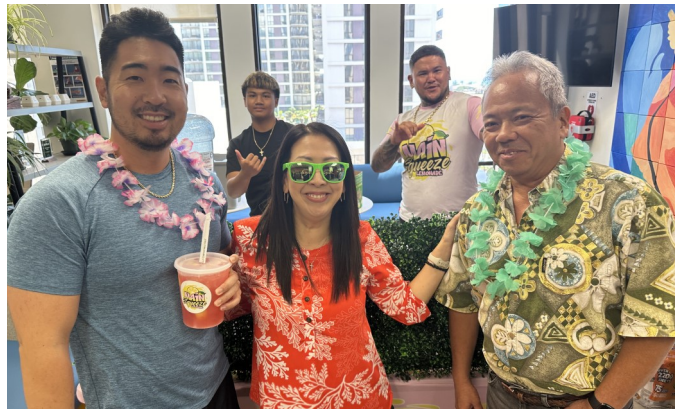




Volume 20, Issue 6  
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### Hello Summer!

To Kick-off the summer, the Office Activities Committee (OAC) coordinated and treated our employees to delicious refreshments from Main Squeeze Lemonade. It's a perfect way to brighten our day and enjoy a little break together. We also were able to sport some summer sunglasses and enjoy some beach balls to toss around while enjoying these refreshing drinks!



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### CORE VALUES

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

Email Article Submissions to:  
kribilla@atlasinsurance.com



## Hello Summer!, Cont.



### Welcome, Ricky!

Please join us in welcoming Ricky Dettmann to the Atlas Ohana! Ricky is an Account Manager III in our Commercial Lines Operations Unit. Most recently, Ricky was a Key Account Manager at the Accel Group in Iowa and a Senior Client Services Manager II at Gallagher. He holds a degree in Business Administration & Management with a focus on Business Law & E&O from Des Moines Area Community College. Welcome, Ricky!



### Welcome, Sam!

Please welcome Sam Sotoa to the Atlas Ohana! Sam is an Account Manager III in our Commercial Lines Operations Unit. He comes to us from DB Insurance where he was a Commercial Lines Underwriter for five years. He holds his Bachelor of Arts in Business Administration with a concentration in Accounting and Finance and a Certificate in Risk Management and Insurance from the UH - West Oahu. Sam also holds an AA in Liberal Arts from Leward Community College and assists Tihati Productions as a Sound Technician. Welcome, Sam!

### PL Referrals!

Please continue to refer your friends and family (all islands) for a personalized **Insurance Analysis** for our Personal Lines Referral Program! 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](mailto:izilisch@atlasinsurance.com). Here are the staff that helped with the program for the month of June 2024!

*L to R: Carol Davis, 1 referral; Elaine Gascon, 4 Referrals; Grant Murakami, 1 referral, 1 bound; Jessica Pippin, 1 referral, 1 bound; Lisa Antonio, 1 referral; and Tracy Akai, 1 bound.*



## Atlas Rise & Grind Treat—Cotti Coffee!

For this month's Rise & Grind Treat, our team enjoyed strongly brewed coffee with creamy coconut milk (order: Coco Cotti) from Cotti Coffee, the first in the US! It's the perfect pick-me-up to keep us energized and ready to serve our incredible clients.





## HUGS House!

We had the honor of volunteering at the HUGS House! We prepped goodie bags for their SibCamp event, packed food boxes, painted the event banner, and even managed to squeeze in some time for lawn maintenance. HUGE and special thank you to Carol Davis, Dani Ulmann, Debbie Hagihara, Grant Murakami, Jimmy Lui-Kwan, Kanani Cuevas, Libby Aldosa, Kristen Ribilla, and Scott Nekoba and Scott's daughter, Emma for being there. We are proud to support such a wonderful organization and community partner!



## Client First Program

### *Customer Satisfaction*

**AWESOME**

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

“In all the years that I have been a client w/fire and hurricane insurance coverage, I have not had any bad experiences and recently when the hurricane insurance company changed over to from Palomar to Laulima, I received a letter from Laulima in December of non-payment and called your company for follow-up. Cynthia Ho called me back and said my Mortgager ASB was to have made payment and that she would look into the problem. On January 18th I received a phone call from Ariana Abadam that payment was made. On Feb 21st I received a letter from Laulima that they received payment and the policy was reinstated. Mahalo to these fine agents who were very helpful in getting this problem resolved.” *Patricia K.*

“I truly enjoy working with Matt Arine. I've referred all my customers, friends, and family to Matt. I even tried to transfer all my personal policies to him but he's so ethical that he didn't want to take the business away from a colleague but I am hopeful he will take all my real estate policies umbrella policies soon.” *D & M Properties, LLC*

“Ross Hoota, was an outstanding agent. Helpful and knowledgeable.” *Alvin F.*

“Nathlie was easy to work with the agent, answers EVERY question with clear answers/so friendly. The coverage is amazing/the price is worth it/the agents are knowledgeable and answers questions with explanations that are easily understood.” *Kathleen C.*

“Very quick response from our agent Romela, whether I had a question about one of our policies or something that needed attention.” *Gary & Christine Y.*

“I would like to inform you that Christopher is an asset to Atlas Insurance. I wanted to take the moment to express my sincere appreciation for his exceptional dedication towards customer service. He has a pleasant way of connecting with customers On a personal level. He is a great listener! Through emails and phone calls we accomplished this transaction. On May 6, I explained to him what was going on with my son SR22 that needed to be reinstated. His urgency to follow up and send papers to Motor Vehicle Safety Responsibility Act took care of the transaction that by May 8, morning the SR22 and policy was in place and my son's license was lifted from being suspended.” *Philomena (Phil) R.*

