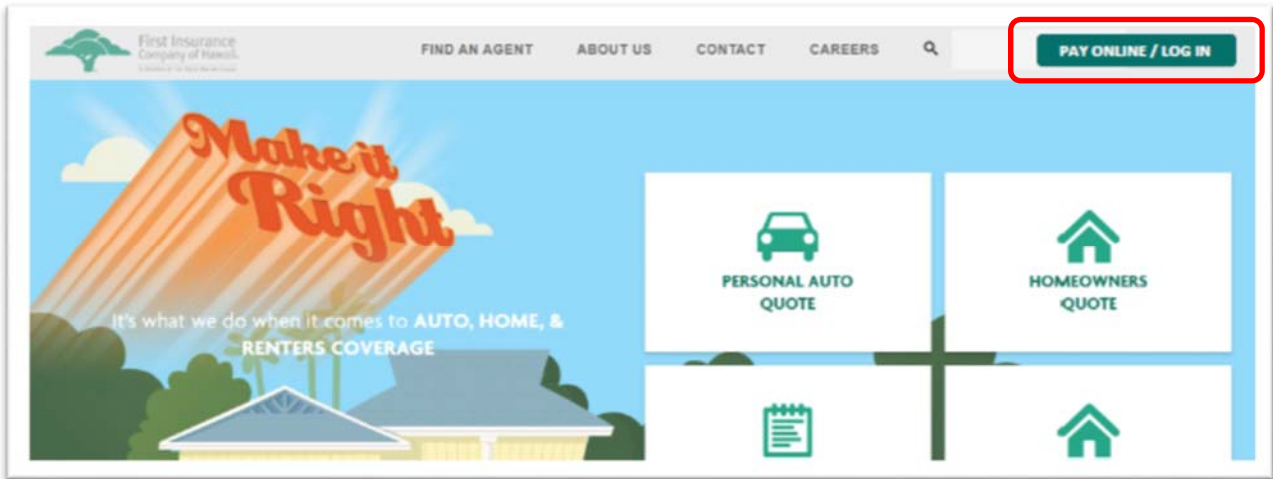


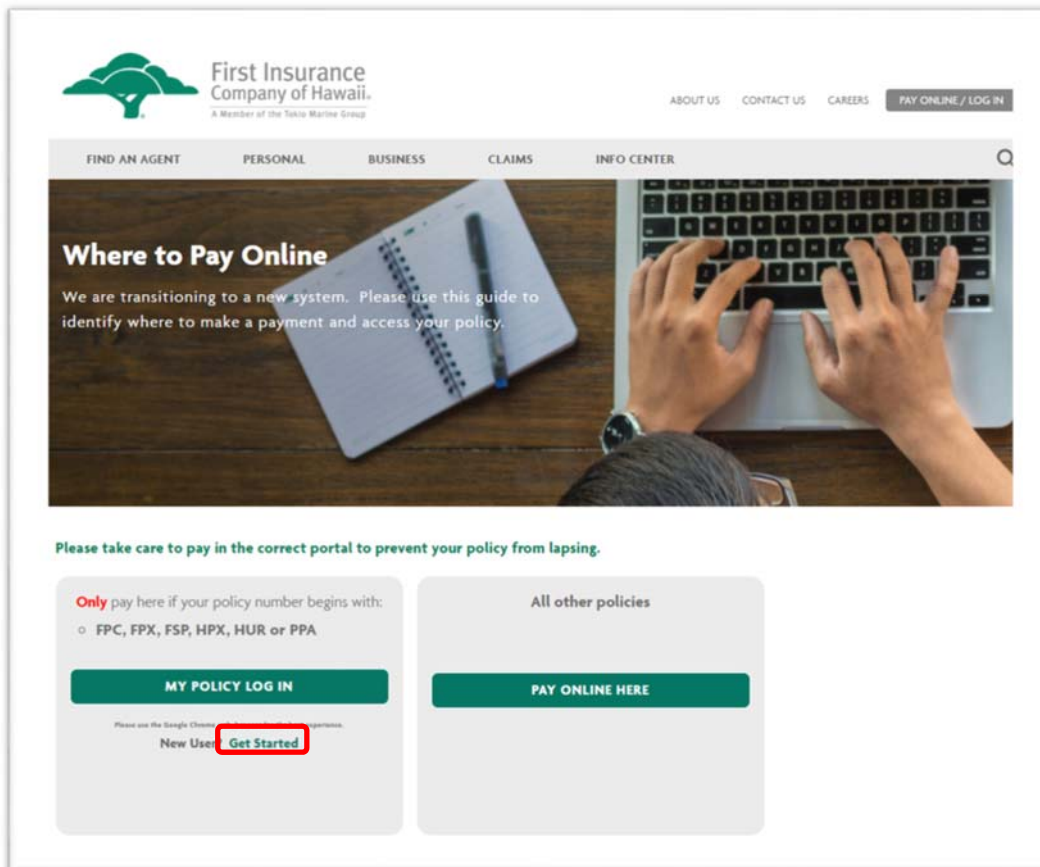
New User Instructions

How to Create a My Policy Account

1. Go to www.ficoh.com
2. Click "Pay Online / Log In."



3. Click "Get Started."



This will take you to a landing page (next page) where additional information about My Policy is provided.

Please read the disclosures and use Google Chrome as your internet browser.

My Policy

Important Message for New Users

Home / Important My Policy Message


Please note: We would like to make you aware of some My Policy issues and process changes. [Click here](#) to learn more.

Already registered?

My Policy Log In

First-time users:

To complete the one-time registration process, you will be asked to enter your policy number (first 13 digits up to the dash only) and account number EXACTLY as they appear on your recent invoice or billing letter (highlighted examples below).



First Insurance
Company of Hawaii
A member of the First Security Group

FPK300012024-1
Direct Bill

INVOICE

INSURED:
Test Account
1100 Ward Avenue
Honolulu, HI 96814

AGENCY:
Business Insurance Services, Inc.
(200-VV)
PH 808-935-1888

MAIL TO:
Test Account
1100 Ward Avenue
Honolulu, HI 96814

If you have any questions or concerns regarding your billing, please contact the Billing Department at (808) 527-7313. Otherwise, all other changes please contact your insurance agent.

Bill Date: 06/18/2020
Invoice Number: 1000015301

Policy Effective: 07/13/2020 to 07/13/2021
Account Number: **300011558**

Re: Invoice Billed

Dear [REDACTED]

An invoice has been sent to your designated Billing Contact:

Bank of Hawaii
PO BOX 3650
Honolulu, HI 96811

Invoice details are as follows:

Line of Business: Homeowners
Account Number: **3000011558**
Policy Number: **FPK3000012134-1**
Invoice Number: 1000018149
Bill Date: 06/29/2021
Invoice Amount: \$1,453.00

