disaster loan here.

**Waiving of Some Fees:** Includes early withdrawal from a Share Certificate, IRA transfers, and debit card replacement. A complete list of fees being waived is available at [mauicountyfcu.org](http://mauicountyfcu.org).

## Stronger Together

A message from our CEO & President



We are heartbroken over the loss and destruction left in the wake of Maui's recent wildfires. Despite the challenges and emotional turmoil, we have witnessed the Maui community coming together to address the needs of friends, families, and even complete strangers. Our community has displayed remarkable strength and resilience as we cared for and continue to care for one another. We are proud to be a part of this community and will be here to lend a hand in whatever ways we can in the days, months, and years to come.

We are thankful that all of our employees are safe and accounted for. Unfortunately, several of them have lost their homes and are in the process of finding housing and rebuilding. After five weeks of time off to ensure that their needs are met and they are ready to return to the workplace, we're excited to welcome them back.

By sheer miracle our Lahaina Branch is still standing and appears to have escaped major damage, however it is in the area classified

as a disaster zone and it is unlikely that we will be reopening it anytime soon. We have secured a temporary space at the Fairway Shops in Kā'anapali at 2580 Kekaa Drive between China Bowl and Keller Williams Realty. The temporary Lahaina Branch will have modified hours of operation Monday through Friday, 9 a.m. - 2 p.m. ATM and coin machine access will not be available at the temporary location.

The outpouring of support that we've received has been heartwarming and much appreciated. Many of our fellow credit unions throughout the country and Hawai'i, as well as our mainland partners, have reached out to see how they can help and have made contributions to support our community, members, and employees.

Please know that we are with you for the long haul and will do our best to support the recovery of our Maui community.

Mahalo nui loa,  
Gary Fukuroku, CEO & President



# Scholarships Awarded

Maui County Federal Credit Union (FCU) awarded 10 students each with \$1,000 scholarships towards their college education. Since 2002, Maui County FCU has awarded scholarships totaling \$277,000 to Maui County students pursuing higher education.

"Maui County Federal Credit Union is proud to be able to support Maui's future leaders by easing the financial burden of pursuing a college education and helping local students in their endeavor to further their education to reach their dreams." says Gary Fukuroku, Maui County FCU CEO & President. "The investment in growing the knowledge of today's youth will pay dividends for the generations to follow."

Scholarship awardee Kristelle N Turalva-Albano shares, "I am currently enrolled in the ASN program to become a Registered Nurse and hope to further my education to obtain a BSN. Despite the challenges and hardships that my family and I are now facing, my goal to one day be able to care for her loved ones, friends, and community drives me to continue on. This scholarship will be a huge help in getting me there."



Zahra Bhattachary  
University of Houston



Nalikoleilani Cabanilla  
University of Oregon



Travis Delos Santos  
Northern Arizona University



John Bernard Flores  
University of Hawaii Manoa



Kiana Holokai  
University of Hawaii Manoa



Devin Rey Ceballos-Lagazo  
Washington State University



Jennifer Nguyen  
Grand Canyon University



Sophia Otsuka  
Pacific University Oregon



Sierra Stribling  
Colorado Mesa University



Kristelle Turalva-Albano  
University of Hawaii Maui College

## Seeking Board Director Nominations

Members interested in serving as a Board Director may submit their nomination by petition signed by 1% of the members. Petition and biographical data forms are available at the main branch in Wailuku. Deadline to submit nominations will be November 9, 2023, at the close of business.

The Nominating Committee of the Board consisting of Rhonda Loo, Richelle Lu and Glenn Okimoto, submits the following nominees for the 2024 Annual Meeting election (four to be elected):

» **Frederico Asuncion** has been a member of Maui County Federal Credit Union since 1960. He has an Associates Degree in Accounting, and he worked as a Credit Manager for a retail company; spent 20 years as a real estate appraiser for tax purposes; and spent 13 years as the Real Property Tax Administrator for the County of Maui. Frederico has served as a Maui County FCU Board Director and President, as well as a Supervisory Committee member. He has held various officer roles for the Valley Isle Chapter of the Hawaii Credit Union League and the Hawaii Credit Union League Board of Directors.

» **Robert Kawahara** has been a member of the Maui County Federal Credit Union since 2008. He has served on our supervisory committee as a Chairperson. Robert is a Managing Member of Kawahara + Hu, LLC in Kahului, Maui. Prior to becoming a CPA, Robert started his career auditing credit unions in the State of Hawaii. After auditing credit unions, Robert became the Vice President of Operation for the Honolulu Police FCU. In addition, Robert is an active volunteer in the Maui community and serves on boards in various capacities.

» **Moana Lutey** has been a member of the Maui County Federal Credit Union since 1994. After graduating from the William S. Richardson School of Law at the University of Hawaii, Moana worked as a deputy prosecuting attorney for the County of Maui before transferring to the Department of the Corporation Counsel. She was recently appointed by the Maui County Council as the County Clerk for the County of Maui, assisting with the functions of the legislative branch and oversees local and national elections within the County.

» **Edwin Okubo** has been a member of the Maui County Federal Credit Union since 1971. He has served as the Board's Vice Chairman and is the past Chairman. He worked for the County of Maui for nearly 38 years as its Federal Programs Coordinator, Federal Programs & Housing Coordinator and Housing Administrator. He also served on the Hale Mahaolu Board of Directors and served as a Class "A" director of the Hawaii Community Reinvestment Corporation.

Detailed bios can be found at [mauicountyfcu.org](http://mauicountyfcu.org).

