

Membership Matters

GATHER FEDERAL CREDIT UNION

APRIL 2018

Soon You'll Be Gathering Cash at Our New ATMs

As part of our re-branding, we'll soon install new ATMs with expanded capabilities at all five branch offices of Gather FCU! In addition to quick access to cash withdrawals and transfers between your accounts, these advanced new machines will accept your deposits of both cash and checks!

Your Gather FCU Debit and ATM cards provide access to over 30,000 surcharge free CO-OP® Network ATMs nationwide.



Your Credit Union Is Changing Its Name to...



Why Gather FCU? From our humble beginnings, your credit union has always been a “gathering place” for people. Beginning with ten hard-working pineapple farmers back in 1954, our founders gathered together to share their financial resources and farming equipment. They believed together they could provide a better life for their families, for their community and for Kauai. They gathered and we grew!

Could anyone have predicted that this gathering of pineapple farmers would grow into the largest credit union on Kauai, with 34,502 members? Or that their pooled savings of \$595 would grow to reach \$486 million? And we've achieved this remarkable growth without losing our spirit of ohana. So, why introduce a change after 64 years of growth?

Our members are changing and their needs are evolving. They need new tools, knowledge and connections to help them succeed. Some members see Kauai Community Federal Credit Union as too traditional, formal and out-of-date. KCFCU doesn't convey the essence of who we are now or what makes us unique.



“Our new brand is more welcoming to our members. It embodies what it feels like walking into a branch each day.”

The process for naming was never about a catchy new name. It was solely focused on who we are and what we stand for. Our entire executive team, marketing team and board of directors came together to tell one story, our story. Our new name is the first word in our story.

We've always been about people helping people, and coming together. The name sounded a little funny at first, but as we went through hundreds of names, Gather kept rising to the top. It's exactly who we are! A credit union is a place where people gather together and do their business.

We are here to strengthen our community, to enrich our members' lives and to remind ourselves every single day that this is a family. This is the promise of Gather Federal Credit Union—our promise to you.





Solid Financial Performance and a New Identity

By Tess Shimabukuro, President/CEO

Our community credit union celebrated another successful year in 2017, and we're moving forward in 2018 with a new identity and bright outlook for the future.

Assets grew by \$27 million (5.90%); Member Savings grew by \$22 million (5.49%); Loans grew by \$27 million (11.66%). Net income for the year amounted to \$3.3 million. Now at \$486 million in assets, with \$267 million in loans to members and total member savings of \$434 million, your credit union remains financially stable and sound.

Throughout 2017, we continued to promote financial literacy, offering educational classes ranging from Understanding Your Credit Score to the ABC's of Home Ownership. We opened our third student credit union at Waimea High School and supported Bank Bus days at several elementary schools.

We also supported our community partners, donating to or volunteering for nearly 100 different charitable organizations. Our annual golf tournament raised \$36,000 for Wilcox Pediatric Services on Kauai via the Kapiolani Children's Miracle Network. To fight hunger in our communities, Kauai's credit unions collectively donated \$37,000 to the Kauai Independent Food Bank, with \$17,000 of that total coming from KCFCU.

To continue improving your banking experience, renovations are in progress at three of our branch offices. Our Kapaa office is undergoing an extensive remodel, and our Eleele and Waimea offices will also be updated. New state of the art ATMs will be installed in the coming months at all five office locations.

We've Been Doing It for 64 Years. KCFCU Is Now Gather FCU!

Renaming KCFCU to Gather FCU was a very big step. To make sure we got it right, we reached out for input and feedback from the membership and community over a two-year period. Rest assured, we are not changing our staff, business hours, account numbers or our full-service approach to serving your financial needs. Only our name has changed—not who we are.

To remain relevant with current and future generations, we must reach out and adapt to new opportunities. Our name change and brand refresh embrace this mindset. We are local, and will always be local, but in order to protect your assets and trust in us, we need to think globally.