To ensure continued coverage payment is due by 07/24/2021. If the billing contact address is not correct please contact the Billing Department at (808) 527-7313. For any other inquiries or changes to your policy, please contact your agent.

For complete instructions, [click here](#).

If you follow these instructions and are still unable to successfully create an account, please call (808) 527-7777 and select option 8.

MY POLICY LOG IN

Please Note:

- Our invoices no longer display the 'pay in full' option but you may continue to pay in full. Options:
 - Log in to My Policy. Go to Billing and click Make a Payment. Select (click on) all installments to pay in full. You will receive a refund for the installment fees.
 - Request a payment plan change within My Policy. Go to Billing then click Manage Payments. The change will be processed within 1-2 days. Come back to My Policy to pay in full without incurring installment fees.
 - Remit a check for the total annual amount. Please refer to the second page of your invoice and add the installment amounts to determine the total.

4. When you're ready, click "My Policy Log In," and then click the "Sign Up" link at the bottom of the page.

Sign In

Email:

Password:

Forgot your password? [Sign In](#)

Do you have a policy with us but don't have an account?

[Sign up](#)

5. Enter the required information. Please make sure to use valid information.

Sign Up

Please enter valid information as it will be used to receive a PIN to sign into your account.

Clicking 'Sign Up' will save the information which cannot be easily changed thereafter.

First Name:

Last Name:

Email:

Please enter at least one phone number.

Country Code:

Land Line Phone:


Country Code:

Mobile Phone:

Password: (Password should be 8-24 digits and include one uppercase letter, one lowercase letter, one number, and one special character)

Confirm Password:

I'm not a robot



reCAPTCHA
Privacy • Terms

Already have an account?

