



## News

### Grand Opening day. Grand achievement, grand fun.

On February 20, 2006, we celebrated literally years of hard work as our new branch and administrative office building was officially opened. Hundreds of people—members and non-members alike—joined in the blessing ceremony for the 26,000-square foot building, located adjacent to Home Depot in the Kaloko “new” industrial area. In addition to the blessing, members witnessed the dedication of the time capsule, which will be opened in 2036, on our 100th anniversary. Perhaps the grandchildren of today’s attendees will have the chance to see where their relatives signed a scroll that was sealed—until then—inside the time capsule!

At the newly designated John Y. Iwane Credit Union Center, named in honor of our venerable, longtime Chairman of the Board, members took tours of the executive and administrative areas of the building. They saw the credit union’s call center, the only one on the island, in which a member’s phone call is answered by a live person 24 hours a day. Attendees also lined up for their chance to try their keys in the treasure chests, many of which unlocked small cash prizes, much to their delight. Music, refreshments and live entertainment followed. February 20, 2006—a Grand Opening day we will always remember.



*HCFCU President and CEO Michael Asam (left) and Chairman of the Board John Iwane proudly open the doors of our brand new branch and administrative offices at Kaloko.*



*Member Darrell McDonald, of Kailua-Kona, just back from a year-long deployment to Iraq, receives the \$2,500 grand prize from Mike Asam.*



## The John Y. Iwane Credit Union Center

Nine years in the planning and yet completely paid for through excellent capital management, our new branch at the Kaloko Light Industrial Park is the flagship branch of our credit union’s five branches. The building offers all the latest in financial services technology, including biometric security for the safety deposit vault, and the largest bay of drive-up ATMs and drive-up tellers on the island. What’s more, our building proudly demonstrates our commitment to a safer, cleaner community for us all. The energy efficient, environmentally sound building is equipped with a state-of-the-

art aerobic wastewater system and aqua guards in all dry wells that prevent leakage of sediments or pollutants from the storm drains into the groundwater. This protects the Kaloko-Honokohau fishponds, located directly makai of our facility.

However, beautiful buildings mean nothing without people. So to better serve our members’ needs at all levels of the organization, we’ve almost doubled the number of employees with the additions at Kaloko. Pride of ownership has definitely arrived.



## Ask the ATM Specialist

### by Judy Kawamura

**Q. When I use my debit card, why do merchants ask me if I want "Debit or Credit?" Is one better than the other?**

**A.** This is probably the most common question asked of consumers next to: "Is this for here or to go?"

Merchants who ask you to choose debit or credit are simply asking you how you would like the transaction processed.

Either way you answer—with "debit" or "credit," the purchase will be deducted from the same place, your checking account. In other words, if you say "credit," the purchase will be deducted from your checking account, not your Visa account.

Here's a brief summary of the differences:

#### Debit Transaction

- Processed through ATM network
- Cash back feature available
- You will be asked for your PIN to authorize the sale
- Your signature not needed to authorize the sale

#### Credit Transaction

- Processed through the Visa® Network
- You must sign to authorize the sale

By the way, Visa® transactions are more efficient and less costly for us to process. So you can help save the credit union money if you choose credit instead of debit when asked. As a credit union, we all strive to return any cost savings to our members in the form of lower rates, higher dividends and improved products and services. This is one way you can help us do that.

