

# Hawaii Credit Union League



March 21, 2023



**CECL 2023: The importance of Robust Indicators and Critical  
Economic Considerations**

**Mar 23, 2023 • 8:00 am HST**

[Register Now](#)

Join City National Rochdale & CUNA Mutual on Thursday, March 23rd, at 8:00 am HST for a webinar to hear from Bob Larson of CUNA Mutual and Paul Single from City National Rochdale. Bob will share how the rate environment has impacted credit union financials and navigating within CECL, while Paul will discuss outside economic factors in the market and what we can expect in the future.

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For credit unions, the member experience directly affects member loyalty. And the impact of that loyalty can have a ripple effect that lasts for generations. In fact, 39% of children have a savings account in the U.S., usually at the same financial institution their parents use.

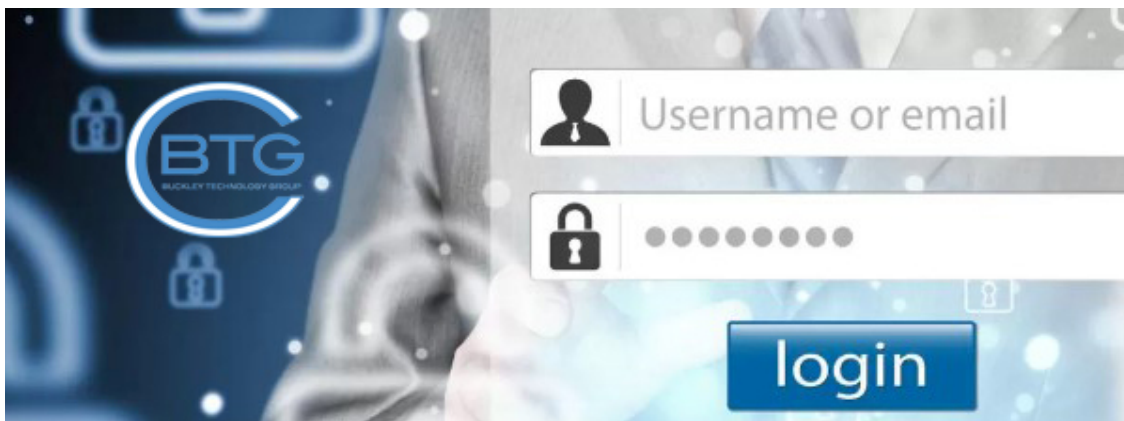
So how can you foster a loyalty-inducing member experience at your credit union?

[Read our latest blog post](#) to learn how you can tap into user data and personas to fine-tune your credit union's operations and improve the member experience.



Discover how to stay abreast, and profitable as markets adjust.;

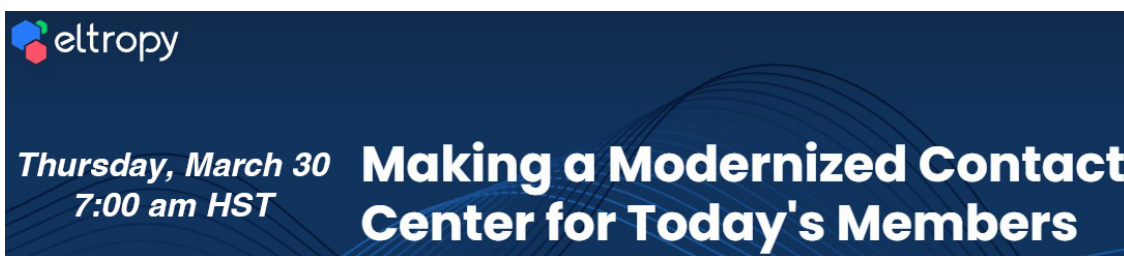
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Earlier this year, BTG shared [exam preparation insights](#) following the release of [NCUA's 2023 Supervisory Priorities](#). One of the priorities included an update to the Information Security Examination (ISE) procedures. The ISE procedures outline exam statements grouped within three levels, which are based on the size and complexity of the credit union.

[Read more](#)

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Contact centers across the country have heard the word **efficient** time and time again. Whether it's being more efficient with the staff you have in place, using time more efficiently to cut down on AHT and FCR, or being able to tackle fraud with higher efficiency, the word (and its grammatical variations) are in constant focus for contact center teams of all sizes.

[Read more](#)

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With regulators focusing more on these issues than ever, a closer look at your overdraft practices is in order. Learn more about strategies to minimize overdraft risks associated with technology, communication, and litigation.

[Read more](#)

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