



## Messages from HLEFCU

We took some time to reflect on our team's direction for the year, so we asked a few members of our strategic team on how their departments are adapting this year to better serve your needs!

### Operations

Our staff have built and will continue to build stronger relationships with our members. We believe that through these relationships, we understand our members' financial needs, provide better service, and offer products that benefit our Law Enforcement Ohana specifically. Looking ahead, we visualize a fully staffed team that builds efficiencies as we continue to move toward the latest trends in banking. Together, we are looking forward to building better experiences.

### Loan Department

The loan department is ready to serve you with experienced and qualified staff. Recently, we have streamlined our consumer loan procedures and incorporated electronic signing to allow for faster turnaround. Please stop by or give us a call should you have any questions!

### Accounting Department

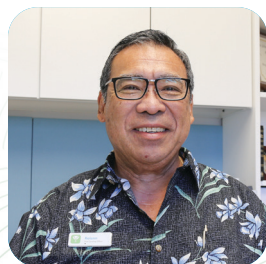
We're working hard behind the scenes to safeguard the financial resources of the Law Enforcement Ohana while keeping your transactions on schedule. HLEFCU's financial position remains solid and stable during a time of turmoil in financial markets, and we place a high priority on providing our members the dividend rates they deserve. As technology continues to evolve, we're also investigating the ways we can help you move your money faster and in a more convenient way. One example of this is our transition to e-signature for updates to your loan payment methods, but there's plenty more to come.

### Electronic Services

We know life can be a bit chaotic, and we're here to make managing your experience with us as seamless as possible. At the end of the day, keeping your account information safe is our utmost concern. With the addition of our new security link, "<https://www.hlefcu.com/contact/index.html#send-us-a-message>", you can send sensitive information safely to HLEFCU. Additionally, we are also looking to implement eReceipts by the end of this year. This option would allow members the flexibility to view their receipts via email, saving time, paper, and ensuring security. Don't forget to take advantage of our eStatements and Alerts & Control. Stay tuned!

### IT Department

The Hawaii Law Enforcement Federal Credit Union IT team is continuously striving to improve IT security by using new AI-based security products to detect and prevent intrusions. We also work with other departments to improve the member experience with events like the NCAA men's basketball championship game on our 110" screen at the main branch and a refreshed video experience at the branches.



**Rolann Regidor**  
Chief Lending  
Officer



**James Horiuchi**  
IT Manager



**Veronica Kanemaru**  
Operations  
Manager



**Samuel Emerson**  
Chief Financial  
Officer



**Dawn Kalili-Iokia**  
Electronic Services  
Manager

## Police Memorial Week

Join your county PD for their National Police Week Ceremonies from May 15th to May 20th:

### Oahu:

**Monday, May 15 -  
11:00 AM Mayor's Proclamation Ceremony**

Center Court - Kahala Mall

**6:00 PM Memorial Service Procession**

Sister Roberta Derby Park  
801 South Beretania Street

**6:30 PM Service**

Hawaii State Capitol Rotunda

**Tuesday, May 16 -**

**10:30 AM HPD Service and Awards Ceremony**

Neal S. Blaisdell Center - Pikake Room

**Thursday, May 18 -**

**7 AM The 200 Club Breakfast and Awards Ceremony**

Wai'ala'e Country Club  
(By invitation only)

### Hawaii Island:

**Monday, May 15, 10 am -**

at the Hilo Police Station, 349 Kapi'olani Street, Hilo

**Tuesday, May 16, 10 am -**

Kealahou Police Station, 74-611 Hale Māka'i Place, Kailua-Kona

### Maui:

**Monday, May 15, 9 am -**

at the Wailuku Police Station, 55 Mahalani St, Wailuku, HI 96793

### Kauai:

Follow the KPD for Police Week events: [facebook.com/kauaipd/](https://www.facebook.com/kauaipd/)

## Holiday Schedule

Memorial Day  
Monday, May 29, 2023

King Kamehameha I Day  
Monday June 12, 2023

Independence Day  
Tuesday, July 4, 2023

## A Message from the CEO

I hope this message finds you well. I want to take a moment to address some important issues that have been on my mind, and I believe are important to you too.