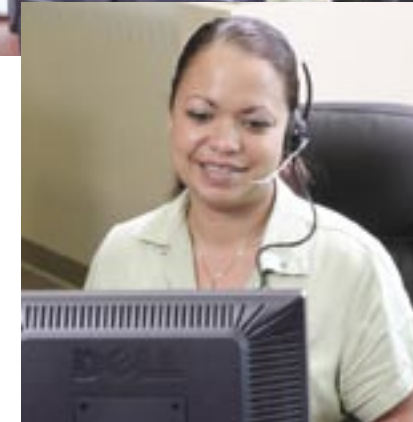
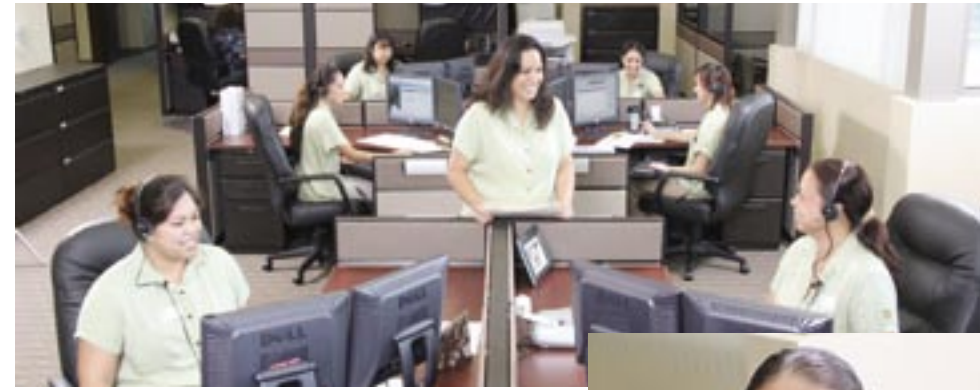
Bottom line: If you don't need cash back — choose "credit."

Judy Kawamura, our ATM Specialist, or any of our Call Center Representatives, can be reached with questions by calling 930-7700



#### Your ATM card—Use it or lose it.

Most members don't realize that their debit card can also be used both as a credit card and an ATM card. Because it costs us money to maintain inactive ATM accounts, we will be deactivating your ATM card (if you already have a debit card) and if the ATM card has not been used for the past three months.



The credit union's 24/7 call center is the first one like it in the state. Our hard-working staff deserve lots of kudos for the outstanding job they do.

## Call us. And we'll be around.

At our new branch and administrative offices at Kaloko, we are proud to offer the first 24/7 call center on the island. Call day or night and your call will be answered by a live credit union representative. Call 930-7700 locally or 1-800-514-2328 from off-island, no matter what the hour. We'll never make you talk to a computerized voice.

### IMPORTANT Change of address notification.

Since opening our new branch and administrative offices at Kaloko, we also have a new mailing address. Please do not mail any correspondence, especially deposits, to the old Kealahou P.O. box. To ensure prompt crediting of your deposits, please direct all correspondence to:

**Hawaii Community Federal Credit Union  
73-5611 Olowalu Street  
Kailua-Kona, HI 96740**

Members may also want to consider making deposits via night-drops, ATMs (walk-up ATMs only, deposit service not available at the drive-ups), using express boxes inside the branches as well as through direct deposit of your paycheck. Transfers can be made with online banking as well as with Call24.

### Youth Corner

## CU Youth Week April 23-29 — "My Money, My Credit Union, Where I Belong."

Come in to any branch April 23-29 and help us celebrate National Credit Union Youth Week. Partnering with Credit Union National Association, we are setting aside this week toward starting young people on the path of how to set financial goals and how to save to reach them.

We believe it is imperative to educate young people early about achieving financial security as adults. Our tradition of service and philosophy of self-help make HCFCU and all credit unions a natural source of education. Children will become aware of the credit union difference—better rates, lower fees, and extra attention that ensures all members know how to manage money wisely. Ask at any branch during this week for informational handouts, activity and coloring books, giveaways and a chance to enter a drawing for a prize from three different age categories.



#### CU Youth Week Prizes

| Age   | Prize                     |
|-------|---------------------------|
| 0-6   | Leap Frog Learning System |
| 7-12  | Portable DVD Player       |
| 13-18 | iPOD Nano                 |

#### Did you know?

The original charter for Hawaii Community Federal Credit Union was signed by 10 Kona coffee farmers in the old Konawaena cafeteria on October 16, 1936?

