

Horizon Credit Union Announces New Loan Servicing Department

SPOKANE VALLEY, WA – Horizon Credit Union is proud to announce that Kimberley Kanehailua, formerly collections manager, has been promoted to director of loan servicing.

In her new role, Kanehailua will continue to oversee Horizon's collections department while helping centralize, strategize and optimize all loan servicing operations in the development of a new loan servicing department.

Since joining Horizon in 2019, Kanehailua has had tremendous success in restructuring and expanding the capability of the collections department and growing the organization's legal department. She aims to bring this same level of advancement to other areas of the credit union.

As Horizon Credit Union continues to grow, so does the need to evaluate roles and structures required to best support an evolving membership base. The addition of a loan servicing department will provide a centralized location for members to quickly and easily receive assistance with loan titles, liens, insurance claims and more.



"It will take time because we are building it from ground up. Horizon has never had a loan servicing department before. This will increase efficiencies and create an even more remarkable member experience, so I am excited to see what that's going to look like," Kanehailua said.

This promotion marks a 'full circle' moment for Kanehailua. Having moved to the area when her parents were stationed at Fairchild Air Force Base, she grew up with Horizon Credit Union as her family's primary financial institution. After a thriving career in the local financial industry, she now holds the position of director at a credit union she wholeheartedly supports. Her new role actively supports the credit union's mission of providing relevant solutions combined with quality service to improve the financial and personal well-being of Horizon's members.

Kanehailua is based at Horizon's Spokane, WA administration office.

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About Horizon Credit Union

Horizon Credit Union is a growing not-for-profit financial cooperative with roots in Washington, Oregon, Idaho and Montana. Founded in 1947 as a member-owned credit union, Horizon now serves over 113,000 members with 32 branch locations across four states. Horizon is committed to meaningful community involvement across the Northwest.