

Na Leo O Atlas

Atlas Insurance Agency - Your Navigation Partner



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Happy Halloween!

At our spooktacular Halloween event arranged by our Office Activities Committee (OAC), the Atlas team got the chance to dress up and share street tacos and Halloween treats. Big thanks to those who joined our costume contest, we love seeing your spooky outfits! Let's give a round of applause to our costume contest winner, Bill Sandkuhler as Dr. Emmett Brown from Back to the Future! Also, shout out to our runner-ups: Brenda Pa as a Japanese Onsen and Todd Tamori as Ken Fujiwara. (a fellow Atlas colleague)



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CORE VALUES

**Pono
Lokahi
Alaka'i
Ho'okele
Kakou
Imi'ike**

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Happy Halloween!, Cont.



Happy Halloween!, Cont.



Happy Halloween!, Cont.



Client First Program

Customer Satisfaction

Atlas recently began working with Market Trends Pacific to survey clients on our performance. We started to gather our positive comments and would like to begin sharing it with the company. Here is what our clients are saying about us!

“We work with Justin in the personal lines department for our personal home/hurricane, rental home/hurricane, new owner builder/hurricane, auto and umbrella insurance policies. We also have a small business with the commercial side of Atlas Insurance. Whenever we email Justin with questions or if we need help he is always there with prompt and knowledgeable service. We live on another island (Hawaii Island) from the Atlas main office on Oahu but it does not make any difference. Customer service is always excellent and we feel secure knowing our insurance needs are being cared for.” *Maly, Kepa, & Irmalee*

“Professional and friendly working attitude that I received from Bryce Nishiyama and other people in Atlas. I appreciate their understanding and kind heart towards their clients. Thank you all again!” *Unknown*

“Melanie kept in constant contact and answered all questions that I had about acquiring homeowner's insurance. She patiently explained and led me through all of the options till the successful end of the process. I am fully satisfied with the end product.” *Vernon O.*

“Sometimes my request for assistance is made without too much advance notice. The team always comes through, and always on time!” *Jamie L.*

“They provide coverage to folks in areas where the alternative would be having to pay out lots of money so I am thankful for that. Also, my new agent, Ken is friendly and attentive to my needs. Overall I would rate them very well. Mahalo.” *Ashley H.*

“Ms. Melanie Vierra is excellent for me. I really appreciate it very much. She is very intelligent and knows a lot of matters very well. Thanks to her very much.” *Chikako N.*

“Thank you for letting me air the difficulty I had before Irene Zilisch (Maui Branch) helped me return to having the insurance coverages I needed after a parent company dropped my home insurance without warning two-months before renewal. Irene reached out to me and helped me with coverage at the nth hour when I had nowhere to turn.” *Blanche S.*



Welcome, Logan!

Please welcome Logan Green to our Atlas Ohana! Logan is an Account Executive in our Commercial Sales & Retention unit servicing both Property & Casualty and AOA clients. He brings years of industry experience working worldwide in places like Australia and, the UK before eventually landing in Texas where he was an Account Executive at Marsh USA. Most recently he was at Brown & Brown as a Commercial Lines Team Leader.

Welcome, Logan!



Welcome, Natalie!

Please welcome Natalie Henriksen! Natalie recently moved to Hawaii from Minneapolis, Minnesota and is an Account Manager in our Commercial Lines Operations unit. She spent most of her career working for Marsh & McLennan Agency where she gained her insurance knowledge and experience and was recently a Client Executive in the business insurance and national account's sector.

Let's give Natalie a warm welcome to the Atlas Ohana!

Welcome, Nake'u!

Please welcome Nakeu Smith to our Atlas Ohana! Nakeu is an Account Manager in our Benefit's unit. He brings industry experience working for HMSA in various client servicing positions. Most recently he worked for UHA where he was a Client Services Liaison developing strategies to retain employer groups in addition to growing memberships.

Welcome, Nake'u!

welcome



EPIC—Volunteer Day!

This month, EPIC (Encouraging Professionals, Inspiring Collaboration) volunteered to help Atlas client Child & Family Services' (CFS) Gala. Volunteers were allowed to use our Malama hours to help CFS set up centerpieces for almost 100 tables for their Gala. The Gala helped raise over \$1M for CFS, which will be used to help fund their programs in the State of Hawaii. Mahalo to the Atlas EPIC members that volunteered: Casey Nakagawa, Chase Kurosaki, Christopher Wong, Emily Rawlings, Jana Mukogawa, Jason Adaniya, Katherine Shofran, Kenna Santos, Lisha Nakamura, and Matthew Terry.



