



Travel is Back!

With about half of Hawaii and the US now vaccinated against COVID-19, we're finally beginning to see life return to "before times" normal. As we return to normal, many across the country are traveling again too. Since it's been a while, we'd like to give you some travel tips to help keep your vacations fun and worry-free:

- Our HLEFCU Platinum Card has your back with
 - » Low, fixed rates
 - » Points earned on every purchase redeemable for cash, merchandise, or more travel
 - » Travel Accident, Trip Delay/Cancellation, and Baggage Delay Insurances
 - » Mastercard ID Theft Protection & Emergency Wallet Replacement
 - » Exclusive discounts via Priceless Cities
 - » No Foreign Transaction or Annual Fees!
- HLEFCU Mobile App helps keep you connected with your accounts wherever you are
- Apple Pay, Samsung Pay, and Google Pay for safe, secure, contactless transactions
- Save these numbers in case you need them
 - » Credit card lost/stolen 1.800.449.7728
 - » Debit card lost/stolen 1.888.918.7711

How to Identify Spoofed Calls

Phone scammers are becoming increasingly sophisticated. Nowadays, instead of calling you from a blocked or unknown number, they'll use a technique called spoofing to make it look like they're calling you from a trusted number.



Recently, some members received spoofed calls using the Credit Union's number. To avoid falling victim to these calls, here are a few identifying tips:

- Be skeptical of greetings that don't use your name
- Pay attention to the caller's tone, and avoid giving information to anyone that seems pushy or threatens you
- Don't press any buttons if asked to - hang up immediately
- If you don't recognize the caller, hang up and call a trusted number for that company

When in doubt, always hang up and call a trusted number. If you've fallen victim, please call us immediately at 808.973.4311, or toll-free at 1.866.351.4311, and we'll help you secure your account.

Holiday Schedule

Independence Day
Monday, July 5th, 2021

Statehood Day
Friday, August 20th, 2021

Labor Day
Monday, September 6th, 2021

A Message From the CEO

Aloha Members,

Change is in the air. We're on the cusp of welcoming you all to our brand new main branch and headquarters. Before we can do so, however, a lot of work needs our attention. So, for now, I'll keep my message to you brief and kindly ask that you keep an eye out for our upcoming communication that will detail all of the exciting changes we have coming your way.

With Great Respect and Aloha,

A handwritten signature in black ink that reads 'Rene Matsuura'.

Rene Matsuura, President and CEO



New Phone System

We're getting an all-new phone system! As we prepare to move to our new building, we're modernizing our infrastructure too. Our new phone system will bring with it a better, more reliable phone service, along with a simplified menu system.

This new system launches on Tuesday, July 20. When it does, your new menu system will be as follows:

- Option 1: Speak to our Member Support Team
- Option 2: Loan Information
 - » Sub-option 1: Speak to a Consumer Loan Expert
 - » Sub-option 2: Speak to a Mortgage Loan Expert
- Option 3: Speak to a New Account Expert

Return to Normal Hours

Good news! Pending Hawaii's continued success in controlling COVID-19, all of our branches and satellite branches will be open under pre-pandemic hours from Saturday, September 4! Please stay tuned for details.



Hurricane Prep Tips

We all know to stock up on SPAM, rice, toilet paper, and bottled water during hurricane season, but you should prepare your finances too. Here's how.

- Store a reasonable amount of cash in a safe, accessible place. Debit cards and credit cards may be rendered useless in the event of an extended power outage.
- Store a copy of your financial accounts, insurance and mortgage information in a safe, accessible place.
- If you need to withdraw cash from an HLEFCU account, you may do so at any open branch or at any First Hawaiian Bank ATM (fee free).

See our complete prep guide at www.hlefcu.com.

Building Update

Work continues at our new headquarters and main branch! Here are a few photos of our progress as of mid-June 2021.



King Street view of our new headquarters.



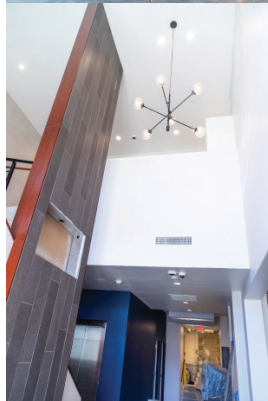
The main branch concierge stand.



Member lounge & teller line taking shape.



Our new main branch's front entrance.



Consultation room furniture installation.



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Design Your Own Card!

Did you know that you can design your own HLEFCU Platinum Mastercard? It's true! Whether you want to feature a photo of a pet, your family, a vacation memory, or maybe artwork you created yourself, the choice is yours! Call us at 808.973.4311, or toll-free at 1.866.351.4311 to get started today.