The name "Gather" links us to our past, yet represents a brand promise to our members and community. Looking back at our original ten pineapple farmers who gathered in 1954 to pool \$595 to establish this credit union, we will be forever grateful for their commitment and sense of community.

Although we are a financial institution, Gather FCU is also a family—a family that has been dedicated to serving you for 64 years, and we promise to continue that dedication for many more years to come. Watch for a gradual transition to our new logo on interior and exterior signage, as well as on our marketing materials!

I thank you all for the trust and confidence you place in the Gather team. Please know how much we appreciate your membership!

Is Your Car Safe and Reliable? Shop the Ohana Motors Auto Sale, April 1-30

A reliable new vehicle makes island living safer and more fun! Get a great deal, low rate and affordable payments at the Gather FCU and Ohana Motors Auto Sale:

- Discounted pricing on hundreds of vehicles
- 1.00% loan rate discount on our current used auto rates
- Rates as low as 2.49% APR*
- Low or no down payment required
- Receive a \$50 Costco Card when your loan is funded



Apply online or drop by any of our offices for assistance.

*APR = Annual Percentage Rate. \$20,000 loan at 2.49% APR for 60 months = \$354.90 per month. Stated APR assumes excellent borrower credit history.

April Is Youth Month for Financial Literacy:

Let's Explore "The Science of Saving"

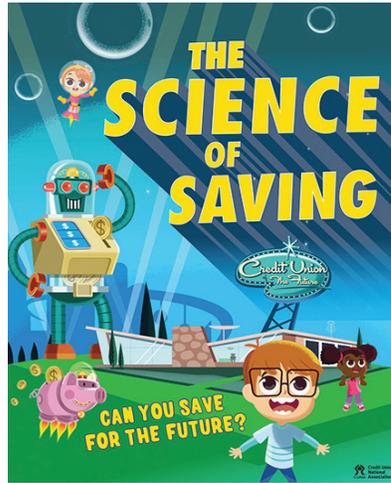
Every April, we promote financial literacy and good saving habits for the youth of Kauai. So, gather the kids and grandchildren and bring them in to open their very own savings accounts.

Whatever the ages of your children or grandchildren, Gather FCU has a youth account to meet their needs.

- Our **Building Blocks** account, for children ages 10 and under, awards a FREE gift each time they deposit \$10 or more.
- For youth ages 11-16, our **Smart Savers** program offers a savings account and FREE checking, including an ATM or debit card!
- Young adults ages 17 to 24 are automatically enrolled in the **Your Choice** program. It offers FREE checking with an ATM or debit card, plus access to Visa® credit cards, savings secured loans and auto loans.*

We look forward to seeing you and exploring The Science of Saving with your children and grandkids during Youth Month!

**Subject to credit approval. Applicants under 21 years old must show proof of independent ability to pay or have a qualified co-signer who is 21 or older.*

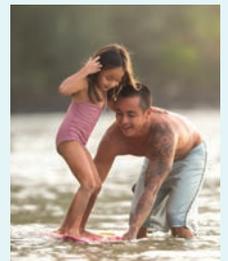


Protect Your Loved Ones With Low Cost Life Insurance from TruStage®

Gather FCU understands how important it is to protect the financial security of your loved ones. That's why we make Life Insurance easily accessible and affordable!

We offer Whole Life and Term Policy options from TruStage Life Insurance, underwritten by CMFG Life Insurance Company. These plans enable you to choose coverage levels and costs that fit your budget.

Visit www.gatherfcu.org and view the brief videos that present the features and advantages of each plan to help you determine whether a Whole Life or a Term Life policy will best serve your needs.



Kasasa Adds Value to Your Checking and Savings!

The Kasasa Checking benefits offered at your credit union continue to add extra value and savings for a growing number of members. No other checking program allows you to choose one of three rewards to match your lifestyle and preferences!

- **Kasasa Cash** – Earn 3.25% APY* on checking balances up to \$10,000.
- **Kasasa Cash Back** – Get 5% cash back (up to \$20 each month!) on your Gather FCU check card purchases.
- **Kasasa Tunes**® – Get \$10 in refunds on your iTunes, Google Play or Amazon® purchases each month, PLUS \$25 in download rebates at opening.

