

Hāna Business Council

P.O. Box 856
Hāna, HI 96713

2021 Bank of Hawai'i – Hāna Branch Community Needs Assessment Survey

The Hāna Business Council is gathering information from June to the end of July 2021 around the current Bank of Hawai'i - Hana Branch services and operating hours, of Monday - Thursday 3:00 - 4:30 pm, and Fridays 3:00 - 6:00 pm, with questions based on resident and business conversations dealing with business and workforce development for East Maui. Your comments will remain anonymous, and the survey results will be published and shared in August 2021.

Mahalo for taking time to fill out this BoH Needs Assessment survey!

Email hbc@hanabusinesscouncil.com to have this survey emailed directly to you fill in online or print out and mail your input to: HBC, PO Box 856, Hāna, HI 96713.

Link to Survey at: <https://hanamaui.com/2021-bank-of-hawaii-hana-branch-community-needs-assessment-survey/>

1. **Are you currently an account holder with Bank of Hawaii?** If YES, continue to question 2. If NO go to question 7. (YES / NO)

2. **Are you a Bank of Hawai'i business customer?** (YES / NO)

3. **Being a current Bank of Hawaii customer, do you see a need for expanded services at the Hana Branch?** (YES / NO / UNDECIDED)

- **What services currently provided do you use the most?**
- **What additional services would benefit you?**

4. **Do you see the need for expanded and/or adjusted banking hours?** (YES / NO / UNDECIDED)

If YES, what would you recommend? Please provide any other comments or suggestions you may have regarding the BOH - Hāna Branch.

5. **Would a drop box for deposits available outside of current BoH business hours assist you or your business?** (YES / NO)

6. **Would a 'BOH Smart ATM Terminal' available outside of current BoH business hours assist you or your business (besides what is currently located at Hasegawa)?** (YES / NO)

7. **If you are NOT currently a Bank of Hawaii customer, would you consider working with Bank of Hawaii if they had expanded services in Hana?** (YES / NO / N/A - I am a BOH Account Holder)

If YES, what services would inspire you to move to Bank of Hawaii?