

# *Kahului Federal Credit Union*

## *Kokua E kou 'Ohana*

### *Caring for Our Family*

#### **2021 Spring Edition**

##### *Office Location*

25 West Kamehameha Ave.  
Kahului, Hawaii 96732

##### *Contact Us*

Phone: (808) 871-7705  
Fax (808) 877-4093  
E-mail: [info@kahuluifcu.com](mailto:info@kahuluifcu.com)  
Website: [www.kahuluifcu.com](http://www.kahuluifcu.com)

##### *Office Hours*

8:30 a.m.-4:00 p.m.  
Monday through Thursday  
8:30 a.m.-5:00 p.m.  
Friday

##### *Board of Directors*

Bruce Harris, Chairman  
Leo Polo, Vice Chairman  
Rodney Jung, Secretary/Treasurer  
Susan Emura, Director  
Guy Muraoka, Director  
Kathleen Ohta, Director  
Joseph Pontanilla, Director

##### *Supervisory Committee*

Elaine Randall, Chairwoman  
Louise Anbe, Member  
Hester Paiva, Member  
Charlotte Pontanilla, Member  
Howard Takamori, Member



I ♥  
**MEETINGS**

## *66th Annual Membership Meeting*

### *(A Virtual Experience)*

Due to the ongoing safety concerns caused by COVID-19, our Board of Directors has decided to hold a virtual Annual Membership meeting.

**Date:** Thursday, September 16, 2021

**Time:** 4:30 p.m.

**Agenda:** Only the Business Session will be held. There will be no giveaways or lucky number drawings. Call the Credit Union at (808) 871-7705 to reserve your spot. Prior to the meeting, we will send you a confirmation along with a meeting packet.

**How to Attend:**

**Roll Call:** A roll call will be done to confirm those in attendance.

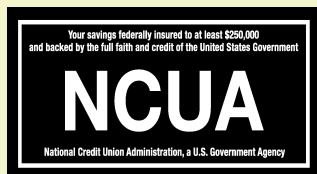
*We hope to resume our normal annual membership meeting in 2022!*

## *Membership Drive*

The credit union is holding another membership drive. If you know of a family member, a friend or just about anyone who would be interested in becoming a Kahului FCU member, we would greatly appreciate your help!

Tell them your experiences and the benefits of being a Kahului FCU member.

As an added benefit for those potential members who open a membership account during the month of April, they will receive a special bonus dividend of **\$20.00**.



This Credit Union is Federally Insured by the National Credit Union Administration.



## **IMPORTANT MESSAGE**

Several of our members have recently received a text message that appears to be from us. This is a spoofing attempt. We will never text you about your account or loan.

Do NOT open the link as it may contain malware. We strongly recommend that you delete the text message.



## 24-hour Access via e-Services

Kahului FCU offers easy-to-use e-Services that allow you to manage your account with confidence. Best of all, our services are FREE and we protect your account information with the highest level of security.

We realize that varying work schedules and fast-paced lifestyles can cause challenges for members to get into the credit union; for this reason, we offer technology that allows members to manage their personal finances from their home or on the road via mobile devices, laptops or desktop computers. Members benefit from remote account access and paperless systems with convenience at your fingertips 24-hrs a day, 7 days a week.



### Virtual Branch e-Banking

Our e-banking website lets you view account information, transfer funds between accounts, make payments, sign up for e-statements, receive notification alerts via e-mail, view cancelled checks, e-mail questions to us, and much, much more.



### e-Statements

Switching to the convenience and security of electronic statements means you will never lose track of your statements because they will all be in one place. You can easily print or save the e-Statements to your home computer.



### Kahului FCU Mobile APP

Our Credit Union APP is available to download from the Apple App Store and Google Play. It offers all that Virtual Branch e-banking does, but from the convenience of your smartphone. Skip the trip to the Credit Union and avoid waiting in line.



### Mobile Deposit Capture

Make check deposits into your checking or savings account from the convenience of your smartphone with Mobile Deposit Capture. No more driving and waiting in line to make your check deposit! From your smartphone take a picture of the front and back of your check and submit. IT'S THAT SIMPLE!



