

Atlas Insurance Agency - Your Navigation Partner



Volume 21, Issue 11
November 2025

Inside This Issue

Happy Thanksgiving!	1-2
Walk to End Alzheimer's!	3
Welcome & PL Referrals!	4
Client First Program!	5
EPIC Corner	6-7
Toastmasters	8
Atlas Gives Back!	9

Core Values

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

Email article submissions to:
kribilla@atlasinsurance.com

Happy Thanksgiving!

Our Office Activities Committee (OAC) helped us celebrate the Thanksgiving season with a special treat for our team with a choice of apple, custard or pumpkin pies from Zippy's, and an ice cream dessert bar served by Aloha Graze Co.

We're grateful for moments like these that bring us together and appreciate our employees for the hard work they do throughout the year!



Happy Thanksgiving!, Cont.



Walk to End Alzheimer's!

Atlas Insurance Agency proudly joined the Alzheimer's Association - Hawaii's Walk to End Alzheimer's at Magic Island this November as a Silver Sponsor!

Our employees came together to walk in support of the fight against Alzheimer's. This cause is especially meaningful to our Vice President of Benefit Consulting, Kimberly Soares, who serves on the Alzheimer's Association Hawai'i Leadership Board and walks each year in memory of her grandmother, Sue, who bravely lived with Alzheimer's for nine years.

We are honored to stand alongside Kim and the Alzheimer's Association in raising awareness, supporting families, and helping fund critical research to find a cure. Mahalo to everyone who came out in support!



Welcome, Mike & Walter!

We have some more exciting news! Two new people started in our Personal Lines (PL) department: Walter Malterre and Michael Salvatera!

Walter will be a PL Sales Account Manager. If he seems familiar to some of you, it's because he was with Island Insurance for 10 years, first as a Claims Adjuster and then as a Sales Program Associate.

Mike will be a PL Associate Account Executive. He also comes to us from our friends at Island Insurance, where he was a Sales Supervisor for 18+ years. We are thrilled to have Walter & Mike on board and look forward to the knowledge they will bring to the team! Welcome, Mike & Walter!



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 Colissa Kagihara at (808) 533-8725 or ckagihara@atlasinsurance.com.

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



Calvin Matsushima, 4 referrals, 4 bound; Della Nakamoto, 4 referrals; Elaine Gascon, 1 referral; Jana Mokugawa, 1 referral, 1 bound; Jill Yamada-Murota, 1 referral, 1 bound; Karen Hong, 1 referral, 1 bound; Katherine Shofran, 1 referral; Robin Martin, 1 referral; Scott Nekoba, 1 referral, and Terri Workman, 1 referral, 1 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!

"They were exceptional. I appreciated the personal service. They were wonderful and I will definitely tell my friends, facebook, family, my Instagram, my tumblr page. You name it. I'm going to tell them all that they should use Atlas Insurance."

Edward N.

"Irene is very helpful and friendly."

Sven Z.

"Hi Mr Fujiwara, I wanted to email you to commend one of your employees, Jordan Viernes. He not only gave me prompt service but also was able to successfully transfer my late fathers policy to mine when others did not know about this feature. As I was already paying installments on this policy, this meant that I am now able to successfully finish paying this policy off and not have to open a new account after closing my fathers. All in all, the service he gave me was excellent so thank you for employing him!"

Sunil

"I recommend Atlas because of the prompt responses to calls and emails. The Account Manager explained the policies and patiently answered all my questions. I am very grateful for Jordan Viernes and Irene Zilisch. I appreciated their patience and willingness to answer my questions and guide me through the process of acquiring the insurance policies. Mahalo nui loa!"

Sheila M.

"We purchased our condo for personal use and rental purposes in November 2003. We have always worked with Atlas/Island Insurance for all of our insurance needs relating to our condo. They have always served us well as professionals by answering our questions and aiding us with the insurance plans that we have needed through the years. For example, when we added flood insurance as a new coverage and liability insurance this year when the policy we'd had for years canceled. Cynthia Ho identified our need and searched to find a new company that would keep us covered without interruption. She was great to work with and always communicated via email with me even when I was not always on email to respond to her in a timely manner!"

Gloria H.



EPIC Corner

By: Christopher Singhavara



EPIC 2025 Wrap Up: Connection, Confidence, and Community

EPIC stands for Encouraging Professionals Inspiring Collaboration. This group exists to create space at Atlas for connection, development, and a stronger sense of community across departments. Through events, partnerships, and projects, EPIC aims to help Members:

- Meet people they might not normally work with
- Build and develop practical professional skills
- Find more ways to contribute to Atlas and give back to the community

With that in mind, here is how EPIC showed up in 2025.

