

## Atlas Insurance Agency - Your Navigation Partner



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### Core Values

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

Email article submissions to:  
kribilla@atlasinsurance.com

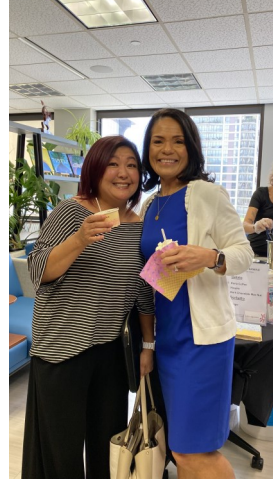
## OAC's Summer Event!

Nothing says summer like gelato! Our amazing OAC team organized a fun event with IL Gelato to help the Atlas team cool off and enjoy the season. Mahalo to IL Gelato Hawaii for coming out and serving up local favorites like Mango, Kona Coffee, Chocolate Mac Nut, and Haupia! And our Hilo office had some yummy slush floats! It was the perfect way to beat the heat!





## OAC's Summer Event! Cont.





## First-Aid & CPR Training!

In recognition of AED & CPR Awareness Month, we were looking to certify a few staff from each department to enhance our workplace safety and preparedness. The willingness for them to participate in a half day CPR and First Aid training class was much appreciated. With hands-on practice using CPR dummies and learning key life saving techniques, our team is better prepared to handle medical emergencies with confidence. Mahalo to everyone who participated and our amazing instructors from [fearLESS CPR](#) for helping us prioritize health and safety across our company!



*fear*LESS  
CPR★



## Island's Alzheimer's Chili Fundraiser!

Atlas employees supported Island Insurance's Chili Fundraiser in the fight against Alzheimer's disease. Lead by Cary Tanaka and Mike Tanoue, they provided delicious chili plate lunches, homemade baked goods, and exciting raffle prizes! Every dollar raised will go directly to the Alzheimer's Association to support research, advocacy, and care. Mahalo to Cary and Mike for hosting such a meaningful event. Together we are making a difference one bowl at a time!



## 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 Jessica Lucas, at (808) 533-8759 or [jlucas@atlasinsurance.com](mailto:jlucas@atlasinsurance.com).

Here are the staff that helped with the program for the month of June 2025!



Della Nakamoto, 2 referrals, 1 bound; Pam Varma, 2 referrals; Robert Guernsey, 2 referrals, 1 bound; Shane Choi, 2 referrals, 2 bound.

## Client First Program

### Customer Satisfaction



**Atlas began working with Market Trends Pacific to survey clients on our performance. We started to gather positive comments and wanted to share what our clients are saying about us!**

"My agent, Darnell Aguino, was super helpful and answered my questions promptly and was able to provide property and hurricane insurance in a challenging market."  
*Timothy W. Trust*

"My agent [Bryce] was great when our insurance was canceled, he worked hard to find us another carrier which was no easy task."  
*Jason & Monica H.*

"Ms. Zilisch, continues to help me to resolve an issue with my Kauai's Condo Insurance. Thank You."  
*Anna L.*

"Our agent Nathalie Nakagawa has been very helpful with our policies, and answering questions."  
*Michael & Stefanie B.*

"Jordan Viernes is my agent. I have contacted him numerous times and he has always been very responsive and timely. Last week I contacted him to arrange for my insurance billing to go to my property manager, and he promptly took care of that. It will be my pleasure to refer him to anyone who is looking for an agent. I have been a client for over 45 years starting with Shige Iwamoto and have remained a client since then. I have made a couple claims for minor auto damages. I have been satisfied with all of the agents thereafter. In my remembrance, Jordan Viernes has been most responsive with prompt attention to my emails and telephone calls. At 91 years old, I can use all the help that is available to me. Please be sure to extend my compliments to Jordan."  
*Robert & Jeanne T.*

"Service is quick and personable and Agent is knowledgeable and responsive. Ross has been our agent for many years and is an excellent agent!"  
*Irene C.*

"Been working with Bob for years and he always is available.. I have Home, Hurricane, Umbrella and Auto through Atlas. All my needs met."  
*Timothy & Suzanne G.*

"Carl Tanaka, our insurance agent, is more than anyone could ask for. He is caring and considerate of our needs and goes out of his way to help us receive the best coverage ever! He is deeply appreciated. Being able to pay my annual premium over the phone for all my insurance policies with Atlas is wonderful. Also, Atlas' willingness to send a paper confirmation for my payments is appreciated. We are just happy to have Atlas as our insurance company."  
*Wayne & Gail K.*

"Insurance brokers are all fairly competitive with their policy quotes. Customer service is the differential. The staff at Atlas from Dee answering the bounced back calls, to others who will try to assist you when you called the incorrect department make the difference, i.e. Jordan Viernes and Bryce Nishiyama always take the time to truly help you. Thank you. Mr. Chason Ishii, You have assembled a terrific team."  
*Charles & Kelly M.*

