



FOR IMMEDIATE RELEASE

April 3, 2023

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VIDEO FREEDOM & SAFETY WITH HAWAII CENTRAL FCU VIDEO BANKING

Launched in 2021 to accommodate members during the pandemic and keep our kupuna and other at-risk populations safe, Hawaii Central Federal Credit Union (Hawaii Central FCU) is well into year two of the program. Hawaii Central FCU President Drake Tanabe says, “We recognize our at-risk and kupuna populations may still feel more comfortable conducting business from home, and we are currently working on a broadcast project to continue to get the word out to those in need of these services.” The program has also seen success with members who are traveling abroad.

Available during normal business hours, Video Banking services are convenient and allow members to conduct most cashless transactions from home and across the globe. Services include opening an account, applying for a loan, e-signing certain documents and enjoying virtual in-person assistance. A link on the Hawaii Central FCU website’s homepage will connect members and those interested in becoming members to a video chat where they will be greeted by one of our video banking specialists.

“The feedback we have received is remarkable,” says Marketing Supervisor Mila Miyata. Whether the need arises from health-related issues, because members are abroad, or because members are simply unable to come into the branch, end-users are overwhelmingly satisfied with the convenience and member service. The digital services suite, along with Video Banking, includes online and mobile banking with remote check deposits. Convenience and safety are high on the list of priorities for Hawaii Central FCU with *Co-op shared branching services* and *surcharge-free access to First Hawaiian Bank ATMs* also offered as an alternative to coming into the branch.

MAIN BRANCH

681 South King Street
Honolulu, Hawaii 96813

HawaiiCentral.org

HARKNESS BRANCH

The Queen’s Medical Center

WEST OAHU BRANCH

The Queen’s Medical Center
West Oahu

MEMBER SERVICES

(808) 536-3677

CONSUMER LOANS

(808) 536-0833

REAL ESTATE LOANS

(808) 529-4599

NMLS #412820



About Hawaii Central Federal Credit Union

Founded in 1937, Hawaii Central Federal Credit Union is a member-owned, not-for-profit financial institution serving over 16,000 members and has over \$315 million in assets. Membership is open to all individuals who live, work, worship or attend school on Oahu.

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