

Direct Repair Program (DRP)

A PROGRAM DEVELOPED SPECIFICALLY TO GIVE YOU THE SERVICE YOU DESERVE

- ▶ Quick one-stop repairs.
 - ▶ Estimates from multiple repair shops not needed.
 - ▶ Appraiser not needed before work begins.
- ▶ Simple claims experience.
- ▶ Satisfaction guaranteed on workmanship for as long as you own your vehicle.

We have 29 DRP shops throughout Hawaii that have been prescreened and certified to represent First Insurance.

To be certified, each shop must:

- ▶ Be licensed with the State.
- ▶ Maintain industry standard equipment.
- ▶ Keep up with the latest training techniques.
- ▶ Have an industry history with a solid reputation.

We review all repair estimates and conduct reinspection of vehicles before, during or after repairs. We also review and audit the shop's repair files.

Our DRP partners meet the highest industry standard and we guarantee their workmanship for as long as you own your car.

Please refer to our list of qualified repair shops for a location nearest you.

This brochure is for illustrative purposes only and is not a contract. It is intended to provide a general overview of the plan described. Please remember that only the insurance policy can give actual terms, coverages, amounts, conditions and exclusions.

©2009 FIRST INSURANCE COMPANY OF HAWAII LTD.

Since 1911, Hawaii's businesses have been covered under our tree.

First Insurance is the largest property and casualty insurance company domiciled in Hawaii. We offer an array of personal, commercial and specialty lines of insurance. Nearly a century old, First Insurance enjoys an "A" (Excellent) rating from A.M. Best Company and is ranked as one of the nation's top 50 property-casualty insurers based on safety, consistency and performance by the Ward 50 Group.

To learn more about how we can help protect your business, please contact your independent insurance agent or call us at (808) 527-7777.



FIRST INSURANCE
COMPANY OF HAWAII, LTD.®

1100 WARD AVENUE
HONOLULU, HAWAII 96814
808.527.7777
WWW.FICOH.COM

Direct Repair Program



FIRST INSURANCE
COMPANY OF HAWAII, LTD.®

PERSONAL COMMERCIAL FIRMS

We've got you covered.

24-HOUR CLAIM REPORTING

OAHU: (808) 527-7711

TOLL FREE: 1-800-272-5202

OAHU

AIEA

- ▶ Aiea Collision Center
98-104A Lipoa Place · Aiea, HI 96701
Phone (808) 485-5700 · Fax (808) 485-5702
- ▶ Central Body & Paint
98-021 Kamehameha Hwy. · Aiea, HI 96701
Phone (808) 488-0045 · Fax (808) 487-6805
- ▶ Pearlridge Fender
98-025 Hekaha Street · Aiea, HI 96701
Phone (808) 488-3138 · Fax (808) 486-7224

HONOLULU

- ▶ Acme Fender & Paint
565 Halekauwila Street · Honolulu, HI 96813
Phone (808) 536-6438 · Fax (808) 537-3715
- ▶ Basic Auto Collision Repair Center
723 Umi Street · Honolulu, HI 96819
Phone (808) 842-3966 · Fax (808) 845-5796
- ▶ City Fender & Body Service
859 Queen Street · Honolulu, HI 96813
Phone (808) 591-2204 · Fax (808) 593-2809
- ▶ Global Auto Repair
231-B Sand Island Road · Honolulu, HI 96819
Phone (808) 848-0344 · Fax (808) 848-0929
- ▶ Island Fender Shop
440 Kamani Street · Honolulu, HI 96813
Phone (808) 592-8757 · Fax (808) 592-8758
- ▶ Nakamura Auto Body & Paint
2314 S. Beretania Street · Honolulu, HI 96826
Phone (808) 946-6635 · Fax (808) 943-6728
- ▶ Nunes Autobody & Paint Inc.
1620 Kahai Street · Honolulu, HI 96819
Phone (808) 847-6446 · Fax (808) 847-0001
- ▶ United Auto Body
1164 Kona Street · Honolulu, HI 96814
Phone (808) 591-8696 · Fax (808) 591-6697

