



The first chartered credit union in the State of Hawaii

Fourth Quarter 2024

## INTERNATIONAL CREDIT UNION DAY - THURSDAY, OCTOBER 17, 2024

International Credit Union Day is a time to celebrate the credit union difference and to recognize the contributions that credit unions make every day in the lives of their members and their communities worldwide.

This year, we celebrate 76 years of International Credit Union Day under the theme "**One World Through Cooperative Finance**". It speaks to how credit unions and other community-based financial cooperatives are still bringing people together in these divided times to grow financial inclusion and well-being for all.

Big Island FCU is just one of more than 82,000 credit unions in the world serving 403 million members. We join our fellow credit union members in 98 countries to celebrate. Our credit union opened its doors in 1936 with the vision to serve you—our members. Since then, our goal has always been the same: to meet your financial needs and to provide you with opportunities that enable you and your family to succeed.

Please stop by any of our branches on Thursday, October 17, 2024 for refreshments.

**Mahalo for being a member of Big Island Federal Credit Union!**

**One World**  
through cooperative finance.



## Mahalo For Supporting The Food Basket

This year, through our Summer Skip-A-Payment promotion, members were able to skip their July or August loan payment and help support The Food Basket - Hawai'i Island's Food Bank. Since 1989, The Food Basket has been working hard to end hunger in Hawai'i County.

50% of all Summer Skip-A-Payment fees collected were donated to The Food Basket. Along with additional donations from members and staff, a total of **\$5,855.00** was donated to The Food Basket!

We are so grateful to everyone who participated in our Skip promotion and to all who donated to this great organization!



**THE FOOD BASKET**  
HAWAII ISLAND'S FOOD BANK



## We're Improving Your Big Island FCU Credit Card Experience!

We are so excited to be making some cool changes to our online credit card management features! These new features will give you more control and visibility over your card!

On **Tuesday, October 15, 2024**, we will be moving to a new credit card processing system. Some changes will be happening behind the scene, but there are a few important things for you to know:

- Your credit card number will remain the same and you will continue to use your current card.
- There will be a freeze on credit card payments from **October 9 - October 14**. All payments made in-branch during that period will be posted (with an effective date) on **October 15**.
- Our current Visa Online Access site will be unavailable effective **October 10**, our new site will be available on **October 17**.
- Any automatic credit card payments setup in our Online Branch will need to be set up again on **October 15**.

Thank you for your patience during this upgrade! For more information, please call us at 808.935.6665.

## New uChoose Rewards<sup>®</sup> Gift Card Redemption Options

### Earn Points Every time you shop

with your Big Island FCU Visa<sup>®</sup> Debit or Credit Card

REMEMBER: You must register your card at [uChooseRewards.com](http://uChooseRewards.com) to start earning points. Call us at 808.935.9778 for more information.

We've got exciting new gift card redemption options for you on [uChooseRewards.com](http://uChooseRewards.com)!

#### Variable Load Gift Cards

Cardholders now have the ability to choose the exact amount of money they want to add to gift cards offered for uChoose Rewards redemption. You still have the option of standard fixed amounts, but now you have greater flexibility in redeeming points!

#### Charitable Gift Card Options

There are 3 new charitable gift card options: Giving Good Gratitude, Giving Good Hope, and Giving Good Joy. Cardholders can redeem points at restaurants and retail stores listed on the card, and a portion of the proceeds will go to charities such as Habitat for Humanity, the Wounded Warrior Project, St. Jude Children's Research Hospital, the American Cancer Society, Feeding America, and Make-A-Wish.

## Christmas Shares Are Available Now!

Funds in your Christmas Share Account were transferred to your Share or Share Draft Account on October 1, 2024. Please review your account and contact us if you have any questions.

Open an account to start saving money for next Christmas! New Christmas Share Accounts can be opened from now until January 31, 2025. Stop by one of our branches and get started today!

### NOTICE OF NOMINATION AND ELECTION PROCEDURES FOR BOARD OF DIRECTORS

Two (2) vacancies on the five (5) member Board of Directors will need to be filled at the Annual Business Meeting scheduled for March 12, 2025.

#### NOMINATIONS

Nominations for these offices shall be made in 3 ways:

1. **Committee Nominations:** Nominations to fill the vacancy will be made by the Nominating Committee and presented to the Board of Directors by December 12, 2024.
2. **Petitions:** If any member becomes interested in being a nominee, a petition signed by at least 1% of the members (99 signatures) will enable his/her name to be on the ballot. Minimum age to sign the petition is 18. Petition forms will be available at the Credit Union offices. Deadline for receipt of the petition by the Committee is January 31, 2025.
3. **Nominations from the Floor:** Only if an office does not have any nominee will the Chairperson receive nominations from the floor at the Annual Meeting.

#### BALLOTING

1. Elections will not be held when there is only one nominee for each position.
2. Balloting will be conducted at the Hilo, Keaau and Kona Big Island FCU offices during regular office hours for the 3-day period from February 26, 2025 to February 28, 2025.
3. Results will be announced at the Annual Meeting on March 12, 2025.

#### QUALIFICATIONS FOR OFFICE

1. Must be a member in good standing with Big Island FCU
2. Must be at least 18 years of age
3. Must be bondable by Big Island FCU's Fidelity Bond Company

Sincerely,

Loren Tsugawa, Secretary, Board of Directors

### NOTICE TO MEMBERS OF BIG ISLAND FEDERAL CREDIT UNION

Big Island FCU has engaged with Kwock & Company CPA to perform a Financial Statement Audit pursuant to Section 715 of the NCUA Regulations for the period ending June 30, 2024.

As part of this audit, Kwock & Company CPA has recently distributed letters to a randomly selected group of members, requesting to confirm share account and loan account balances as of June 30, 2024, with your monthly statement.

You will be asked to confirm accuracy or indicate discrepancies by returning the letter directly to our auditors in a business reply envelope.

You may contact our auditors directly at:

Kwock & Company CPA  
1585 Kapiolani Blvd, Suite 1625  
Honolulu, HI 96814-4526



#### HILO

66 Lono Street  
Hilo, Hawaii 96720  
Ph: (808) 935-9778  
Loan Dept.: (808) 935-6665  
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

#### KONA

75-5737 Kuakini Hwy, Ste 101  
Kailua-Kona, Hawaii 96740  
Ph: (808) 329-8889  
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

Staff Training - October 14  
Veteran's Day - November 11  
Thanksgiving - November 28  
Christmas Eve - December 24,  
Close at 12:00pm  
Christmas - December 25  
New Year's Eve - December 31,  
Close at 2:00pm  
New Year's - January 1



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

**Federally Insured By NCUA**