"Outstanding help from Cynthia Ho and Jessica Lucas throughout process of acquiring necessary insurance. Would like ample time to continue policy before end of current year's policy."  
*Elaine F.*

# Toastmasters—The Smart Side of Being Funny

**By: Cale Guillermo**

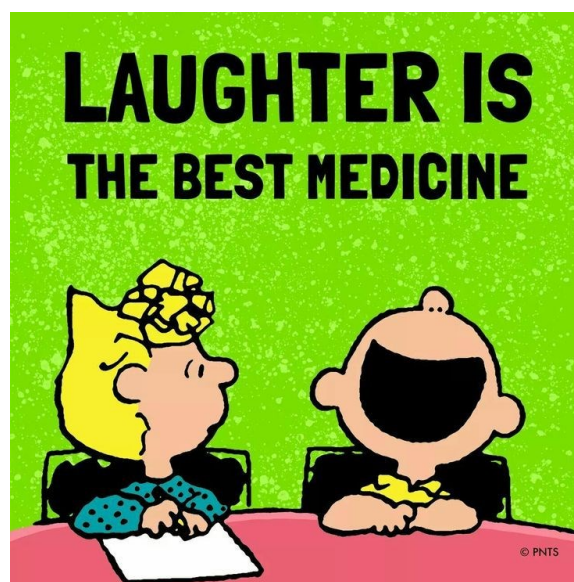
If you know me, you know I'm always cracking jokes. Whether it's during meetings, over emails, or right in the middle of someone's very serious project update (sorry, not sorry haha!). But lately, I've been thinking about how humor isn't just a personality trait. It's actually a superpower in communication.



Humor, when used with intention, builds connection. It can ease tension in tough conversations, help people remember your message, and show emotional intelligence in ways that a polished slide deck never could. It's not just about punchlines. It's about timing, relatability, and making others feel comfortable. Some of the most successful public speakers in the world use humor to break the ice and make their ideas more memorable.

Sometimes in Toastmasters, we get the idea that public speaking has to be formal or ultra professional. But some of the best speeches in our club are the ones that made people laugh. Humor is a powerful tool that helps your personality shine and gives your message more impact. It also takes courage, because trying to make people laugh on purpose can feel even more intimidating than speaking itself.

So this month, consider adding a little humor to your communication. Use a funny analogy, share a funny story, or even just laugh at yourself a little. You don't have to be a stand-up comic to connect with your audience. If they walk away with a smile, you've already delivered something great.





## Welcome, Mary!

Let's welcome Mary Kishimoto to the Atlas Ohana! Mary brings over seven years of experience in the insurance industry, with a strong background in claims advocacy, coverage analysis, and client relationship management. Most recently, she was a Senior Claims Advocate at IMA Financial Group. (King & Neel) She holds a Bachelor of Arts in Economics and Communicology from the University of Hawai'i at Manoa and has earned her Associate in Claims (AIC) designation, Hawai'i Independent Adjuster's License, and is actively engaged in the insurance community through her work with the Chamber of Commerce Young Professionals and the Hawai'i Claims Association. Welcome, Mary!



## Congrats, Aaron!

Please join us in celebrating the promotion of Aaron Goo to Account Manager II in our Personal Lines Department. Aaron's strong work ethic, dedication, and time as a PL Intern pushed him to complete his licensing and continue to progress rapidly through his training. His helpful attitude and team spirit has made him a quickly contributing part of the Operations team! He has recently taken on new responsibilities including helping an injured independent agent, by monitoring her emails and working with her clients helping as much as possible. He was also identified to work on a project for our BPTW scores. Aaron met with many on the team to gather more insight into how and what they considered as being valued which will help the team into the future. Congratulations Aaron on this well-deserved promotion, and we hope to see more!

## Congrats, Jessica!

Please join us in celebrating the promotion of Jessica Lucas to Private Client Group Associate Account Executive! Jessica's strong work ethic and dedication to Atlas has made her an invaluable member of our team. With over a decade of insurance experience - including her previous role as a commercial account manager - she brings a wealth of knowledge and professionalism to this new position. Throughout her career, Jessica has demonstrated exceptional attention to detail and a talent for managing large accounts—skills that will be a tremendous asset to our Private Client Group. Her experience and commitment will help us continue delivering outstanding service to our clients and support the growth of our PCG program. We're excited to see all that she will accomplish in this new role and look forward to her continued contributions!



## 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 an employee's or agent/producer's personal donation to a 501C3 \$1.00 for \$1.00, up to \$500 per employee. Contact Dana Tokioka at [dtokioka@atlasinsurance.com](mailto:dtokioka@atlasinsurance.com) for more details.

\$10,000

**REHAB**  
FOUNDATION



\$6,000



**BOYS & GIRLS CLUB**  
OF HAWAII

\$3,000

**ALZHEIMER'S**  
ASSOCIATION



\$2,000

**gift** foundation  
of hawaii