KAILUA

- ▶ Sumida Body & Paint
39 Hoolai Street · Kailua, HI 96734
Phone (808) 261-4664 · Fax (808) 261-7190

KANEOHE

- ▶ Honda Windward Body & Paint Center
46-217 Kahuhipa Street · Kaneohe, HI 96744
Phone (808) 247-6756 · Fax (808) 235-0391

KAPOLEI

- ▶ M&R Truck & Auto Concepts
91-325 Kauhi Street · Kapolei, HI 96707
Phone (808) 682-4114 · Fax (808) 682-4439

WAHIAWA

- ▶ Sigs Collision Centers
415 Kilani Avenue · Wahiawa, HI 96786
Phone (808) 622-4036 · Fax (808) 622-0410

WAIPAHU

- ▶ Kuroda Auto Repair
94-518 Puahi Street · Waipahu, HI 96797
Phone (808) 676-1941 · Fax (808) 680-0200
- ▶ Oka's Auto Body
94-173 Leokane Street · Waipahu, HI 96797
Phone (808) 677-5474 · Fax (808) 677-1547
- ▶ Sigs Auto Body & Paint, Inc.
94-249 Leonui Street · Waipahu, HI 96797
Phone (808) 671-5641 · Fax (808) 680-0382

MAUI

- ▶ Hisamoto Body & Fender, Inc.
250-W Waiehu Beach Road · Wailuku, HI 96793
Phone (808) 244-2204 · Fax (808) 244-2113
- ▶ Jace & Kim Collision Specialist
1760 Mill Street · Wailuku, HI 96793
Phone (808) 242-7243 · Fax (808) 242-7443
- ▶ M. Toguchi Body Shop
822 Alua Street · Wailuku, HI 96793
Phone (808) 244-5339 · Fax (808) 242-4868
- ▶ Precision Auto Body
900 Eha Street #105 · Wailuku, HI 96793
Phone (808) 244-0742 · Fax (808) 244-6103

HAWAII

HILO

- ▶ Body Pros Hawaii
17 A Halekauila Street · Hilo, HI 96720
Phone (808) 935-1861 · Fax (808) 935-2909
- ▶ Concept Auto Refinishing
319 Kalanikoa Street · Hilo, HI 96720
Phone (808) 935-7607 · Fax (808) 935-4772
- ▶ M. S. Auto Body
797 B Kanoelehua Avenue · Hilo, HI 96720
Phone (808) 961-6330 · Fax (808) 969-6930

KAILUA-KONA

- ▶ Auto Body Hawaii
73-5601 Maieua Street · Kailua-Kona, HI 96740
Phone (808) 329-2544 · Fax (808) 326-3259
- ▶ Kraftsman Auto Body
74-5622 Alapa Street · Kailua-Kona, HI 96740
Phone (808) 329-7277 · Fax (808) 329-2044

KAUAI

- ▶ Kauai Collision Center
3156 Hoolako Street · Lihue, HI 96766
Phone (808) 245-9077 or (808) 246-4466
Fax (808) 246-2132
- ▶ Kauai Foreign Cars
1890 Leleiona Street · Lihue, HI 96766
Phone (808) 245-8577 · Fax (808) 246-0346

Policyholders and claimants are free to have their vehicles repaired at repair shops of their choice, and are not required to have their vehicles repaired at DRP certified shops. However, DRP benefits and satisfaction warranties are not available for repair work done at shops that have not been DRP certified.

A LEVEL OF SERVICE THAT'S SECOND TO NONE

At First Insurance we strive to achieve the highest level of customer satisfaction. In a recent customer service survey, over 96% of our customers responded "satisfied" or "very satisfied" with our claims service, with many describing it as the best in Hawaii.