March 1, 2021

#### ADULTS 18-24 REPORT HIGHEST SCAM RISK AND ONLINE PURCHASE SCAMS BECOME RISKIER SCAM IN THE WAKE OF COVID-19

Adults ages 18-24 reported the highest median losses (\$150) and the highest likelihood of loss (56.6%) to [BBB Scam Tracker](#)<sup>SM</sup> in 2020, according to the [Better Business Bureau](#) (BBB). Previously, older age groups consistently lost higher median dollar amounts to scammers year over year, even while young adults tended to lose money more often. This year, the financial loss reported by those 18-24 was equal to that of adults 65+. *Online scams rise during COVID-19 pandemic: 2020 BBB Scam Tracker Risk Report* ([BBB.org/RiskReport](#)) focuses on the impact of scams in the wake of the pandemic and the demographic groups most at risk.

Online purchase scams were the most common scam reported to BBB, comprising 38.3% of all scam reports, and yielded the highest likelihood of financial loss in 2020. This is likely connected to consumer habit shifts since the start of the COVID-19 pandemic; in a survey of over 5,000 individuals that reported scams to BBB Scam Tracker<sup>SM</sup> ([BBB.org/ScamTracker](#)) in 2020, 43.1% said they spent more time online due to the pandemic, and 57.1% said they purchased more online because of the pandemic. Pets and pet supplies topped the list for online purchase scams.

Scams perpetrated online through websites, and social media apps were the riskiest contact methods for all age groups in 2020, including young adults and older adults.

The risk of financial loss also rose significantly in 2020. Nearly one of every two reports to BBB Scam Tracker (46.7%) noted a financial loss. Online purchase scams accounted for two-thirds of those reporting (64.7%) a financial loss, which was the top riskiest scam in 2020.

Another way scammers take advantage of younger adults is by utilizing a payment method less familiar to younger generations: checks. Fake check scams were the second most risky scam for adults ages 18-24 in a year where payment via online payment systems rose across all age groups. Fake check scams yielded one of the highest median dollar losses per encounter at \$1,679 in 2020.

A majority of individuals reported losing time, confidence, or peace of mind in the marketplace, with over one-third losing personally identifiable information in the encounter.

## New Fee Schedule

Enclosed with your statement is our new fee schedule that takes effect on June 1, 2021.

For those members who are on our e-statement program, we will be mailing you a copy of the fee schedule via the United States Postal Service.



*We value your membership and thank you for your continued support!*

KAHULUI FEDERAL CREDIT UNION		Fee Schedule
This fee schedule is effective June 1, 2021. Fees, terms and conditions are subject to change at any time. If you have any questions or would like current fee information, please call 808-871-7705.		
<b>MEMBERSHIP</b>		
Membership Share (par value)	\$50.00	Held in savings account - required to become a member and maintain membership
Membership Fee	\$1.00	one-time, nonrefundable fee
<b>CHECKING ACCOUNT FEES &amp; OTHER SERVICE FEES APPLICABLE TO ALL ACCOUNTS</b>		
Abandoned Property Fee	\$25.00	Per account (assessed in the month a dormant/inactive account is processed for "escheatment")
*Hawaii Statutes require that after (8) years of inactivity and no member contact, any account balances must be turned over to the State of Hawaii		
Account Closure (early closure of account)	\$20.00	if account closed within 3 months of opening
Account Research / Balancing Assistance	\$25.00	per hour
Check Printing (check orders/re-orders)	varies	We'll provide a free box of checks w/your first paid order. Price varies according to style selected. Free image checks for members w/ongoing direct deposits.
Checking Copy (photocopy of cancelled draft)	\$2.00	per item
Checking Stop Payment	\$20.00	per item (each request 5-month duration)
Dormant/Inactive Account	\$5.00	per month (after no activity for two years)
Garnishments/Levies/Other legal processes	\$20.00	each
Letter of Verification	\$5.00	per letterform
Non-sufficient (NSF) Funds	\$20.00	per item returned (physical or electronic)
Notary Public Service: Members	FREE	Free to members
Notary Public Service: Non-Members	\$5.00	per document
Overdraft Protection Share Transfer (ODP transfer)	\$5.00	per transfer (must sign up for this service) NOTE: Overdraft protection not accessible when using ATM/Debit, Cards.
Photocopy	\$0.25	per page
Returned Deposited Check	\$20.00	per returned check (physical or electronic)
Returned Mail (Inward Address)	\$5.00	per month
Rolled Coin Deposit	\$0.25	per roll (in excess of 10 rolls/day)
Statement copies	\$2.00	per page
Teller's Check	\$5.00	per check (Free - 1st check/day per account holder)
Teller's Check copy	\$2.00	per item
Teller's Check Stop Payment	\$30.00	per item
<b>FEES RELATED TO ACH, ATM CARD, DEBIT CARD, ELECTRONIC FUND TRANSFERS (EFT)</b>		
ACH return fee	\$20.00	per item returned
ACH Stop Payment Fee	\$20.00	per request (each request 5-month duration)
ATM Operator / Network Surcharge	varies	ATM fees/surcharges after based on the ATM used. (NOTE: NO SURCHARGE if you use ATMs owned by First Hawaiian Bank or American Savings Bank)
ATM Withdrawal	\$1.00	each, after first 5 withdrawals in a calendar month
Card Replacement	\$15.00	per card
Expedited processing of ATM cards, debit cards	\$20.00	per card
Expedited shipping of ATM cards, debit cards	\$40.00	per card
Inquiries or Transfers via ATM	\$1.00	each (NOTE: sign up & use Touch Tone Teller, Virtual Branch or KFCU Mobile APP in order to avoid this fee)
Non-sufficient Funds (NSF) withdrawal	\$20.00	each
<b>OTHER INFORMATION REGARDING ATM AND DEBIT CARDS</b>		
Accessible networks	\$500.00	per day
ATM withdrawal limit	\$500.00	per day
Maximum ATM withdrawal or POS transaction	\$100.00	per day if system is down
If system is down	3	per day
Maximum PIN tries	\$1,500	per day if system is down
Maximum POS "Cardholder not Present" transactions	\$500	per day if system is down
NOTES: ATM withdrawals and POS transactions are not allowed for members with delinquent loans.		
Federally insured by NCUA		

