

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

Date: Monday, July 28, 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: Virtual Videoconference Meeting – Zoom Meeting
(use link below)
Join Zoom Meeting
<https://dcca-hawaii-gov.zoom.us/j/89533341117?pwd=EPmZzaTArwX7Zlro8tUa1fbhwQD1IG.1>
Meeting ID: 895 3334 1117
Passcode: 635514

Zoom Phone: (669) 900 6833
Meeting ID: 895 3334 1117
Passcode: 635514

Agenda: Posted on the State electronic calendar as required by *Hawaii Revised Statutes* ("HRS") § 92-7(b)

Board Members: Ed Haik (Chair); Michael Nonaka (Vice Chair); Leslie Door; Reina Miyamoto; Marie Weite; Gwen McDonald, Scott Saiki, Insurance Commissioner, *ex officio* (7 members, 4 for quorum)

The meeting will be conducted pursuant to HRS §92-3.7, under which Members of the Hawaii Hurricane Relief Fund (“HHRF”) may participate via interactive conference technology or in person; and members of the public may also participate via interactive conference technology or in person, at the meeting place stated above.

Public Testimony

If you wish to submit written testimony on any agenda item, please submit your testimony to inslegal@dcca.hawaii.gov or by hardcopy mail to Hawaii Hurricane Relief Fund, c/o DCCA, Insurance Division, 335 Merchant St., Room 213, Honolulu, HI 96813. We request submission of written testimony at least 24-hours prior to the start of the meeting to ensure that it can be distributed to Board Members. Written testimony

will only be accepted for the items listed on the meeting agenda. Written public testimony submitted will be treated as public record and any contact information contained therein may be available for public inspection and copying.

Internet Access

To view the meeting and provide live oral testimony, please use the Zoom link at the top of the agenda. You will be asked to enter your name. The Board requests that you enter your full name, but you may use a pseudonym or other identifier if you wish to remain anonymous. You will also be asked for an email address. You may fill in this field with any entry in an email format, e.g., *****@***mail.com.

Your microphone will be automatically muted. When the Board asks for public testimony, you may click the Raise Hand button found on your Zoom screen to indicate that you wish to testify about the agenda item. The Board will individually enable each testifier to unmute their microphone. When recognized by the Board, please unmute your microphone before speaking and mute your microphone after you finish speaking.

Upon request, your Zoom video or similar on-camera option will be enabled to allow you to be visible to the Board members and other meeting participants while presenting oral testimony. Please turn off your camera after you conclude your testimony. It is the individual testifier's responsibility to ensure they have the video and internet capabilities to successfully stream or remotely testify. The Board maintains the authority to remove and block individuals who willfully disrupt or compromise the conduct of the meeting.

Phone Access

You may attend this meeting with audio-only access by calling the phone number listed above. You will be prompted to enter the meeting ID and passcode; both are provided at the top of this agenda.

Upon dialing the number, you will be prompted to enter the Meeting ID. After entering the Meeting ID, you will be asked to either enter your panelist number or wait to be admitted into the meeting. You will not have a panelist number, so please wait until you are admitted into the meeting.

When the Board asks for public testimony, you may indicate you want to testify by entering “*” and then “9”, a voice prompt will let you know that the host of the meeting has been notified. When recognized by the Board, you may unmute yourself by pressing “*” and then “6” on your phone. A voice prompt will let you know that you are unmuted. Once you are finished speaking, please enter “*” and then “6” again to mute yourself.

For both internet and phone access, when testifying, you will be asked to identify yourself and the organization, if any, that you represent. Each testifier will be limited to five minutes of testimony per agenda item.

If connection for the remote meeting is lost for more than 30 minutes, the meeting will automatically be cancelled and rescheduled to a later date and time to be posted on the State of Hawaii Public Meetings website at: <https://calendar.ehawaii.gov/calendar/>.

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

II. Review and approval of prior Board meeting minutes:

A. June 10, 2025

B. June 17, 2025

III. Status updates from operations administrator Marsh USA, LLC regarding deliverables under the Request for Proposal dated May 21, 2025, to provide program administration and actuarial services to the HHRF.

IV. Status updates from consultant Aon Re, Inc. 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.

A. Discussion on contract negotiations and terms with approved vendors:

1. Call Center Operations: Sedgwick Claims Management Services Inc.

2. Claims Handling: Sedgwick Claims Management Services Inc. and Crawford and Company, Inc.

B. Discussion on contract terms for reinsurance carriers.

C. Discussion on claims procedure manual and claims bordereau.

D. Discussion on feedback from Servicing Facilities on:

1. Quantity of Applications

2. Quantity of Quotes

3. Maximum and Minimum Quoted Premium

4. Quantity and Reasoning of Rejected Applications

5. Quantity of Bind Requests

6. Amount of Premium Bound

7. Program flexibility with policy length and binding procedures

8. Additional statistics such as requested effective dates, and size of buildings compared to limits requested

- E. Discussion and decision-making on amendments to the Servicing Facility Procedure Manual
 - 1. To consider binding the policy when checks are received.
- F. Discussion and decision-making on feedback from the Insurance Division regarding backdating
- G. Discussion on feedback regarding the effect of HHRF in terms of policy prices in the marketplace
- H. Discussion and decision-making on changes to the welcome letter to include details on where to report a claim
- I. Discussion and decision-making on updates to the website:
 - 1. Including graphics of the latest statistics by district
 - 2. Including details on where to report a claim

Decision-making to follow, if necessary.

- V. Proposed dates for upcoming meetings:
 - A. Tuesday, August 5, 2025, at 10:30 a.m.
 - B. Tuesday, August 12, 2025, at 10:30 a.m.
 - C. Tuesday, August 19, 2025, at 10:30 a.m.
 - D. Tuesday, August 26, 2025, at 10:30 a.m.

- VI. Adjournment.

If you need an auxiliary aid/service or other accommodation due to a disability, requests should be submitted through the Legal Branch of the Department of Commerce and Consumer Affairs' Insurance Division ("Legal Branch") via e-mail at inslegal@dcca.hawaii.gov or by calling the Legal Branch at (808) 586-3040 (voice). Such requests should include a detailed description of the accommodation needed. In addition, please include a way to contact the requester if more information is needed to fulfill the request. Last-minute requests will be accepted but may not be possible to accommodate.

Upon request, this notice is available in alternate/accessibile formats.