[Sign In](#)

The country code must include the “+” sign

Phone numbers must be entered without dashes or spaces

“Land Line Phone” will deliver a voicemail for account verification purposes

“Mobile Phone” will deliver a text message for account verification purposes

Once you’ve entered the required information, check the “I’m not a Robot” box. Follow the prompts and select the images as directed. Then click “Verify.”

Sign Up

Please enter valid information as it will be used to receive a PIN to sign into your account.

Clicking 'Sign Up' will save the information which cannot be easily changed thereafter.

First Name:

Last Name:

Email:

Please enter at least one phone number.

Country Code:


Land Line Phone:

Country Code:


Mobile Phone:




Password: (Password should be 8-24 digits and include one uppercase letter, one lowercase letter, one number, and one special character)

Confirm Password:

I'm not a robot  reCAPTCHA
Privacy - Terms

Select all images with **palm trees**



Already have an account?

[Sign In](#)

Then select "Sign Up."

Sign Up

Please enter valid information as it will be used to receive a PIN to sign into your account.

Clicking 'Sign Up' will save the information which cannot be easily changed thereafter.

First Name:

Last Name:

Email:

Please enter at least one phone number.

Country Code:

Land Line Phone:

Country Code:

Mobile Phone:

Password: (Password should be 8-24 digits and include one uppercase letter, one lowercase letter, one number, and one special character)

Confirm Password:



I'm not a robot



reCAPTCHA
Privacy · Terms

Already have an account?

[Sign In](#)

6. To protect the security and privacy of our insureds, you will be asked to select a method to receive a one-time security code to verify your account. The security code can be sent to your email, or you can receive the code as a text message or voice message to the phone number provided during sign-up.

Verify Account

For added security, please select a method to receive a pin.
The PIN will expire after 10 minutes or upon exiting this screen.
If a PIN is requested via email and not received, please check your spam folder.
If you click the back button or exit this page without completing this step, you will need to log in using the information saved on the previous page.
For further assistance, please contact us at 527-7777 and select the 'My Policy' option.

Step 1: How should we contact you?

Email Address (d****.****r@ficoh.com)

Voice Message(xxxxxxxx74)

Text Message(xxxxxxxx74)

Send PIN

Step 2: Enter your PIN

Please type the PIN you received here.

Submit

7. Select the method of verification you prefer and click on “Send PIN.”

Step 1: How should we contact you?

Email Address (d****.****r@ficoh.com)

Voice Message(xxxxxxxx74)

Text Message(xxxxxxxx74)

Send PIN

- After receiving the code, enter it into the text box under “Step 2” and click “Submit.” The text in yellow will show you how long the PIN is valid for.

The PIN has been sent to d****.****r@fcoh.com
You may request another PIN in 119 seconds if needed.

Step 2: Enter your PIN
Please type the PIN you received here.

Submit

- Next, you will need to link your account to your policy.

Enter Your Details


Please provide verification information for the account you wish to access. Simply complete all fields for online access to your policy information. If you do not have your invoice or mortgages letter, please contact us at (808) 527-7777, and select the option for My Policy login Support.

Policy Number (Format: 13 digits. example: HPX1234567890):

Account Number (Format : 10 digits. Example : 1234567890):

[Log out](#) **Add Account**

Enter your policy number (first 13 digits up to the dash only) and account number EXACTLY as they appear on your most recent invoice or billing letter (highlighted examples below)

 First Insurance Company of Hawaii. <small>A Member of the Tokio Marine Group</small>	FPX3000012024-1
INVOICE	Direct Bill
INSURED: Test Account 1100 Ward Avenue Honolulu, HI 96814	AGENCY: Business Insurance Services, Inc. (200-VW) PH 808-935-1888
MAIL TO: Test Account 1100 Ward Avenue Honolulu, HI 96814	If you have any questions or concerns regarding your billing, please contact the Billing Department at (808) 527-7313. Otherwise, all other changes please contact your insurance agent.
Bill Date: 09/18/2020 Invoice Number: 1000015351	Policy Effective: 07/13/2020 to 07/13/2021 Account Number: 3000011513

Re: Invoice Billed

Dear [REDACTED]

An invoice has been sent to your designated Billing Contact:

Bank of Hawaii
PO BOX 3650
Honolulu, HI 96811

Invoice details are as follows:

Line of Business: Homeowners
Account Number: **3000011558**
Policy Number: **HPX3000012134-1**
Invoice Number: 1000018149
Bill Date: 06/29/2021
Invoice Amount: \$1,453.00

To ensure continued coverage payment is due by 07/24/2021. If the billing contact address is not correct please contact the Billing Department at (808) 527-7313. For any other inquiries or changes to your policy, please contact your agent.