Firstly, we take pride in being a friendly and welcoming credit union, and we want to ensure that our members continue to feel comfortable and satisfied with the service we provide. To that end, we are taking steps to improve our hospitality by ensuring our employees are equipped with the necessary skills to make every interaction with our members a positive and memorable one.

Secondly, we know that developing expertise and continuous learning is important in servicing the law enforcement community. To that end, we are committed to investing in our employees' knowledgebase by providing ongoing training opportunities and resources to help them stay informed and up-to-date with the latest industry trends and practices. We believe this will not only benefit our employees but will also improve the quality of service we provide to our members.

Finally, we recognize that trust is a vital component of any successful relationship, and we are committed to fostering trust between our members and employees. To achieve this, we always ensure transparency in our operations and decision-making processes and constantly take steps to improve communication so that members can easily provide feedback and voice their concerns.

In closing, I want to thank you for your continued loyalty to Hawaii Law Enforcement Credit Union. We are committed to providing you with the best service possible, and we are always open to feedback and suggestions on how we can improve. Please do not hesitate to reach out to me directly at (808)447-2299 with any questions or concerns you may have.

With Great Respect and Aloha,



Rene Matsuura, President and CEO



# Employee Feature: Darien Sato

## Loan Servicing Manager



*I started in the banking industry in 2017 and over the years I developed a passion for mortgages and loans. In 2021, I received an opportunity to join the Credit Union as a Mortgage Servicing Specialist. I was then able to achieve the position of Mortgage Servicing Analyst and now the Loan Servicing Manager.*

*My position as a Loan Servicing Manager now contributes and extends to servicing all loans. Loans can be frustrating and confusing to understand. I'm excited to share my knowledge and lead the department while keeping our members top of mind.*

*When you reach out to me, we can talk about Korean Dramas! I have been watching k-dramas since 2011 and I have seen a wide range of series of different genres.*

## Board of Directors Incumbent Officers

We're proud to announce the incumbent Board of Directors who continue their leadership this year. Their continued service and dedication to our credit union will help guide us in taking care of our membership and moving the organization forward!



**Russell Ikeda**  
Chairperson

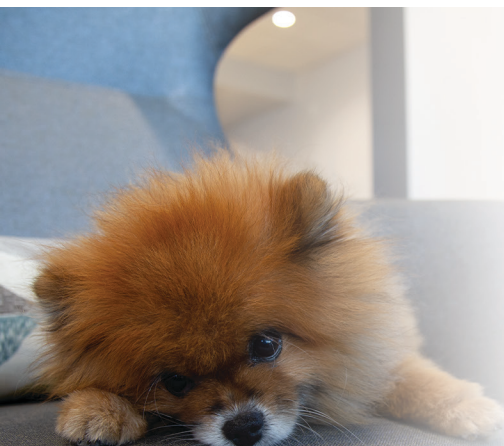


**Roy Helepololei**  
Treasurer



## Open Call for Your Stories!

Have any funny/interesting stories from your time on the force or in general, and want to share? Send them to us at [marketing@hlefcu.com](mailto:marketing@hlefcu.com) to be featured in a future newsletter!





# Mahalo for joining us at our 2023

HAWAII LAW ENFORCEMENT FEDERAL CREDIT UNION

## ANNUAL MEETING & DINNER



**HAWAII LAW  
ENFORCEMENT**  
FEDERAL CREDIT UNION

1936 South King Street  
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SPRING INTO SAVINGS WITH OUR

## SHARE CERTIFICATE SPECIAL!

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SHARE CERTIFICATES, EDUCATIONAL IRA CERTIFICATES,  
ROTH IRA CERTIFICATES, AND TRADITIONAL IRA CERTIFICATES ARE ALL ELIGIBLE.  
APY = ANNUAL PERCENTAGE YIELD



## Money Market Rate Alert ↑

Money Market Rate for balances \$100,000  
or more increased from 0.75% to 1.05% APY!  
\*Effective April 3rd, 2023  
Other tiers are unchanged at this time.