## Fun and festivities from Grand Opening day.



Everyone loves a door prize. A member happily displays the prize she won in a treasure chest giveaway.



HCFCU Kaloko branch staff gather for a "family" photo.



The new branch and administrative offices reflect clean, contemporary taste in design and décor.



A traditional Chinese lion dance made a dramatic visit through the new building, mesmerizing staff, members and guests.



Guests stroll through the building's new entrance hall, looking at nine-foot display alcoves which recount the credit union's unique history.



Members were asked to write a message for the future on a scroll, which was later placed in a 30-year time capsule.

### Kailua-Kona Branch

75-159 Hualalai Road  
Kailua-Kona, HI 96740  
Ph: 808.329.3148 Fx: 808.329.9288

### Kaloko Branch

73-5611 Olowalu Street  
Kailua-Kona, HI 96740  
Ph: 808.930.7700 Fx: 808.930.7679

### Kealahou Branch

81-6631 Mamalahoa Hwy  
Kealahou, HI 96750  
Ph: 808.322.9666 Fx: 808.322.6537

### Kohala Branch

P.O. Box 39, Kapaau, HI 96755  
Ph: 808.889.6214 Fx: 808.889.5884

### Paauhau Branch

44-151 Paauhau Street  
Honokaia, HI 96727  
Ph: 808.775.7285 Fx: 808.775.7286

### Administrative Offices at Kaloko

73-5611 Olowalu Street  
Kailua-Kona, HI 96740  
Ph: 808.930.7700 Fx: 808.322.0890

### Hawaii Island:

Call Center: 930.7700  
CALL24: 329.9440

### Off-Island and Mainland Toll-Free:

Call Center: 1.800.514.2328  
CALL24: 1.800.303.9440

### Lost/Stolen Visa

808.930.7700  
After hours: 800.991.4965

[www.hicommfcu.com](http://www.hicommfcu.com)



You'll see this new safety feature when you log in to your online banking account.

## Security Counts

# You're more secure with Safe2Login.

We are pleased to announce that we will be implementing a new software security service within our online banking login page that will reduce your risk of identity theft. We have selected Safe2Login™ as the solution to provide us with protection from phishing and pharming attacks.

This "multi-factor authentication" process protects members against malicious emails, identity thieves and fake websites. It's another way for us to protect your account by making sure that you are who you say you are. Our new system will require that you register to log on to use online banking. Each time you log on, you will enter a password and identify a secret word you provided during registration. In addition, you'll provide the member number and pin that you now enter when you log in. (If you use online banking from a new computer, you will be required to re-register.) The added layer of authentication will make our members safer and more secure with their online transactions.

## What's in a name? Five scholarships for Island students.

- Peter T. Hirata Scholarship
- Albert Akana Scholarship
- Katsumasa Tomita Scholarship
- Frank Ishii Scholarship
- John Y. Iwane Scholarship

We've added a fifth \$2500 annual college scholarship to our existing four. The scholarships are named after volunteers who have been important contributors to Hawaii Community Federal Credit Union. All scholarships are awarded to a deserving and graduating Hawaii Island high school senior. The recipient of the John Y. Iwane Scholarship must also enter an agriculture-related field of study.



Peter T. Hirata



Albert Akana



Katsumasa Tomita



Frank Ishii



John Y. Iwane

## Calendar of Events

**Saturday, April 8, 2006**  
**69th Annual Membership Meeting & Banquet**  
Hilton Waikoloa Village  
4:30PM - 9:00PM

**April 15-22, 2006**  
**Merrie Monarch Festival**  
808.935.9168

**Saturday, May 20, 2006**  
**Visitor Industry Charity Walk**  
808.923.0497

**Monday, May 29, 2006**  
**Memorial Day**  
Offices Closed

**June 22-25, 2006**  
**Dolphin Days**  
Hilton Waikoloa Village  
808.886.1234

**Tuesday, July 4, 2006**  
**Independence Day**  
Offices Closed