Then click "Add Account."

Enter Your Details

Please provide verification information for the account you wish to access. Simply complete all fields for online access to your policy information. If you do not have your invoice or mortgages letter, please contact us at (808) 527-7777, and select the option for My Policy login Support.

Policy Number (Format: 13 digits. example: HPX1234567890):

HPX300001234

Account Number (Format : 10 digits. Example : 1234567890):

3000011558

[Log out](#)

[Add Account](#)

10. Congratulations on setting up your My Policy account! My Policy is available 24/7. Commercial and personal insurance customers may use it to pay online and set up automatic payments. Personal insurance customers may also use My Policy to view policy documents, report a claim, and look up a claim status.

The screenshot shows the user's account dashboard. At the top left is the First Insurance Company of Hawaii logo. A navigation bar includes Home, Billing, Claims, and Add policy. The main section is titled "Account Summary" and contains two summary cards: "My Balance" showing a total of \$3,581.00 with a "Pay Now" button, and "My Last Payment" showing \$592.00 paid on Jan 28, 2022. A "My Quick Links" section offers "Make a Payment" and "Update My Details". Below this is a card for "ACW Group, LLC (248)" with contact information for Russell S. Alamine. A "Policies" table lists one policy: Homeowners, Inactive, HPX4000012477, effective 10/25/21 to 10/25/21, with a premium of \$0.00. On the right, there are promotional banners for "Homeowners Bundle Explai..." and "First Insurance Company of...".

First Insurance Company of Hawaii
A Member of the First Insurance Group

Home Billing Claims Add policy

Account Summary

My Balance
\$3,581.00
Overdue \$2,739.00
Current \$842.00
Due Jan 13, 2022
[Pay Now](#)

My Last Payment
\$592.00
Paid Jan 28, 2022

My Quick Links
[Make a Payment](#)
[Update My Details](#)

ACW Group, LLC (248)
Russell S. Alamine
2000 Bishop Street, Suite 400
Honolulu, HI 96813
808.527.7777

Policies

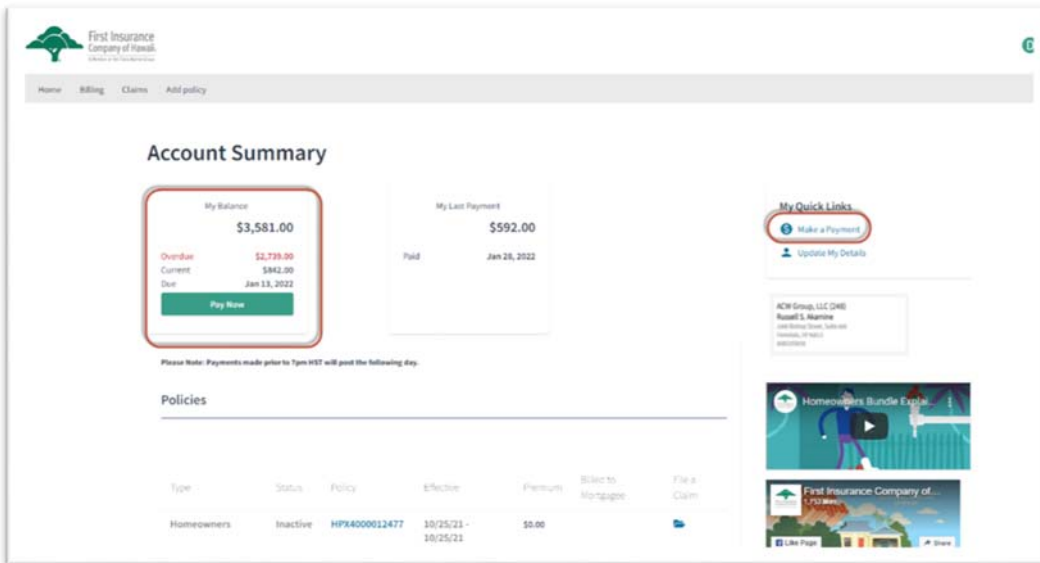
Type	Status	Policy	Effective	Premium	Billed to Mortgage	File a Claim
Homeowners	Inactive	HPX4000012477	10/25/21 - 10/25/21	\$0.00		File a Claim

Homeowners Bundle Explai...

