

**BOARD OF DIRECTORS
HAWAII HURRICANE RELIEF FUND (“HHRF”)
MINUTES**

Date: Tuesday, June 3, 2025

Time: 10:30 a.m. (HST)

In-Person Meeting Location: King Kalakaua Conference Room
King Kalakaua Building, First Floor
335 Merchant Street
Honolulu, HI 96813

Virtual: Zoom Meeting
(use link below)
Join Zoom Meeting
<https://dcca-hawaii-gov.zoom.us/j/82661828585?pwd=O1T3gu8FQWq1T5JhlboDMybT0YJ5Ma.1>
Meeting ID: 826 6182 8585
Passcode: 685864

Video Recording: <https://youtu.be/6nx65A66Yal>

Board Members: Ed Haik, Chair; Michael Nonaka, Vice Chair; Leslie Door; Marie Weite (via Zoom); Gwen McDonald; Jerry Bump, Acting Insurance Commissioner, *ex officio* (7 members, 4 for quorum)

Members Excused: Reina Miyamoto

Staff Present: Chris Han, Deputy Attorney General; Scott Saiki; Matt Tsujimura (via Zoom); Jaymie Yamamoto (via Zoom); Patricia Kondo (via Zoom); Jenine Goto; Tricia Murakami

Guests: Paul Eaton, Aon (via Zoom); Daniel Chun, Aon (via Zoom); Ken Lorber, Aon (via Zoom); Eva Altadonna, Aon (via Zoom); Jennifer Donahue, Aon (via Zoom); Kurt Sibayan, Sedgewick Claims Management Services, Inc.; Michael DiLisa, Sedgewick Claims Management Services, Inc.; Dereck Driggs, Sedgewick Claims Management Services, Inc. (via Zoom); Jenny Schaeffler, Sedgewick Claims Management Services, Inc. (via Zoom); John Ketch, Engle Martin & Associates, LLC/Synergy Adjusting, LLC (via Zoom); Laura Fagan, Engle Martin & Associates, LLC/Synergy

Adjusting, LLC (via Zoom); Larry Millburn, Crawford and Company, Inc. (via Zoom); Richmond Luzar, Hawaii Public Policy Advocates

I. Roll call, Quorum, Call to Order, Public Notice – HRS § 92-3 Open Meetings.

At approximately 10:40 a.m. the meeting commenced. A roll call was taken, and quorum was met. (0:08/2:14:02)

II. Review and approval of prior meeting minutes:

A. April 15, 2025

B. April 22, 2025

At approximately 10:42 a.m. a motion was made by Mr. Bump to approve the prior meeting minutes, seconded by Mr. Nonaka and unanimously approved. (1:56/2:14:02)

III. Retention of professional services to assist with HHRF's operations:

A. Status updates on negotiations with approved vendors:

1. Auditor: Accuity LLP
2. Investment Manager: Bank of Hawaii
3. Operations Administrator: Marsh USA, LLC

Mr. Bump provided an update and said the contracts for the auditor and investment manager have been signed and executed. The contract for the operations administrator is being finalized for signature. (3:26/2:14:02)

B. Proposal Presentation to serve as Third-Party Administrators (including call center operations and claims handling):

1. Sedgwick Claims Management Services Inc. (9:35/2:14:02)
2. Engle Martin & Associates, LLC and Synergy Adjusting, LLC (33:03/2:14:02)
3. Crawford and Company, Inc. (46:43/2:14:02)

Decision-making on retention of Third-Party Administrators to follow. (1:11:07/2:14:02)

The Board voted 5-1 in favor of Sedgwick Claims Management Services Inc. for the call center contract. Chair Haik, Mr. Nonaka, Ms. Door, Ms. McDonald, and Mr. Bump voted in favor in Sedgwick. Ms. Weite voted in favor of Crawford. (1:18:17/2:14:02)

The Board voted 4-1 to contract with one additional claims adjuster instead of two. Mr. Nonaka, Ms. McDonald, Mr. Bump, and Ms. Weite voted in favor of retaining one additional claims adjuster. Ms. Door voted in favor of retaining two additional claims adjusters. (1:38:02/2:14:02)

The Board voted 3-2 in favor of Crawford and Company, Inc. as the additional claims adjuster contingent to their annual fees being waived. Ms. Door, Ms. Weite, and Ms. McDonald voted in favor of retaining Crawford as the additional claims adjuster. Mr. Nonaka and Mr. Bump voted in favor of retaining Engle Martin as the additional claims adjuster. (1:38:33/2:14:02)

- IV. Status updates from consultant Aon Re, Inc. ("Aon") regarding deliverables under the Request for Proposal dated November 8, 2024, to assist the HHRF restart operations and stabilize Hawaii's property insurance market.

The HHRF may convene an executive session pursuant to HRS § 92-5(a)(4) to consult with the HHRF's attorney on questions and issues pertaining to the HHRF's powers, duties, privileges, immunities, and liabilities.

At approximately 12:20 p.m. a motion was made by Mr. Bump to move to an executive session to consult with legal counsel on some of the following agenda items, seconded by Ms. Door and unanimously approved. (1:39:43/2:14:02)

At approximately 12:37 p.m. the Board exited executive session. Chair Haik summarized the Board received a legal briefing regarding the various contracts and the sensitivities around some of the proprietary information. (1:57:33/2:14:02)

- A. Discussion on status of forms and rate approvals with the Insurance Division (2:02:44/2:14:02)
- B. Discussion on status of Servicing Carrier Agreements
- C. Discussion and approval of market assessment, segmentation, and historical peer analysis (2:09:40/2:14:02)

At approximately 12:50 p.m. a motion was made by Mr. Bump to approve payment to Aon for the work they completed, seconded by Ms. Door and unanimously approved. (2:10:09/2:14:02)

- D. Discussion and approval of updated Plan of Operations (2:10:57/2:14:02)

At approximately 12:51 p.m. a motion was made by Mr. Bump to approve the plan of operations presented by Aon subject to final legal review, seconded by Mr. Nonaka and unanimously approved. (2:11:10/2:14:02)

- E. Discussion and approval to adopt recommended terms for reinsurance agreements (1:58:04/2:14:02)

At approximately 12:42 p.m. a motion was made by Mr. Bump to approve Aon's recommendations and proceed with binding coverage subject to working with the liaison and the legal review, seconded by Ms. Door and unanimously approved. (2:01:43/2:14:02)

- V. Proposed dates for upcoming meetings: (2:11:52/2:14:02)

A. Tuesday, June 10, 2025, at 10:30 a.m.

C. Tuesday, June 17, 2025, at 10:30 a.m.

D. Tuesday, June 24, 2025, at 10:30 a.m.

At approximately 12:52 p.m. Chair Haik opened the meeting for public comment which there were none. (2:12:09/2:14:02)

- VI. Adjournment.

Chair Haik adjourned the meeting at approximately 12:55 p.m. (2:13:46/2:14:02)