

# 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.

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## 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.*