# Supporting our community



Employees spent their Statehood Day volunteering at the Lahaina Gateway Distribution Hub, ensuring that Lahaina residents received much needed food, water and supplies.



Employees continued helping seniors by preparing and delivering meals to Hale Mahaolu residents in support of the Binhi At Ani Bayanihan Elderly Feeding Program.

The Credit Unions of Maui planned to hold its 8th annual Golf Tournament to benefit Hospice Maui on August 12, 2023. In consideration of recent events, the Tournament was canceled, and in partnership with Hospice Maui, it was decided that the funds raised would have the greatest impact supporting the Credit Unions of Maui Wildfire Relief Fund, which has been providing assistance to those impacted by the fires. Mahalo to the generous sponsors, donors, and golfers who helped raise \$38,000.



Organizers of the annual charity golf tournament with Hospice Maui CEO pictured L-R: Clayton Fuchigami (President & CEO, Maui FCU), Guy Muraoka (Kahului FCU), Kelly Tobita (President & CEO, Maui Teachers FCU), Melanie Dwyer (CEO, Hospice Maui) Trevor Tokishi (President & CEO, Valley Isle Community FCU), Gary Fukuroku (President & CEO, Maui County FCU) and Craig Kinoshita (President & CEO, Wailuku FCU).

## Core System & Digital Banking Upgrade

We are constantly seeking ways to improve our services and provide better experiences for you. One of the biggest ways to achieve this is by switching our core processor and digital banking solutions. Here are some of the key benefits that we're striving to achieve by enhancing our core and digital banking systems.

**Streamlined Operations and Enhanced Efficiency:** Switching our core system offers a robust and reliable system that can handle transactions, member data, and other essential operations seamlessly. With advanced automation and integration capabilities, we can streamline processes, reduce manual work and increase operational efficiency. Enabling us to focus more on serving you and providing personalized financial solutions.

**Improved Online Banking Experience:** The upgraded online banking platform will be comprehensive with a user-friendly interface for accessing accounts, checking balances, transferring funds, and making payments. The platform will also offer enhanced digital tools for managing your finances.

**Seamless Mobile Banking Experience:** The mobile banking solution further enhances the Credit Union's digital offerings. By upgrading our mobile banking platform, you'll have a seamless and intuitive mobile banking experience that will mirror online banking. You will be able to conveniently manage your finances on the go, deposit checks using your smartphone, perform instant transfers, and receive real-time notifications on your account activity.

**Enhanced Integration and Innovation:** The integrations available will enable the Credit Union to leverage a comprehensive suite of financial tools and streamline processes, eliminating the need for multiple systems. This will result in a more cohesive and efficient experience for both credit union staff and members. Moreover, we will have access to innovative technologies and features that keep pace with your evolving needs and industry trends.

Upgrading our core system and digital banking solution will unlock a range of benefits, including increasing efficiency, improving your experience, and accessing innovative features. Ultimately, this will assist in providing you with the convenience and flexibility expected in today's digital age. To stay in to loop, please ensure we have your current email address.

**IMPORTANT: All branches will be closed and online / mobile banking will be unavailable from February 29 until March 3, 2024.**





## 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



5 years of service

**Kamryn Chang**

Senior Member  
Service Representative

**Brandie Demello**

Member Service  
Representative II  
promoted to Senior MSR



**Zeruiah Koko**

Member Service  
Representative  
promoted to MSR II



20 years of service

**Mylene Loque**

Consumer Loans  
Manager



## Annual Notices

### → Share and Loan Audit Letters

In accordance with NCUA Rules and Regulations, our independent auditor (Kwock & Company CPAs) have begun conducting annual share and loan confirmation procedures. As part of the audit process, you may have been randomly selected by our auditors.

If you were selected, you will receive the letter in the mail in early November 2023, asking you to review your statement and confirm the amount listed on the letter. Please follow the instructions on the letter and respond by returning the signed confirmation letter in the pre-paid business reply envelope addressed to 3660 Waiialae Avenue #304, Honolulu, HI 96816, which will be delivered directly to our auditors.

### → Important IRA Information

Action requested to avoid possible IRS penalties, Traditional IRA owners have required minimum distributions (RMD). If you have not already setup your RMD payment plan, or if you would like to make changes to your distribution, please contact us at (808) 244-7968. Withholding notice payments from your IRA are subject to federal income tax withholding unless you elect no withholding.

You may change your withholding election at any time prior to your receipt of a payment. To change your withholding election, complete the Traditional IRA RMD Payment Election Form available on our website. Withholding from IRA payments, when combined with other withholding, may relieve you from payment of estimated income taxes, but does not affect the amount of income tax you pay. You may incur penalties under the estimated tax rules if your withholding and estimated tax payments are insufficient.

### → Christmas Savings Account

If you have a Christmas Savings Account, your Christmas Savings funds will be automatically transferred to your specified savings or checking account by November 2nd. You can view the credited amount by using our mobile app, online banking, or on your statement. Existing Christmas Savings Accounts will be renewed automatically.

## Celebrate People Helping People

International Credit Union (ICU) Day® celebrates the spirit of the global credit union movement. The day is recognized to reflect upon the credit union movement's history, promote its achievements, recognize hard work and share member experiences. The 75th anniversary of International Credit Union Day® will be celebrated on Thursday, October 19th.

- Members can stop by any of our locations for fun, prizes and festivities on October 19, 2023.
- Kids Club members will receive twice as many tokens for their deposits (up to \$50) throughout the week from October 16 - 21.
- Follow us on Instagram for more information including a chance to win a limited-edition Yeti cooler and other awesome giveaways.

# INTERNATIONAL CREDIT UNION DAY