

Na Leo O Atlas

Atlas Insurance Agency - Your Navigation Partner



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Welcome Insurance Factors to the Atlas Team!

We're excited to announce that Insurance Factors has joined the Atlas Insurance Agency ohana! Now known as Insurance Factors, an Atlas Insurance Agency Company, the partnership officially began on November 1, 2024. Like Atlas, Insurance Factors had been serving Hawaii for 90+ years and this partnership broadens our support for local businesses across Hawaii. We eagerly welcome the expertise and dedication of the Insurance Factors, an Atlas Insurance Agency Company team and we hosted a special lunch to warmly welcome the newest members of the Atlas Ohana. To make the day even sweeter, Porch Honolulu Cafe served us their delicious Strawberry Butterfly and Matcha Mango drinks for our monthly Rise & Grind Cafe Event. It was a perfect way to connect, share stories, and celebrate our united future!

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CORE VALUES

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

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Welcome Insurance Factors to the Atlas Team! , Cont.



Thanksgiving Treat!

A big mahalo to the Office Activities Committee (OAC) for treating the team to a taste of local favorites this holiday season! Each employee received a delicious Zippy's Local Favorites platter certificate and a unique seasonal treat—a pumpkin Manapua from Chun Wah Kam! We're grateful for these thoughtful gestures that bring everyone together.



Thanksgiving Treat!, Cont.



Atlas Doing Things!

Atlas Insurance was proud to join the Honolulu Walk to End Alzheimer's, alongside our very own VP of Benefit Consulting, Kimberly Soares, who serves on the Hawaii leadership board for the Alzheimer's Association. Together, we stepped up to raise awareness and support research for a future without Alzheimer's.



Our EPIC (Engaging Professionals Inspiring Collaboration) club partnered with Kupu for a rewarding day of service with Malama Maunaloa. We removed over 350 pounds of invasive algae, helping to restore balance to the bay's ecosystem and protect Hawaii's natural beauty.



Atlas was also proud to support Lanakila Pacific's Meals on Wheels program alongside other Tradewind Group employees, helping to pack meals in preparation for delivery to kupuna in our local community.

Mahalo to all the volunteers that are making a positive impact—your hard work makes a difference in our community and environment!

Congratulations, Tracie!

We are pleased to announce that Tracie Akai has been promoted to the role of Risk Control Supervisor in the Client Consulting Services (CCS) Department. In this new role, Tracie will aid in overseeing various day-to-day activities and team development due to her deep industry knowledge. She will also provide essential guidance and coordinate support for the Risk Consultant team, especially as last-minute service requests come in or emergencies arise. Whether it is tackling a tough challenge or guiding others through complex scenarios, she has offered the insights and support we need. This new layer of responsibility will allow her to do even more to help CCS grow and prosper. Her guidance will be invaluable as CCS continues to grow, and Atlas expands its footprint in the insurance industry. We look forward to her continued contributions and success!



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.

Here are the staff that helped with the program for the month of November 2024!



Della Nakamoto, 2 referrals, 2 bound; Elaine Gascon, 4 referrals; Elaine Panlilio, 1 referral; Jana Mukogawa, 4 referrals, 2 bound; Paige Wilson, 1 referral; Pam Varma, 2 referrals, 2 bound; Sean Satterfield, 2 referrals; Shane Choi, 2 referrals; Terri Workman, 1 referral, 1 bound; Tom Allen, 1 referral.

Welcome, Delina!

Please join us in welcoming Delina Ortiz to the Atlas Ohana! Delina is an Account Manager in our Personal Lines unit. Before joining the Atlas team, Delina was a Sales Account Manager at State Farm, developing new business opportunities and expanding partnerships. She also managed customer accounts and relationships and implemented an account management system. Before that, Delina was a Business Development Manager at a property management company in California. Welcome, Delina!



Welcome, Jessica!

Please join us in welcoming Jessica Lucas to the Atlas Ohana! Jessica is a Sales Account Manager in our Personal Lines unit. Jessica was a Commercial Account Manager at USI Insurance Services where she oversaw client coverage and coordinated with sales agents to maintain client relationships. Before that, Jessica was a Licensed Insurance Agent with GEICO. In addition to her insurance industry experience, Jessica has experience in sales and management. Welcome, Jessica!

Welcome, Luisa!

Please join us in welcoming Luisa Shiroma to the team! Luisa is an Account Manager I in the Benefit Consulting Unit. Most recently, Luisa was a Regional Producer with American Income Life, where she trained and educated new agents and union members on conducting presentations, onboarding, scheduling, and policy updates. She brings over 10 years of experience in customer service, sales, and administrative support. Welcome, Luisa!



Client First Program

Customer Satisfaction



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!

“I have had excellent customer service from Jordan Viernes & Paul Fogata in your Honolulu office.”
Lilian K.

“I am reaching out to commend one of your team members, Christopher Singhavara, for the exceptional service he provided me during a particularly challenging and stressful experience while searching for homeowners insurance. From our first interaction, Chris demonstrated remarkable professionalism, empathy, and expertise. He took the time to carefully understand my needs and patiently explained my options in detail, ensuring I felt confident in my decisions. His proactive approach, timely follow-ups, and dedication to finding the best solution were truly above and beyond what I expected. In what could have been a very overwhelming process, Chris turned it into a smooth and manageable experience, and I am deeply grateful for his support. His exemplary customer service not only reflects well on his personal commitment but also speaks volumes about the high standards your team upholds. Please extend my sincere gratitude to Chris, and I hope he receives the recognition he deserves for his outstanding efforts. Mahalo for fostering a team that truly prioritizes customer care.”
Matt L.

