



Why Choose FiRMS Claims Services?

Located in Honolulu, HI, FIRMS Claims Services is a full service third-party administrator (TPA) that provides quality claims adjusting services for most Property and Casualty insurance lines, including Workers' Compensation, TDI, Auto, General Liability, LHWCA and Property. As the only TPA service provider in Hawaii backed by the bench strength of a full-service insurance carrier, we are uniquely positioned to provide your company a wide range of services, which includes customized claims handling, employee safety and various cost containment solutions to meet your needs and objectives.

Expertise

FIRMS Claims Services offers a great understanding of the unique insurance needs of our customers. We are staffed by 21 experienced and knowledgeable TPA claims professionals who offer over 275 years of combined experience. We are equipped with the local knowledge to provide fast, professional, and courteous service. All of our adjusters hold either a Hawaii Workers' Compensation Adjuster or Independent Adjuster license as required in the state of Hawaii.

Strength and Stability

First Insurance Company of Hawaii is backed by the financial strength of Tokio Marine Group and Tokio Marine North America (TMNA). FIRMS Claims Services operates as part of First Insurance Company of Hawaii, the largest property and casualty insurance company domiciled in Hawaii. Safeguarding Hawaii's residents and businesses since 1911, First Insurance Company of Hawaii has an "A+ (Superior)" rating from A.M. Best and has been named one of the nation's top 50 property and casualty insurance companies by The Ward Group. First Insurance Company of Hawaii is backed by the financial strength of Tokio Marine Group and Tokio Marine North America (TMNA).

Unrivaled Service

We are committed to delivering excellent customer service and treating all our customers – including clients, claimants and service providers with respect. Today, more than 97% of our customers consistently say they are satisfied or very satisfied with our overall service.

Firmly rooted in the local culture, and dedicated to the success of Hawaii's people and businesses, First Insurance and FIRMS Claims Services actively contributes to the communities it serves through community leadership, service and charitable contributions.

Full Service Benefits

FIRMS Claims Services is able to offer TPA clients:

- ▶ Security of your claims data; AT 101 SOC2, Type 2 audit certification supported by our IT Security Department
- ▶ Expert safety advice from the largest Risk & Safety Management department in Hawaii
- ▶ Comprehensive claims support services, including a special investigation unit, bill review, pharmacy networks, auto appraisal unit, subrogation unit, and staff counsel
- ▶ A highly skilled claims department with technical expertise for most Property and Casualty Insurance lines.
- ▶ Customized reporting to support your management goals
- ▶ Remote access to real-time financial data and updated claims information
- ▶ A customer satisfaction rating of more than 97% by our claimants and employers

TO LEARN MORE ABOUT FIRMS CLAIMS SERVICES, PLEASE CONTACT CHRISTINA GRIFFIN AT (808) 527-7192 OR ROSE RICHARDSON AT (808) 527-7517.

PHONE: 527-7007 FAX: 533-0778

MAILING ADDRESS: P.O. BOX 2866, HONOLULU, HI 96803

STREET ADDRESS: 1100 WARD AVENUE, HONOLULU, HI 96814

OFFICE HOURS: Monday - Friday, 8:00am – 5:00pm

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CHRISTINA GRIFFIN Manager



Christina joined FIRMS Claims Services in 2019. She has more than 18 years of experience working in the insurance industry in all lines, both locally and on the mainland. Her experience in Hawaii includes positions at

State Farm Insurance and Progressive Casualty. Before joining FICOH, Griffin was the claims manager at John Mullen & Company and has served on the Hawaii Claims Association Board of Directors since 2015.

ROSE RICHARDSON Supervisor



Rose joined the First Insurance Workers Compensation team in 2010 after 13 years as a Legal Secretary and Administrative Assistant for a Firm specializing in Workers Compensation Litigation. In 2012, Rose attained

both the AEI Workers Compensation Claim Law Specialist and Claims Law Associate designations. Rose attained her Senior Claim Law Associate Designation in 2014.

STACY KIMURA Supervisor



Originally from Los Angeles, Stacey graduated from the University of Southern California. She relocated to Hawaii in 1985 and was employed with Kaiser as a Patient Accounting Representative before joining the First

Insurance's Workers' Compensation team in 1992. She has attained her AEI Workers Compensation Claim Law Specialist designation.



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GROUP**