## Compare our VISA Credit Card to the Competition

Many of you may have credit cards with other companies but do you know what you are truly getting?

### Our Competition:

This is what you can typically expect from our competition's credit card:

- ♦ Annual Fee: Most of our competitors charge an annual fee that ranges from \$50.00 to as much as \$200.00.
- ♦ Interest Rate: Their interest rate is anywhere from 18.00% APR to as high as 24.99% APR.
- ♦ Rewards Program: With their rewards program, you only have a choice of one:
  - Cashback;
  - Merchandise; or
  - Travel—You might be subject to blackouts



### Now check out our VISA credit card program:

- \* No annual fee
- \* The interest rate you may be charged is either 7.99% APR or 12.50% APR. It just depends on your credit score.
- \* With Our Scorecard Rewards Program, you can redeem your points for:
  - Merchandise
  - Make a payment towards your statement balance
  - Travel: You have the choice of traveling on any participating airlines.
  - Gift cards: You can redeem your points for gift cards.

To view our credit card disclosure, go to [www.kahuluifcu.com](http://www.kahuluifcu.com) and apply online.

For more information, contact our Loan team at (808) 871-7705.

Subject to credit approval and is subject to change without notice.

*Look next quarter for what we hope will be another reason why you should apply for our card.*

Follow us now on **Twitter, Facebook or Instagram**

We recently initiated our social media presence.

- **Da Scoops:** Get the latest on what's happening at our credit union
- **Promotions:** Look for our monthly specials
- **Contests:** Participate in contests that give you a chance to win cool prizes
- **Education:** Learn more about our Programs and Services



Kahului Federal  
Credit Union



Kahului\_fcu



@Kahului\_fcu

## Mortgage Rates Like You've Never Seen Before . . .

### A Financial Fitness Review

Recently, members have contacted us to ask whether to keep or refinance their mortgage and/or Home Equity Lines of Credit (HELOCs). Here are the most common questions being asked.



**Question 1:** With interest rates at near all-time lows, is it worth my time to refinance my mortgage?

**Question 2:** If I have a small balance on my first mortgage, should I refinance it to a variable rate mortgage or even a HELOC?

**Question 3:** Are there any other options instead of refinancing to another 30-year mortgage?

**Question 4:** We need cash for repairs, to pay bills, etc... Should we refinance my existing first mortgage or take out a HELOC?

**Question 5:** We have an investment property. Can this be refinanced?

**Answers:** It just depends on your existing mortgage and financial situation.



Our Kahului FCU Loan team can assist you in determining what would be the best for you.

Call us today to set up an appointment. There are no obligations or fees. This is just another benefit of being a member with Kahului FCU.



Pictured here is our Kahului FCU Loan team:  
(Left to right) Cynthia, Sally and Megan.



Office  
Holidays



MEMORIAL DAY  
Monday, May 31, 2021  
INDEPENDENCE DAY  
Monday, July 5, 2021

