



FINANCE INSURANCE, LTD.

Our Business Is Protecting You

March 24, 2020

Dear Policyholders:

The health and safety of our customers and employees have always been a top priority. As the onset of COVID-19 begins to impact the community we serve, we'd like to communicate the steps being taken to protect our customers, agents, employee and community. We have implemented our pandemic plan, which is outlined below.

Discontinue Walk-In Service:

Offices are closed to the public in effort to stop the spreading of this virus.

Service by Phone:

Finance Insurance will continue to provide service by telephone, Monday – Friday, 8:00a – 5:00p.

Our professional agents and staff will be available to assist you with your service needs. An agent listing is provided for your convenience. If you don't know your agent's name, call the main number for assistance.

Reporting a Claim:

You may contact your agent to report a claim or call the insurance company directly. A list of companies and telephone numbers has been provided for your use. If your insurance company is not listed, contact our office for assistance.

Maintaining Insurance Coverage:

As a reminder the policyholder is required to remit premium payments on-time to avoid policy cancellation. If you need help with making a payment you may contact the insurance company directly or contact your agent.

State of Hawaii Mandates Business Closure:

Should the State of Hawaii mandate businesses be closed, we will have no choice but to shut down the operation. Once the all clear is given we will return to business as usual.

If you have any questions regarding these steps, please give us a call.

Finance Insurance sends our warmest aloha to our valued customers and family.

Sincerely,

Mel Young
President/COO

Finance Insurance, Ltd. - Agent Contact Listing

Oahu - (808) 522-2040 • Fax (808) 522-2082 • Maui (808) 244-3552 • Fax (808) 244-3472

Hilo - (808) 933-1288 • Fax (808) 933-7306 • Kona - (808) 930-1222 • Fax (808) 930-1223

Name	Phone	E-mail	Name	Phone	E-mail
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Ronie Foronda	808-791-9504	rforonda@financeinsurance.com	Susan Westlake	808-250-8055	susan@culleygrp.com

Hawaii Claims Contacts

(Important Note: Do not include personal and sensitive information on e-mails such as social security number, date of birth, health information, etc.)

Carrier	Phone	Toll Free - Neighbor Island	Email	Website
Allianz (Work Comp, Auto, Liab, Prop, Agri)	1-888-347-3428 Fax 1-800-511-3720	1-888-347-3428	CIFNOL@ffic.com or WCFNOL@ffic.com or NewLoss@agcs.allianz.com	www.agcs.allianz.com/usclaims
Allianz / CorRisk (BOP)	1-800-870-8857	1-800-870-8857		www.agcs.allianz.com
Coastal Select		800-774-1012		www.mygeosource.com
Crum & Forster	808-537-5221		FSClaim_ReportDesk@cfins.com	www.cfins.com
DB Ins.	808-531-9733	800-231-3080	claims@johnmullen.com	www.dongbuins.com
DTRIC Insurance	888-443-8742		claims@dtric.com	www.dtric.com
Fairmont Specialty	800-953-7999	877-232-6784	FSClaim_ReportDesk@fairmontspecialty.com	www.fairmontspecialty.com/hawaii-commercial-property-insurance
Fireman's Fund	888-347-3428			www.firemansfund.com/home/policyholders/claim_center/claim-center/index.html
First Insurance of Hawaii	808-527-7711	800-272-5202	claimsreportsdesk@fihco.com	www.fihco.com
GeoVera	888-756-3611	877-448-5806		www.mygeosource.com
Great Northwest Ins.	800-776-3386			www.greatnorthwest.com
Hawaii Property Ins. Assoc.	808-564-8222	888-312-2525	clmrpt@islandinsurance.com	
Hawaiian Ins. & Guaranty	808-536-2777	800-952-7415	leni.bumanglag@higltd.com	www.higltd.com
HIMI	808-524-3642 x505	808-208-8300	HIMIClaims@hemic.com	www.hemic.com
HEMIC	808-524-3642	808-208-8210	infor@hemic.com	http://www.hemic.com
Hull & Company	808-840-1980		claimshawaii@hulloco.com	www.hullandco.com
IC International	564-8380 533-8751, 8785, 8786		ICClaims@ICInternational.net	
ICAT Insurance	866-789-4228		claimsfnol@boulderclaims.com	www.boulderclaims.com
Island Ins. & Tradewind Ins.	808-564-8222	888-312-2525	clmrpt@islandinsurance.com	www.islandinsurance.com
National Flood Ins. Program	800-759-8656		claims@floodpro.net	
National Interstate	808-536-3366	800-316-9167	hawaii.claims@natl.com	www.nationalinterstate.com
North River Ins.	800-690-5520			www.cfins.com
Northe Point	800-229-6742		reportclaims@npic.com	www.npic.com
Pacific Guardian Life	808-955-2236	1-800-367-5354	employeebenefits@pacificguardian.com	www.pacificguardian.com
Palomar		866-391-9675	claims@palomarspecialty.com	palomarspecialty.com/
Progressive Ins.	800-776-4737			www.progressive.com/claims/process
RLI Insurance	808-533-1515			
TriCoast Ins. Services		866-391-9675	claims@palomarspecialty.com	palomarspecialty.com/
Universal No. America	866-999-0898			www.uihna.com Claims brochure
Universal Property & Casualty	800-470-0599			universalproperty.com/company/contact.aspx email: Claims Department
US Fire	800-690-5520			www.cfins.com
Zephyr Insurance	800-768-6002		zephyr@us.crawco.com	zephyrins.com