



January 10, 2023



**Lessons of Generation Flux — Succeeding in an Age of Chaos**  
**Date: Wednesday, February 8, 2023**  
**Time: 9:00 – 10:00 AM HST**

[Register Here](#)



This multicultural and multigeneration research includes the Native American, Native Alaskan, Indigenous, and Multiracial consumer perspectives. It gives insight into how the pandemic has impacted consumer finances and aims to provide credit unions with the knowledge to better serve all consumers and live

into our founding purpose of people helping people.

[Read more](#)

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Over 60% of fraud losses from account takeovers involve the call center (as fraudsters often talk to an agent when attempting to change passwords or contact information). Illuma provides frictionless voice authentication and fraud prevention for credit union contact centers to substantially reduce call handle times, improve member experience, and increase account security.

[Read more](#)

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We know how hard it is to keep up in the unpredictable and ever-changing financial landscape. But, you'll always be one step ahead with JMFA.

JMFA, a League business partner, offers a comprehensive overdraft solution

and continues to evolve so your credit union can maximize results and stay compliant, year after year. Explore JMFA's latest program enhancements by [checking out these videos](#).

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If you have any questions or comments concerning this newsletter, please contact Becky Jandoc at [becky.jandoc@hcul.org](mailto:becky.jandoc@hcul.org) or directly at 808.203.6416 or for neighbor islands toll-free at 1.888.331.5646, ext. 416.

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