EPIC is wrapping up a year that focused on three things that matter at Atlas: building real connections, growing our confidence, and giving back to our community. This year, EPIC shifted from internal-only activities to more outward-facing partnerships that connected us with professionals across Hawai'i and with local youth. Here is a look at our three main highlights.

EPIC x HSCPA Networking Night September 30, 2025 | SingSing Thai Street Food

In September, EPIC partnered with the Hawai'i Society of CPAs (HSCPA) for an after-work Networking Night at SingSing Thai Street Food. The goal was simple. Get Atlas staff and local CPAs in the same room, share good food, and create space for meaningful conversations. The event included open networking, light games to break the ice, and a tax presentation by ADP Hawai'i that touched on current tax topics that impact both individuals and businesses. The mix of insurance, accounting, and payroll professionals led to some good cross-industry conversations, and several attendees walked away with new contacts and a better sense of how our fields overlap. It was a good reminder that professional growth does not only happen inside our own building.

EPIC x Toastmasters 'Ōlelo Hui October 9, 2025

In October, EPIC joined forces with Atlas Toastmasters 'Ōlelo Hui for a collaboration focused on one of the most uncomfortable skills for many people: impromptu speaking. The session gave members a chance to practice thinking on their feet through short, unprepared responses to prompts. Instead of a formal speech contest, the atmosphere was supportive and relaxed. The focus was on trying, not perfection. Several participants shared that it was their first time speaking in a Toastmasters-style setting. By the end of the session, people reported feeling more comfortable with the idea of speaking up during meetings, client calls, and presentations. EPIC's role here was to be a bridge, helping more members see Toastmasters as something approachable and useful, not intimidating.

EPIC Corner, Cont.

EPIC x Boys & Girls Club Donation Drive December 2025 | In Progress

To close out the year, EPIC is coordinating a donation drive in support of the Boys & Girls Club. Instead of a one-day event, this effort is unfolding over a couple weeks as everyone collectively brings in items to be shared with keiki in our community during the holiday season. EPIC has been working with the Boys & Girls Club team to understand their needs, including age ranges and types of items that will be most helpful. Collection points are set up in the office, and donations are being gathered, sorted, and prepared for delivery next week. Seeing everyone from different departments contribute, has already shown that it is a concrete way for Atlas to support local families and reinforce that community impact is part of who we are. The final collection date will be December 12th, 2025.

Mahalo and What is Ahead for 2026

EPIC's focus this year was not on the number of events, but on the quality of experiences. From networking with HSCPA, to building speaking confidence with Toastmasters, to supporting the Boys & Girls Club, each effort was meant to help our people grow, connect, and give back. In 2026, EPIC will continue to look for practical, meaningful ways to support professional development and community involvement. If you have ideas for future collaborations or want to help plan the next event, we would love to hear from you. Thank you to everyone who showed up, spoke up, donated, or invited a coworker to come along. You are the reason EPIC exists and the reason it continues to make a difference. Looking ahead, EPIC has more exciting plans for 2026 and we cannot wait to share what is coming next. Stay tuned for new opportunities to build skills, meet people across the company, and continue making an impact in our community.

Your Epic Board,

Greg Matsuura | Jana Mukogawa | Tyler Hodson | Christopher Singhavara | Matthew Kam



Reflecting Through Moments of Truth

Our November Toastmasters meeting was a meaningful departure from our traditional format. Instead of prepared speeches and Table Topics, we held a Moments of Truth meeting, giving our club the opportunity to pause, reflect, and look inward as a group.

A Moments of Truth meeting is designed to evaluate how a Toastmasters club is doing across key areas such as member experience, meeting quality, leadership, and overall engagement. Rather than focusing on individual performance, this type of meeting centers on collective reflection and honest conversation. It creates space for members to share feedback, celebrate what's working well, and identify opportunities for growth.

During the meeting, we gathered as a group to openly discuss our experiences, expectations, and ideas for the future of Atlas 'Ōlelo Hui Toastmasters. It was an out-of-the-box session that encouraged thoughtful dialogue, collaboration, and transparency. These conversations are essential to ensuring that our club continues to be a supportive, inclusive, and engaging environment for all members.

Meetings like this remind us that Toastmasters isn't just about speeches. It's also about community, continuous improvement, and building a space where everyone feels heard and valued. As we head into the final stretch of the term, this reflection will help guide us forward with clarity and intention.



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.

\$10,000



HALE MAHAOLU
WHERE ALOHA LIVES



Hale Makua
by oph



\$5,000



\$2,500

