



## **NEWS RELEASE**

### **FOR IMMEDIATE RELEASE**

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### **FIRST INSURANCE COMPANY OF HAWAII APPOINTS ROGER BUSS ESP PROGRAM MANAGER**

*Multi-year Enterprise System Project Will Create Industry-Leading Policy and Information Management System*

**HONOLULU** – Roger Buss, CPCU, has joined First Insurance Company of Hawaii (FICOH) as Enterprise System Project (ESP) program manager, where he will drive the company's multi-year initiative to update its information technology (IT) systems to better serve customers and agents. Once completed, the project will use a single integrated application to support all policy, accounting and claims operations.

“We are pleased to welcome such an experienced industry executive to our ESP team in support of our systems initiative,” said Allen Uyeda, president and CEO of First Insurance. “As technology advances, we continually re-evaluate our day-to-day operations to ensure they are aligned with our overall strategy. Roger will be an essential part of this team and the success of our ESP project.”

The ESP project will support the operation of systems including rating, quoting, underwriting, actuarial, policy administration, billing/accounts receivable, claims management, reinsurance, agency administration, document imaging and reporting.

Buss has more than 11 years of experience in the property and casualty (P&C) insurance industry, including leadership roles in IT operations, systems implementation and project

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management. In addition to his IT background, he is both a Certified Public Accountant (CPA) and a Chartered Property Casualty Underwriter (CPCU).

Before joining FICOH, Buss served as technology leadership partner with Tatum LLC in Dallas, Texas, where he provided IT leadership and governance services to a variety of clients. Earlier, he was vice president of IT for Unitrin Multi Lines Insurance, a \$600 million P&C insurance company, where he implemented and managed the company's Web-based IT systems.

Buss earned a degree in business administration from Drake University in Des Moines, Iowa, and his MBA in Information Systems and Marketing from the Kellogg School of Business at Northwestern University.

First Insurance Company of Hawaii, Ltd. is the oldest and largest property and casualty insurer domiciled in Hawaii, with assets totaling more than \$594 million and liabilities of \$396 million at June 30, 2009. First Insurance offers a broad array of personal, commercial, and specialty insurance lines. Nearly a century old, First Insurance enjoys an "A" (Excellent) rating from A.M. Best Co., whose ratings are widely recognized as a benchmark of an insurer's financial strength. First Insurance has also been named to the Ward's 50 list that recognizes the nation's top 50 property and casualty insurance companies. Proud of its broadly experienced, service-oriented staff, First Insurance employs more than 300 insurance professionals and distributes its products through 27 independent general agencies. It has claims personnel on Oahu, Kauai, and Maui, as well as in Hilo and Kona on the Island of Hawaii. First Insurance is jointly owned by CNA Financial Corporation and Tokio Marine & Nichido Fire Insurance Company Ltd.

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