First Insurance Company of...
1,753 Members
[Like Page](#) [Share](#)

How to Make A Payment

There are multiple ways to make a payment on one or more of your policies. You may use the “My Balance” section or “Make a Payment” link under My Quick Links to pay the balance for any policies on your account **that have been billed/mailed**. You will not be able to pay premium that has not yet been billed/mailed. *Please note, when making a payment in the portal, the amounts due will take a day to process and will not immediately refresh.



The screenshot displays the First Insurance Company of Hawaii portal. At the top, there is a navigation bar with links for Home, Billing, Claims, and Add policy. The main content area is titled "Account Summary" and features two summary boxes. The "My Balance" box shows a total balance of \$3,581.00, with a "Pay Now" button below it. The "My Last Payment" box shows a payment of \$592.00 made on Jan 26, 2022. To the right, the "My Quick Links" section has a "Make a Payment" link circled in red. Below this, there is a "Policies" table with one row for a Homeowners policy (HPK4000012477) that is inactive. The table columns include Type, Status, Policy, Effective, Premium, Select to Mortgage, and File a Claim. On the right side of the page, there are promotional banners for "Homeowners Bundle Extra" and "First Insurance Company of Hawaii".

Type	Status	Policy	Effective	Premium	Select to Mortgage	File a Claim
Homeowners	Inactive	HPK4000012477	10/25/21 - 10/25/21	\$0.00		

Select each invoice you would like to pay by clicking the corresponding checkbox. You may pay as many invoices as you like. For your convenience, the due date for each invoice is displayed in the Date column. As you select invoices, the “Amount to Pay” box will automatically recalculate and display your payment amount.

A 2.1% processing fee is applied to commercial policy credit card payments. The fee will calculate once “Credit Card” is selected as the payment method. There is no fee for personal policy credit card payments.

Make a Payment

Select Invoices to Pay

Policy #	Due Date	Total	Paid	Credit Card Fee	Balance	Invoice #	Pay
CGL2000003410	Apr 1, 2025	\$3,963.20	\$0.00		\$3,963.20	1000003770	<input checked="" type="checkbox"/>
CBA2000003411	Apr 1, 2025	\$3,012.00	\$0.00		\$3,012.00	1000003774	<input type="checkbox"/>
FWC2000003412	Apr 1, 2025	\$468.40	\$0.00		\$468.40	1000003778	<input type="checkbox"/>

Amount to Pay

Set Payment Source

Payment Method

By acknowledging, you authorize First Insurance Company of Hawaii payment is made after the due date, it will not reinstate a policy previous Lines credit card payments. No fee is charged for automated bank payments.

You can make a payment using either a credit card (MasterCard or Visa) or an electronic payment from your bank account. Select your preferred payment method from the dropdown menu. Enter your bank or credit card information. Read the acknowledgement at the bottom and click the checkbox. Please ensure all information entered is correct, then click “Pay Now.”

NOTE: For your convenience, the payment information will be saved and can be used to make future payments. You cannot edit a saved credit card or bank account in the system. To change or update payment information, set up a new payment method with your new/updated bank or credit card information.

Payment Method

Choose Account (Optional)

Bank Name

Account Type (Optional)

Account Number

Routing (ABA) Number

Account Holder Name (Optional)

Account Holder Phone Number (Optional)

By acknowledging, you authorize First Insurance Company of Hawaii to initiate an electronic payment in the amount specified above. You also authorize your financial institution to honor this payment. If your payment is made after the due date, it will not reinstate a policy previously lapsed or cancelled for non-payment. Please contact your independent agent for questions.

If you wish to make a payment on premium that has not yet been billed/mailed, you may do so by clicking the “Billing” link at the top of the page. Select the policy you wish to pay by clicking on the policy number at the top of the page. The planned payments and their due dates will display. To make a payment, click “Make a Payment” button above the policy information.



Billing Summary

PPA4000013407 **PPA4000013405** PPA4000012726 HPX4000013442 HPX4000013445 HUR4000013443 HPX4000013512 HPX4000013448 PPA4000013404 HPX400001241 >

Personal Auto **Personal Auto** Personal Auto Homeowners Homeowners Hurricane Homeowners Homeowners Personal Auto Homeowners

Please Note: Payments made prior to 7pm HST will post the following day.

