

# Bank Contact Information

## BANK OF HAWAII

Home loan assistance: 877-926-7297 or 808-694-7297	Other loans & lines: 800-888-9275 or 808-694-1500	Customer Service: 808-643-3888
Credit card inquiries: Please login to your Barclays Online Banking account and see what assistance may be available for you in the Barclays Payment Relief Program. <a href="https://www.barclaycardus.com/servicing/home?redirectAction=/paymentRelief">https://www.barclaycardus.com/servicing/home?redirectAction=/paymentRelief</a>		
General information, branch and ATM locations: <a href="https://www.boh.com/customer-service/relief/maui">https://www.boh.com/customer-service/relief/maui</a>		

## CENTRAL PACIFIC BANK

Residential Mortgage Loan Payment Deferral Programs: Call 866-397-5370 or Email <a href="mailto:lossmitinquiry@dmicorp.com">lossmitinquiry@dmicorp.com</a>	Home Equity, Consumer, Auto and Small Business Loan Payment Deferral Programs: Email <a href="mailto:loanmodifications@cpb.bank">loanmodifications@cpb.bank</a>	New*Disaster Loan Program: Call 808-871-0505 or Email <a href="mailto:retailcreditdelivery@cpb.bank">retailcreditdelivery@cpb.bank</a>
Maui Disaster Relief website: <a href="https://www.cpb.bank/maui-relief">https://www.cpb.bank/maui-relief</a> Customer Service Mon-Fri: 8am- 6pm, Sat-Sun: 9am-1pm: 808-544-0500 or 800-342-8422 toll free		

## FINANCE FACTORS

Morgan Sumimoto, VP Credit Administration, 808-548-4956, <a href="mailto:MorganS@financefactors.com">MorganS@financefactors.com</a>
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## FIRST HAWAIIAN BANK

Loans and lines: 800-927-3760 or 808-204-0572	Mortgage loans: 800-362-7606 or 808-844-4178	Credit cards: 800-927-3760 or 808-204-0572
General information and phone numbers for customers seeking assistance including loan deferrals: <a href="https://www.fhb.com/en/maui-wildfire-relief">https://www.fhb.com/en/maui-wildfire-relief</a> Customer Service Center (7 am – 7 pm): 808-844-4444, 888-844-4444 toll free, or 808-525-8977 for Japanese speaking customer service FHB Online & Mobile Banking Support: 808-643-4343 or 888-643-4343 toll free		

## TERRITORIAL SAVINGS BANK

<b>Kahului Branch</b> Queen Kaahumanu Center 275 W. Kaahumanu Ave, #146 Kahului, HI 96732 Phone: (808) 877-5558 Hours: M-Th: 9:00 a.m. – 5:00 p.m. Fri: 9:00 a.m. – 6:00 p.m. Sat: 9:00 a.m. – 1:00 p.m.	<b>Kihei Branch</b> Azeka Shopping Ctr, Mauka 1279 S. Kihei Road, Suite 311 Kihei, HI 96753 Phone: (808) 875-2100 Hours: M-Th: 9:00 a.m. – 5:00 p.m. Fri: 9:00 a.m. – 6:00 p.m. Sat: 9:00 a.m. – 1:00 p.m.	<b>Mortgage Loan Servicing</b> Phone: (808) 487-0320  <b>Consumer Lending</b> Phone: (808) 356-5152
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**DCCA's Hawai'i Division of Financial Institutions**  
**Phone: 808-586-2820, Email: [dfi@dcca.hawaii.gov](mailto:dfi@dcca.hawaii.gov)**  
**Hours: Monday – Friday 7:45 am – 4:30 pm, except state holidays**

## AMERICAN SAVINGS BANK

<b>Kahului Branch</b> 150 Hookele St. Kahului, HI 96732 Hours: M-Th 8:00 am-5:00 pm Fri: 8:00 am – 6:00 pm Sat: 9:00 am – 1:00 pm	<b>Kehalani Foodland Branch</b> 370 Kehalani Village Dr. Wailuku, HI 96793 Hours: M-F 9:00 am – 5:00 pm Sat-Sun: 9:00 am – 1:00 pm	<b>Kihei Branch</b> 255 Piikea Ave. Kihei, HI 96753 Hours: M-Th 8:00am – 4:00pm Fri: 8:00 am – 6:00 pm Sat: 9:00 am – 1:00 pm
<b>Pukalani Branch</b> 55 Pukalani St. #5504 Pukalani, HI 96768 Hours: M-Th 9:00 am-4:00 pm Fri: 9:00 am – 5:00 pm Sat: 9:00 am – 1:00 pm	For additional information: Visit: <a href="https://www.asbhawaii.com/maui">https://www.asbhawaii.com/maui</a>	Residential Mortgages, Home Equity Lines of Credit: (808) 846-4626 Unsecured Loans, Lines of Credit: (808) 846-4645 Credit Cards: (808) 558-3424

## HAWAII NATIONAL BANK

<b>Kahului Branch</b> 53 South Puunene Ave, #101 Kahului, HI 96732 Phone: (808) 877-7575 Hours: M-Th 8:00am – 4:00pm Fri 8:00am – 5:00pm	Please contact our Kahului Branch for Mortgage and Lending inquiries.	
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## FANNIE MAE

Contact for homeowners: 855-437-3243 To access disaster recovery counseling	Disaster relief website: <a href="https://www.fanniemae.com/disaster-help-homeowners">https://www.fanniemae.com/disaster-help-homeowners</a>
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## FREDDIE MAC

Homeowners should contact their mortgage servicer and home insurance company.
Disaster relief website (addresses all disasters): <a href="https://www.freddiemac.com/about/hurricane-relief">https://www.freddiemac.com/about/hurricane-relief</a>

## HUD / FHA

Disaster relief website: <a href="https://www.hud.gov/program_offices/housing/sfh/nsc/qaho0121">https://www.hud.gov/program_offices/housing/sfh/nsc/qaho0121</a>
Contact for homeowners: If you are not satisfied after discussing possible relief actions with your lender, please call a HUD-approved counseling agency toll free at 800-569-4287 or contact HUD's National Servicing Center at <a href="https://www.hud.gov/program_offices/housing/sfh/nsc">https://www.hud.gov/program_offices/housing/sfh/nsc</a>

## VETERAN'S ADMINISTRATION

Contact for homeowners: If you need help determining where to go for care or have questions about the VA resources available to you, please call the Honolulu VA Medical Center at 800-214-1306.
Disaster relief website: <a href="https://news.va.gov/123044/maui-fire-assistance-information-for-veterans/">https://news.va.gov/123044/maui-fire-assistance-information-for-veterans/</a>