Add Kasasa Saver® and you can earn 2.00% APY on your Kasasa Cash or Cash-Back earnings on balances up to \$20,000. Even if you don't meet your monthly transaction qualifications, Kasasa Saver still pays you .02% APY on your full balance.

**APY = Annual Percentage Yield*



KASASA®

See all the Kasasa options and benefits at www.gatherfcu.org!

Please Do Not Park in Spaces Designated for Our Neighbors on Hardy Street

Now that most of the curbside parking on Hardy Street near our Lihue office has been taken away, finding parking has become more difficult. Out of respect for our neighboring businesses, we ask our members to not park in spaces reserved for other businesses. Some of our neighbor businesses only have a few parking spaces to accommodate their customers. Thank you for your courtesy and cooperation.



Kukui Grove West Office

4493 Pahe'e Street
P.O. Box 1447 • Lihue HI 96766
Fax 808.246.0246

Lihue Office

4434 Hardy Street • Lihue HI 96766
Fax 808.245.7180

Waimea Office

9936 Kaunualii Highway
P.O. Box 284 • Waimea HI 96796
Fax 808.338.0901

Eleele Office

Eleele Shopping Center
P.O. Box 148 • Eleele HI 96705
Fax 808.335.0234

Kapaa Office

985 Kipuni Way • Kapaa HI 96746
Fax 808.822.0771

Call Center 808.245.6791

Website www.gatherfcu.org

e-Mail info@gatherfcu.org

Gather Scoreboard

As of January 31, 2018

Total Assets: **\$485,963,789**

Total Shares: **\$435,068,078**

Total Loans: **\$267,802,035**

Members: **34,629**

Holidays

Monday, May 28

Memorial Day

Monday, June 11

King Kamehameha Day

Wednesday, July 4

Independence Day

This credit union is federally insured by the National Credit Union Administration.



We Do Business in Accordance With the Federal Fair Housing Law and the Equal Credit Opportunity Act.

This newsletter is published quarterly for the members of Gather Federal Credit Union. Information in this newsletter is subject to change. Access our Website for current rates and information. See Gather FCU's Truth-in-Savings booklet for important account restrictions and conditions.

Scams Are on the Rise... and They're Happening Here on Kauai!

Thousands of people each year lose money to telephone scams. These losses range from just a few dollars to life savings. Phone scammers will say anything to cheat anyone out of money. Callers are friendly and claim to work for a company you trust.

Here are just a few of the common phone scam offers to watch out for:

- Free travel packages
- Lower your credit card interest rate
- Charitable causes
- Free trial offers
- Foreign lotteries
- Business and investment opportunities
- Foreign job offers that ask for your personal information and resume



If you get a call from someone who is trying to sell you something you hadn't planned to buy or they pressure you for personal information, such as your credit card or Social Security number to update your account, it's more than likely a scam. Hang up and report it to the Federal Trade Commission.

Watch Out for Text Message Phishing or "Smishing" Scams

"Call back now to reactivate your credit card," or "Be the first person to visit this link and win a free gaming system!" Text messages like these are quick to grab attention. Scammers know this and target us with "phishing" scams via text message or SMS (short message service).

Text message phishing or "smishing" occurs when scam artists use deceptive text messages to lure consumers into providing their personal or financial information.

These criminals often impersonate a government agency, bank or other known company to trick you. The messages will ask consumers to provide usernames and passwords, credit and debit card numbers, PINs or other sensitive information they can use to commit fraud. Remember the following:

- Legitimate companies never ask for personal or financial information via text or email.
- Don't click on links in unsolicited texts, which are designed to steal personal or financial information stored on your device.
- Don't call a phone number in any unsolicited text message or respond to it for ANY reason.

Report all scams to: Federal Trade Commission, Bureau of Consumer Protection at (877) 382-4357 or online at www.consumer.ftc.gov.

