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Frequently Asked Questions about our move to 550 Paiea Street

On September 7, 2010 our branch operations will move to 550 Paiea Street near Honolulu International Airport. We're making some important preparations for this move, like:

- On June 30, our Airport Branch will close.
- After our move, our Main Branch will close on September 10.

Members have asked what all the changes and moves are for. Here's a short collection of frequently-asked questions that can help you understand what's happening.

As always, if we haven't answered your own questions, please call us!

Q: So you're losing a branch by closing the Airport Branch?

A: Yes, but since it was shared space with another credit union, it was always temporary. Our Airport Branch was set-up as an interim solution while we looked for suitable, permanent space in the airport area. Now that we've found that space, we're closing our original Airport Branch.

Q: But why close both and re-open at the New Airport Branch?

A: Now that this New Airport Branch is also convenient to Honolulu International Airport, consolidating both of our operations into this one new location just made sense. This new location solves the problems we have at our 2200 Kamehameha location, and also serves the needs we originally intended our old Airport Branch to solve. Now, our branch staff will be available to members in a location that's **convenient to the airport & freeways**, available with **ample parking**, and best of all, not **"out of the way!"**

Q: Are there any staff changes? Is this a reduction in operations?

A: No. We're keeping all our staff, and we're not reducing operations. In fact, we've found new space that helps us do more in a smaller space, but helps us serve members more efficiently!

Q: Will phone numbers change?

A: No. Our phone numbers and fax numbers will all be the same.

This credit union federally insured by the
National Credit Union Administration,
a U. S. Government Agency

Q: What about the credit union's mailing address? Like for payments?

A: As our move gets closer, we'll inform members of any new mailing addresses for payments. Awhile back, we shared a post office box, but since then we've used our 2200 Kamehameha address. We may switch back to a post office box, but only for certain items. Again, we'll inform members of any changes as the move gets closer.

Q: So why not keep the 2200 Kamehameha location?

A: Vacating our 2200 Kamehameha location to coincide with this move to our New Airport Branch allows us to now begin a search for the possibility of additional locations. There is no plan yet to add a 2nd branch after September 7, but vacating 2200 Kamehameha allows us to keep our eyes open!

Q: My checkbook has the old address, will I still be able to use it?

A: Absolutely! All checks, debit cards, and other financial documents will be honored no matter the address that is displayed on your items. We have begun to make updates on these items, but you will continue to be able to use all features and functions even after the move.

Q: Will there be any system down time during this move?

A: No! As you know, we've been upgrading each part of our systems since 2008, and as a result, even during our move, and even while all equipment is being transported, you will not see any downtime caused by our move. ***You'll be able to access Telephone AccessLine, Internet AccessLine, AccessLine Bill Pay, all ATM transactions, all Visa® debit card transactions and withdrawals, all Visa® credit card transactions, and any other transactions as you normally do on any given day.***

In fact, you'll still be able to telephone us and leave messages or e-mail us even during the move!

Q: I have a pending loan transaction waiting, will that be impacted or delayed?

A: No. Our Loan Officers, or anyone on our staff who is helping you will be able to work with you to devise a timeline that will not be affected by our moves.

Q: What's the actual timeline of the move?

A: It's really simple, and actually, you will not have a period where you will be without a branch to visit for all the transactions and services you've come to expect. Here's a simple flow-chart of what to expect:

On June 30, 2010

Our old Airport Branch closes.

- After this day, you will not be able to use this branch.
- Please visit us at our old Main Branch.

On September 7, 2010

Our new Main Branch opens.

- On this day, you will be able to use our new Main Branch for all branch services.

On September 10, 2010

Our old Main Branch closes.

- After this day, you will not be able to use this branch.
- Please visit us at our new Main Branch.

Here's a simple calendar layout of the days where our branches will be available to you:

July							August							September						
				1	2	3	1	2	3	4	5	6	7				1	2	3	4
4	5	6	7	8	9	10	8	9	10	11	12	13	14	5	6	7	8	9	10	11
11	12	13	14	15	16	17	15	16	17	18	19	20	21	12	13	14	15	16	17	18
18	19	20	21	22	23	24	22	23	24	25	26	27	28	19	20	21	22	23	24	25
25	26	27	28	29	30	31	29	30	31					26	27	28	29	30		

2200 Kamehameha

550 Paiea

BOTH 2200 Kamehameha & 550 Paiea