

# 90<sup>TH</sup> *Big Island* ANNIVERSARY 1936 - 2026 *Federal Credit Union*

The first chartered credit union in the State of Hawaii

Second Quarter 2026

## 2026 MEMBER APPRECIATION DAY

Big Island FCU held its Member Appreciation Day on Wednesday, March 11, 2026. All members who visited the branches were given a 15 oz. ceramic campfire mug, while supplies lasted.

Members were also entered into random drawings to win \$25 gift certificates and gift cards from local merchants. A total of \$700 in prizes were awarded to members.



Mahalo! ❤️

## 2026 ANNUAL BUSINESS MEETING



Years of Service Recognition - Front Row Left to Right: Ronette Shimaoka, Aurielle Sambueno, Deena Gushiken, Treasurer-Necelyn Yamashiro, Vice Chair-Lenny Sugiyama  
Back Row Left to Right: President & CEO-Nicole Aguinaldo, Kristy Hardy, Chairman-Henry Kaaihue, Jr., Mel Pagay

Our Annual Business Meeting was also held on Wednesday, March 11, 2026, at our Kea'au Branch in the Shipman Business Park.

Lenny Sugiyama was elected to fill the vacancy on the five member Board of Directors for a three-year term. Congratulations Lenny!

Years of Service Awards were presented to staff by President & CEO, Nicole Aguinaldo, to Ronette Shimaoka (30 years), Mel Pagay (20 years), Kristy Hardy (10 years), Deena Gushiken (10 years), and Aurielle Sambueno (5 years).

We hope you join us next year for our 90th Annual Membership Meeting!!

## COMING SOON - AN ONLINE BANKING SECURITY UPGRADE

To strengthen the protection of your financial information, Big Island FCU will be introducing an upgraded login security experience for Online Banking and Mobile Banking. The new login process will incorporate a faster, more secure identity verification method.

Beginning in **May 2026**, you will receive a One-Time Passcode (OTP) directly on your phone via text or voice call whenever you log in from a new device, browser, or location. This enhanced approach provides stronger defense against unauthorized access and ensures a smoother, more reliable login experience.

To avoid any service interruptions, it is **essential** that your phone numbers on file are accurate and up to date. **Please log into your Online Banking account to review and update your contact information.** Keeping your phone numbers current ensures secure, seamless access to your accounts. Please contact us at **808.935.9778** for more information.

# Mahalo For Your Service & Dedication!!

Big Island FCU would like to recognize the following employee who reached a milestone anniversary in the 1st Quarter of 2026. Mahalo for your years of service and continued dedication to the Credit Union and its members. We appreciate you!!

**ANUHEA CHANG - LENDING MANAGER - 15 YEARS**

## BIG ISLAND FCU ATTENDS CAREER EVENTS

The 1st quarter of 2026 was full of great career day events and workforce fairs!! We are so honored to have been invited and allowed to share information about the great career opportunities at Credit Unions and share knowledge to improve financial well-being.



L to R: Destinee Pakani-Collections Manager, Ariana Ramo-Segovia-Security & Compliance Officer, Kawehi Moku-Lending Manager

**Na Leo O Na 'Opio Spring Career Expo**  
February 12, 2026  
Edith Kanaka'ole Multi-Purpose Stadium



L to R: Destinee Pakani-Collections Manager, Kawehi Moku-Lending Manager

**KSH Kula Waena La 'ini**  
February 13, 2026  
Kamehameha Schools Hawai'i Campus



L to R: Ariana Ramo-Segovia-Security & Compliance Officer, Destinee Pakani-Collections Manager, Kawehi Moku-Lending Manager

**Kea'au High School Workforce Fair**  
February 23, 2026  
Kea'au High School Gym



L to R: Aurielle Sambueno-Loan Officer, Ashley Rabago-Soi-Loan Representative II

**Kea'au Middle School Career Day**  
March 6, 2026  
Kea'au Middle School Campus

## More Control of Your Cards in Real Time COMING SOON!!

Over the next couple of months, we will be completing the implementation of a new feature that will give you a better card experience with your Big Island FCU Visa® Debit and Credit Card. It will be available in our mobile app and in our Online Banking platform.

Soon you will see a **Cards** option in both platforms, and you'll be able to perform tasks, such as:

- Lock/unlock your card
- Set spend limits
- Manage travel plans
- Report a lost/stolen card
- Receive real-time fraud alerts
- Push cards to digital wallets
- Location, transaction, and merchant controls

Control, convenience, and security at your fingertips! Coming your way soon!

Data rates may apply. Check with your mobile phone carrier for details.



### HILO

66 Lono Street  
Hilo, Hawaii 96720  
(808) 935-9778  
Loan Dept.: (808) 935-6665  
Mon-Fri 8:30am-5:00pm

### KONA

75-5737 Kuakini Hwy, Ste 101  
Kailua-Kona, Hawaii 96740  
Ph: (808) 329-8889  
Mon-Fri 8:30am-5:00pm

### KEAAU

16-594 Kipimana Street  
Keaau, Hawaii 96749  
Ph: (808) 930-2600  
Loans: (808) 930-2610  
Mon-Fri 8:30am-5:00pm

### WEBSITE

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

### EMAIL

[info@bigislandfcu.com](mailto:info@bigislandfcu.com)

### AUDIO RESPONSE

(808) 961-3316

### BOARD OF DIRECTORS

Chairman:  
Henry Kaaihue, Jr.  
Vice Chairman:  
Lenny Sugiyama  
Secretary:  
Loren Tsugawa  
Treasurer:  
Necelyn Yamashiro  
Director:  
Teresa Agpoon

### HOLIDAY SCHEDULE

Good Friday - April 3  
Memorial Day - May 25  
Staff Training - June 11  
Juneteenth - June 19  
Fourth of July - July 3



We do business in accordance with the Federal Fair Housing Law and Equal Credit Opportunity Act

Federally Insured By NCUA