

# Hawaii Credit Union League



January 3, 2024

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## [TruStage™ Winter 2023 Report](#)

Terrance Williams, President and CEO

Over the past six months, I've had a chance to meet hundreds of credit union leaders in every corner of the country, all bringing different perspectives and experiences, and representing membership bases as diverse as our country.

These leaders deal with remarkably different circumstances on a daily basis, but a commonality shines through: credit unions are an invaluable ally for middle-market consumers.

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## [Loan Review Benchmark Survey Results - 2023 Edition - Abrigo](#)

Understanding the latest loan review benchmarks and trends.

The 12th annual loan review industry survey from Abrigo (formerly DiCOM) reveals key loan review trends from financial institutions ranging from \$100 million to \$100 billion in assets. It also highlights some of the key challenges that loan review teams are facing and what strategies they are employing to

overcome them.

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Relationships matter! Through our white-label, relationship-based lending platform, we empower credit unions to improve the financial well-being of their members and communities by offering small dollar loans anytime, anywhere, from any device in less than a minute.

QCash is a proven solution originally developed by WSECU and now offered through QCash Financial, a CUSO. Together, with credit unions, we are advancing financial inclusion through access to Life Event lending resources when members need it the most.

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Serve your members in the channel of their choice – Text, Chat, Digital Audio, Video, Phone. Automate over 40% of your front-line issues across all channels and unlock actionable insights from voice and digital data with the industry's only AI and Digital First Contact Center solution designed for Credit Unions.

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Hawaii Credit Union League  
2024 Annual Convention  
April 25-27, 2024  
Hilton Hawaiian Village

Navigating  
a Changing  
Landscape

[Mark your calendar and join your credit union ohana at our 2024 Annual Convention!](#)



STANDING WITH MAUI CREDIT UNIONS  
AND THE COMMUNITIES THEY SERVE

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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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