“Justin Salgado has been extremely helpful with our transition here from the mainland. He rocked our renters insurance and vehicle insurance and working with him has been absolutely fantastic.”
JD. C.



We are proud to share that Atlas Insurance Agency was named a finalist for the 2024 Torch Award for Excellence by the Better Business Bureau. It's an honor to be recognized for our commitment to integrity, trust, and service excellence. Thank you to the BBB for this opportunity, and congratulations to all the other finalists and winners. We're grateful for the continued support of our clients and community!

Celebrating Success and Exploring Pathways

This month, we're thrilled to recognize two outstanding members for their contributions to our Atlas 'Ōlelo Hui Toastmasters club. Congratulations to Jessica Pippin for winning the Best Speaker Award! Jessica delivered an insightful and engaging speech titled "Understanding and Embracing Diverse Communication Styles," which highlighted the importance of adapting to different communication preferences to foster stronger connections.

We also want to commend Trevor Merrell for taking the courageous step to give his very first Toastmasters speech! Trevor's speech, "Opportunities and Challenges - Why I Am Thankful," was heartfelt and inspiring, reflecting on the gratitude he has for the lessons he's learned in both personal and professional life. Taking that first step is never easy, and Trevor's debut was a resounding success.

Toastmasters is more than just a place to practice public speaking; it's a comprehensive program designed to help you develop a variety of communication and leadership skills. Central to this experience is the Pathways learning system, a self-paced educational program that allows members to tailor their learning to their personal and professional goals.

Pathways is divided into 11 distinct learning paths, each focusing on specific skills. Whether you want to become a more dynamic public speaker, a skilled negotiator, or an effective leader, there's a path for you. Each path consists of levels that guide you step-by-step through progressively challenging projects. These projects might include giving speeches, leading team discussions, or even mentoring others, all designed to build confidence and competence in real-world scenarios.

By participating in Pathways, you gain more than just technical skills. You also build valuable connections with fellow Toastmasters who support and encourage your growth. The best part? You progress at your own pace, making it a flexible and personalized experience.

If you're interested in developing your communication skills and learning how to navigate tough conversations with confidence, we encourage you to join our Toastmasters club!



Risky Business Corner

Ho-Ho-Hooo-Cripes! It's Christmas Already?!



By: Alan Blades



It's that time of year again! Time to make a space for the Christmas tree, time to clean the house for when grandma and grandpa and the dozens of other aunties, uncles, cousins, and friends come to spend Christmas day, and it's time to start the shopping! Uuu, don't forget, Junior boy wants a new boogie board lease, dad needs new memory foam inserts for his construction boots, and little sister Lei wants "Barbie Slippers" whatever those are.

Planning the Holidays can be stressful, and you may overlook a thing or two but, the one thing you should not overlook, is making sure your holiday isn't ruined by an accident or injury. Here are few tips to keep your Christmas safe!

Christmas Tree Safety

- **Choose a fresh tree:** If you use a live tree, make sure it's fresh and green when you buy it! And keep it that way by checking the water levels daily. Keeping your tree watered will prevent it from drying out, and that will greatly reduce the risk of fire.
- **Secure the tree:** If you have cats and dogs (or even Keiki) who like to run through the house, make sure the tree is in a place where it can't tip over when they run into it, or, if the cat decides to climb it, if there is no such place. Weigh the stand down if possible.
- **Choose flame resistant decorations:** Everything that goes "onto the tree" can potentially become fuel for a fire. So, check the packaging on the ornaments, to be sure that you purchasing flame resistant decorations.

Cooking Safety

- **Stay in the kitchen:** Never leave the stove unattended while cooking! And when you are using the oven for a prolonged period of time, be sure all plastic containers and utensils like spoons and bowls are stored away from the stove.

Risky Business Corner



Ho-Ho-Hooo-Cripes! It's Christmas Already?!, Cont.

By: Alan Blades

- **Use timers and alarms:** Timers are great. They'll tell when your food is done, but they can also remind you to check on the oven and the cooking area.
- **Keep flammable items away from the stove:** This includes dish towels, paper towels, and oven mitts.
- **Before you start the Holiday Ham:** Make sure you have a fire extinguisher IN THE KITCHEN near the cooking area, where it is easy to reach, and make sure there's a fresh battery in the smoke detector.

Child and Pet Safety

- **Keep breakable and small decorations out of reach:** Prevent choking hazards by placing fragile or small items higher up, out of the reach of little ones.
- **Secure cords and lights:** Hide cords to prevent children from pulling on them and to keep pets from chewing on them. This includes the Christmas lights.
- **Avoid toxic plants:** Keep poinsettias, mistletoe, and holly out of reach, as they can be toxic if ingested. Some of these plants can be deadly to Cats and Dogs.

Ensuring a safe and happy Christmas will be the easiest part of the Holidays if you just check your safety equipment, mind your cooking, and count to 10 when grandpa says your ham is too dry!

**MELE KALIKIMAKA
ATLAS FAMILY!**



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.

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PALAMA SETTLEMENT



SINCE 1896