

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

Date: Tuesday, July 22, 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/85663492010?pwd=oPcCSjf0zLLDnuYvgqq83LkgBY2p9u.1>
Meeting ID: 856 6349 2010
Passcode: 308636

Video Recording: <https://youtu.be/OsjrsZVYmok>

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

Members Excused: Marie Weite

Staff Present: Jordan Ching, Deputy Attorney General; Jerry Bump, Chief Deputy Insurance Commissioner; Matt Tsujimura (via Zoom); Jaymie Yamamoto (via Zoom); Patricia Kondo (via Zoom); Jenine Goto; Tricia Murakami

Guests: Paige Oinonen, Aon (via Zoom); Daniel Chun, Aon (via Zoom); Paul Eaton, Aon (via Zoom); Collin Lavender, Aon (via Zoom); Teri Fabry, Marsh USA LLC (via Zoom); Derek Yang, Marsh USA LLC (via Zoom)

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

At approximately 10:32 a.m. the meeting commenced. A roll call was taken, and quorum was met. (0:07/1:21:59)

II. Review and approval of prior Board meeting minutes:

- A. April 29, 2025
- B. May 6, 2025
- C. May 13, 2025
- D. May 19, 2025
- E. May 27, 2025
- F. June 3, 2025

At approximately 10:34 a.m. a motion was made by Mr. Nonaka to approve the prior meeting minutes, seconded by Ms. Door and unanimously approved.
(2:10/1:21:59)

- 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. (3:04/1:21:59)
- 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. (7:07/1:21:59)

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:
(8:34/1:21:59)
 - 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. (9:55/1:21:59)
- C. Discussion on claims procedure manual and claims bordereau.
(15:43/1:21:59)
- D. Discussion on feedback from Servicing Facilities on: (52:50/1:21:59)

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
- E. Discussion and decision-making on amendments to the Servicing Facility Procedure Manual on: (48:40/1:21:59)
1. Requirements for Bordereau contents
 2. Submission procedures for Bordereau and policy premiums

Decision-making to follow, if necessary.

At approximately 11:24 a.m. a motion was made by Ms. Door to approve Aon's proposed changes to the procedures manual, seconded by Commissioner Saiki and unanimously approved. (51:40/1:21:59)

At approximately 11:52 a.m. Chair Haik opened the meeting for public comment, which there were none. (1:20:05/1:21:59)

V. Proposed dates for upcoming meetings: (1:19:30/1:21:59)

- A. **Monday, July 28, 2025, at 10:30 a.m.**
- B. Tuesday, August 5, 2025, at 10:30 a.m.
- C. Tuesday, August 12, 2025, at 10:30 a.m.
- D. Tuesday, August 19, 2025, at 10:30 a.m.

VI. Adjournment.

Chair Haik adjourned the meeting at approximately 11:54 a.m. (1:21:52/1:21:59)