## Who's Who of Toastmasters

By: Cale Guillermo

We are excited to announce that our Atlas 'Ōlelo Hui Toastmasters club recently held our officer transition meeting, and we have a fantastic team of new officers ready to lead us into a productive and inspiring year. Please join us in welcoming our new club officers:

**President:** Katherine Shofran, AOA Account Manager in Commercial Lines Operations  
**VP of Education:** Lorraine Duque-Reyes, Assistant Vice President of Human Resources at Tradewind Group

**VP of Membership:** Zhi Hao Liu, Account Manager in Commercial Lines Operations

**VP of Public Relations:** Cale Guillermo, Marketing Project Specialist

**Secretary:** Jana Mukogawa, Account Executive in Commercial Lines Sales

**Sergeant at Arms:** Christopher Singhavara, Sales Account Manager in Personal Lines

We are incredibly thankful for these dedicated individuals who have stepped up to serve in these important roles. Their commitment and enthusiasm are vital to the continued success and growth of our club.

If you are interested in joining Toastmasters and improving your public speaking and leadership skills, please reach out to our President, Katherine Shofran, at [kshofran@atlasinsurance.com](mailto:kshofran@atlasinsurance.com) for more information. Let's make this year our best yet!



## *Risky Business Corner*

### Chill Out, It's Summer!



**By: Kevin Crawford**

Summer brings longer days and plenty of sunshine, but with it comes the challenge of staying cool during soaring temperatures. The sweltering heat can lead to various heat-related illnesses, some of which can be serious if not addressed promptly. The following are common heat-related illnesses and tips for preventing them.

**1. Heat Syncope**—is when someone suddenly faints due to being in a hot environment, especially after standing for a long time or getting up quickly from a sitting or lying down position. Heat syncope occurs as the body tries to cool itself down by widening blood vessels, which, in turn, can cause blood pressure to drop. This can make it hard for enough blood to reach the brain, leading to fainting. Usually, lying down and elevating the legs can help individuals recover quickly. Symptoms are dizziness, lightheaded, nausea, blurry vision, rapid heart rate, sweating. Those not used to the heat, older adults, people with heart conditions and those taking medications that affect blood pressure have a higher risk of heat syncope. To prevent heat syncope, drink plenty of water, wear light, loose-fitting clothes, and take regular breaks in cool or shaded areas. Additionally, avoid getting up too quickly from a sitting or lying position to keep your blood pressure steady.

**2. Heat Rash**— occurs when sweat ducts become blocked and trap sweat beneath the skin. Common in hot, humid environments, it often affects areas where skin folds or where clothing creates friction. Symptoms are small, red bumps on the skin, itchy or prickly sensations, slight swelling. Excessive sweating, tight clothing and prolonged periods of physical activity can increase your risk of developing heat rash. You can avoid it by wearing loose-fitting clothes with breathable fabrics, such as cotton or linen. Also, refrain from using thick lotions or creams that may clog your pores, and use fragrance-free soaps that won't dry or irritate your skin.

**3. Heat Cramps**—When you sweat excessively due to heat or physical activity, it can cause an imbalance in electrolytes, which can lead to muscle cramps or spasms. Although heat cramps aren't typically serious, they are a sign the body is struggling to cope with the heat and that further measures should be taken to prevent more severe heat illnesses from occurring. Symptoms are tight muscles with mild to severe pain, flushed or moist skin. Heat cramps are common for those who work outdoors. Even if you're mostly indoors for work, your risk of developing heat cramps increases if you have preexisting conditions, are on a low-sodium diet or are taking certain medications (e.g., blood pressure pills, diuretics or antidepressants).



## *Risky Business Corner*

### Chill Out, It's Summer!, Cont.



**By: Kevin Crawford**

If you start feeling heat cramp symptoms, immediately stop any activity and get out of the heat, if possible. Stretch and massage the cramping muscle and apply a cold compress. You may also drink milk, coconut water, sports drinks or an oral rehydration solution to replenish your body's lost electrolytes.

**4. Heat Exhaustion**— A serious condition that occurs when the body loses an excessive amount of water and salt through sweating. Without intervention, heat exhaustion can escalate to heatstroke. The symptoms of heat exhaustion can appear suddenly without warning or develop gradually over time. Symptoms are pale, moist skin, weakness, dizziness, nausea, headache, muscle cramps, high fever. You are more likely to experience heat exhaustion if you engage in strenuous physical activity in hot, humid environments. People not acclimated to high temperatures (such as those living in cooler climates who suddenly encounter hot weather) are also at higher risk. In general, the elderly, young children and individuals with chronic health conditions like heart disease or diabetes are the most susceptible to heat exhaustion. If someone is experiencing heat exhaustion, move them to a cool place and remove unnecessary clothing like jackets or socks. Offer them cool water to replenish fluids, then use a spray bottle or damp cloth to apply cool water to their skin. Fanning them and placing cold packs on their neck can also help.

**5. Heatstroke**—If not treated, can lead to life-threatening heatstroke. Heatstroke happens when the body's temperature regulation fails and body temperature rises to 104 F or higher. Symptoms are disorientation, loss of consciousness, hot and dry skin, rapid pulse. Heatstroke requires immediate medical attention to prevent permanent damage or death. If you see someone possibly suffering from heatstroke, call 911. Until help arrives, remove excess clothing and drench the skin with cool water. Place ice on the neck, armpits and groin to help cool the body down. If the person is alert, give them cool fluids to drink.

#### **Summary**

Summer heat can be more than uncomfortable; it can threaten your health. When left untreated, heat-related illnesses can become life-threatening.