Make a Payment

Policy

Due Date	Bill Status	Invoice Total	Paid	Outstanding	Invoice #
Jan 13, 2022	Due	\$1,423.00	\$1,136.00	\$287.00	1000002175

Select each invoice you wish to pre-pay by clicking the Pay checkbox on the right side of the screen. The "Amount to Pay" field will automatically recalculate as you add invoices. Enter your payment method, read the acknowledgement, and click "Pay Now."

Select Invoices to Pay

Date	Status	Total	Paid	Balance	Invoice	Pay
10/26/25	Billed	\$82.75	\$0.00	\$82.75	1000039443	<input type="checkbox"/>
1/1/26	Planned	\$81.75	\$0.00	\$81.75	1000039444	<input type="checkbox"/>
4/1/26	Planned	\$81.75	\$0.00	\$81.75	1000039445	<input type="checkbox"/>
7/1/26	Planned	\$81.75	\$0.00	\$81.75	1000039446	<input type="checkbox"/>

Amount to Pay * 0

How to Manage Your Payments

To view or change your current payment plan, start or stop automatic payments, or update your automatic payment method, click the “Billing” link at the top of the page, then click the policy you wish to view. Your current payment plan with due dates and invoice totals will display. To start or stop automatic payments, or to request a change to your payment plan (i.e. from semi-annual to quarterly), click the “Manage Payments” button. Please note that the system will not immediately process your changes. Please allow up to 2 business days for the changes to reflect.

Billing Summary

HUR4000013513 FSP4000013638 PPA4000013564
Hurricane **First Select Portfolio** Personal Auto

Please Note: Payments made prior to 7pm HST will post the following day.

2:4237 Papu Circle, Honolulu, HI 96816

Make a Payment **Manage Payments**

Policy

Due Date	Bill Status	Invoice Total	Paid	Outstanding	Invoice #
Apr 13, 2022	Billed	\$1,875.00	\$0.00	\$1,875.00	1000002744

Select the option(s) you would like to request. If you need to make multiple requests (for example, change your payment plan and enroll in automatic payments), simply click the checkboxes next to your desired changes and click “Next.” Enter the required information and click “Update.” All checked requests will be sent to First Insurance for processing.

Billing Summary

HUR4000013513 FSP4000013638 PPA4000013564
Hurricane **First Select Portfolio** Personal Auto

Please Note: Payments made prior to 7pm HST will post the following day.

2:4237 Papu Circle, Honolulu, HI 96816

Make a Payment **Manage Payments**

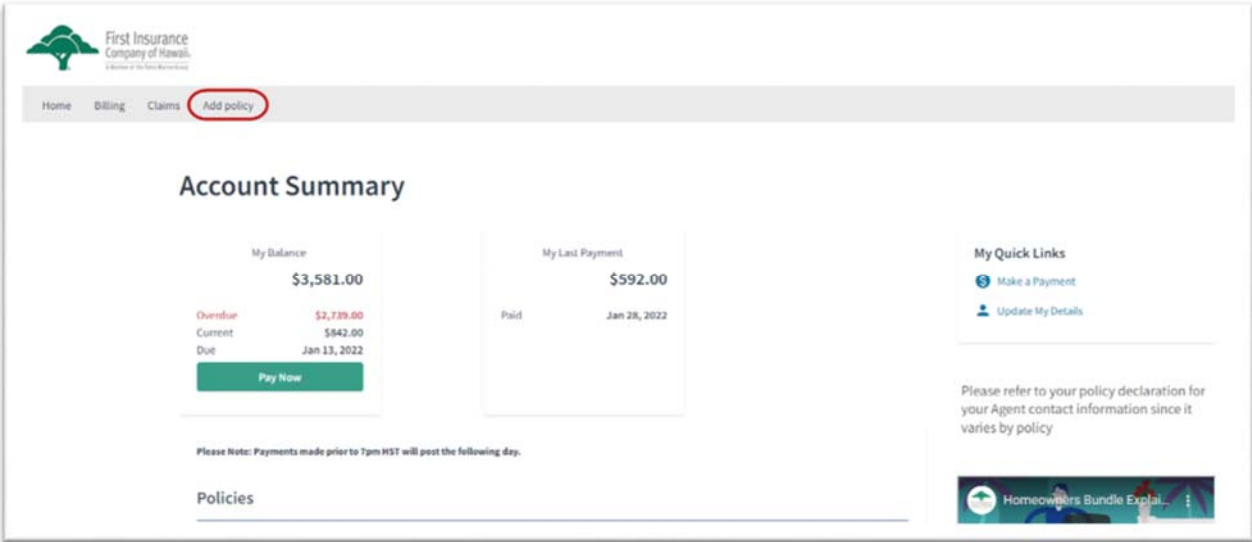
Manage Payments

What would you like to do ?