PL Referrals!



Our Personal Lines Referral Program is still active! Please continue to refer your friends and family (all islands) for a personalized **Insurance Analysis**. Staff receives **\$25** per referral and then **\$25** for every referral bound.

If you would like to participate in this program, please contact Irene Zilisch, at (808) 533-8704 or izilisch@atlasinsurance.com. Here are the staff that helped with the program for the month of October 2023!

Top: Christen Tominaga, 1 bound; Chris Freeland, 2 bound; Elaine Panlilio, 2 referrals; Bottom: Jason Adaniya, 1 referral; Tracie Akai, 2 referrals, 1 bound; Tricia Miyashiro, 1 referral.

Toastmasters

By: Ken Fujiwara

Our Toastmasters club, Atlas Olelo Hui, had an electrifying October meeting, and it's time to relive the highlights. Colissa Kagihara, our gracious host, kickstarted the meeting with an enthralling theme, "Halloween Costume." What followed was a journey down memory lane as our speakers shared their all-time favorite Halloween costumes.

We were thrilled to announce Zhi Hao Liu as this month's meetings Best Speaker, impressing everyone with his icebreaker speech titled "A Life of Video Games." Zhi Hao's speech was a heartfelt walk through of his cherished video game experiences, conjuring up nostalgia and whisking the audience back to their own childhood memories. Congratulations, Zhi Hao, on a job well done!

As we embrace November, we're excited to inform you that our next meeting is just around the corner on November 21st. If you're not already a member of Atlas Olelo Hui, we warmly encourage you to join us as a guest and experience the magic of Toastmasters firsthand.

Don't miss the chance to unlock your speaking potential, gain confidence, and connect with fellow professionals. Atlas Olelo Hui is here to help you refine your communication skills and become an even more effective communicator in a relaxed atmosphere.

Stay tuned for more exciting meetings, inspiring speeches, and valuable experiences. See you on November 21st!



Atlas Rise & Grind Treat—Otazuya!

This month our Atlas team enjoyed delectable cheesecake brownies and lemon bars for our 'Rise and Grind Café Treat of the Month' made by Otazuya. A big mahalo to the "OTA" sisters for making delightful treat!



Atlas Rise & Grind Treat—Otazuya!, cont.



Risky Business Corner

Do You Speak WC? (Worker's Comp)

Decoding WC—Part II

By: Adrene Thompson



Common Medical Acronyms

ACL – Anterior Cruciate Ligament
CTS – Carpal Tunnel Syndrome
DDD – Degenerative Disc Disease
DME – Durable Medical Equipment
Dx – Diagnosis
FCE – Functional Capacity Evaluation
F/U – Follow up
Fx - Fracture
Hx - History
LOC – Loss of Consciousness
LOV/NOV – Last Office Visit/Next Office Visit
MT – Massage Therapy
MCL – Medial Collateral Ligament
MMI – Maximum Medical Improvement
OA – Osteoarthritis
OT- Occupational Therapy
ORIF – Open Reduction and Internal Fixation
PE – Physical Exam
PRN – Pro re nata (as needed)
PT – Physical Therapy
PTP/PCP – Primary Treating Physician/
Primary Care Physician
RCT – Rotator Cuff Tear
RFA – Radiofrequency Ablation
RTC – Return to Clinic
Rx – Medication/Prescription

S/p – Status post

Sx – Surgery or symptom

TBI – Traumatic Brain Injury

TKR – Total Knee Replacement

Tx – Treatment

TXPL – Treatment plan

WC/WH – Work Conditioning/Work
Hardening

Common WC Forms

WC1 – Employer's report of
industrial injury (also known as
FROI)

WC2 – Physician's report

WC3 – Carrier's case report

WC5 – Employee's claim for WC
benefit

WC5A – Dependents' claim for WC

WC14 – Employee's wage report

WC77 – Application for Hearing

Medical Professionals (other)

DC – Doctor of Chiropractic

PA – Physician Assistant

ND – Naturopathic Doctor

LAc – Licensed Acupuncturist

Atlas Gives Back!



F O U N D A T I O N

The Atlas Insurance Agency Foundation continuously gives back throughout the year with corporate sponsorships or straight donations to organizations/ non-profits. Please don't forget that Tradewind Group will match your personal donation to a 501C3 \$1.00 for \$1.00, up to \$500 per employee. Contact Dana Tokioka at dtokioka@atlasinsurance.com for more details.

\$7,500



\$5,000

\$5,000



HONOLULU Festival

\$3,000



\$2,500