Request Payment Plan Change
 Disable Automatic Payments
 Update Automatic Payment Method

Accessing Other Accounts & Policies

Once you have registered for an account, you may access other accounts and policies you have with First Insurance. Please note, only policies that start with a 3 letter prefix followed by 10001 are accessible in this system (example HPX1000123456).



In order to access another policy, you will need to enter both the policy number and account number. Please have this information available if you are paying on behalf of someone else.

Enter Your Details

Please provide verification information for the account you wish to access. Simply complete all fields for online access to your policy information. If you do not have your invoice or mortgages letter, please contact us at (808) 527-7777, and select the option for My Policy login Support.

Policy Number (Format: 13 digits. example: HPX1234567890):

Account Number (Format : 10 digits. Example : 1234567890):

[Return to Home Page](#)

Once you register, any policies associated with that account will now be available to you.

Enter Your Details

Please provide verification information for the account you wish to access. Simply complete all fields for online access to your policy information. If you do not have your invoice or mortgages letter, please contact us at (808) 527-7777, and select the option for My Policy login Support.



Enrollment Successful

You now have access to your policies: HPX4000014019,
FSP4000014021, PPA4000014005, PPA4000014006

[Return to Home Page](#)

You will see some minor changes to your Account Summary now that multiple accounts are linked to your login. Agent information and "Update My Details" will be hidden as they may differ across your different accounts. Also, making a payment under "Pay Now" or "Make a Payment" will now take you to the Billing Summary screen, where you will be able to make payments on individual policies.

The screenshot shows the 'Account Summary' page for the First Insurance Company of Hawaii. The page includes a navigation bar with 'Home', 'Billing', 'Claims', and 'Add policy'. The main content area is divided into several sections:

- My Balance:** Shows a total balance of \$3,581.00. Below this, it lists 'Overdue' (\$2,739.00), 'Current' (\$842.00), and 'Paid' (Jan 11, 2022). A green 'Pay Now' button is highlighted with a red box.
- My Last Payment:** Shows a payment of \$592.00 made on Jan 28, 2022.
- My Quick Links:** A box containing 'Make a Payment' and 'Update My Details' links.
- Notice:** A message stating 'Please Note: Payments made prior to 7pm HST will post the following day.'
- Policies:** A table listing active and inactive policies.
- Homeowners Bundle Explai...:** A video player showing a person in a blue shirt.
- First Insurance Company of...:** A social media-style post with 'Like Page' and 'Share' buttons.

Type	Status	Policy	Effective	Premium	Billed to Mortgage	File a Claim
Homeowners	Inactive	HPX4000012477	10/25/21 - 10/25/21	\$0.00		
Mortgage	Inactive	HPX4000012477	11/01/21	\$0.00		

How to View Your Personal Insurance Policy Documents

Please note, only personal insurance policy documents are viewable in My Policy. To view or download your policy documents or billing invoices, click on the blue policy number hyperlink. This will take you to the Policy Details screen.

Type	Status	Policy	Effective	Premium	Billed to Mortgagee	File a Claim
Homeowners	Active	HPX4000013512	05/07/21 - 05/07/22	\$811.00		
Hurricane	Active	HUR4000013513	05/07/21 - 05/07/22	\$592.00		

On the Policy Details page, you can view the details of the policy, including policy effective dates, the total premium for the policy, a snapshot of your coverages, and you can view and download documents such as your policy declaration forms or billing invoices. You can also use the “Upload” button to add any documents your agent or First Insurance may request.

First Insurance Company of Hawaii

Home Billing Claims Add policy

← Back

Policy Details: HPX4000013512

Current Renewing

Details >

Property >

Coverage Details >

Documents

Upload Documents Search Documents

NAME/DESCRIPTION	TYPE	DATE UPLOADED
Policy Declarations	Policy Declarations	8/19/21

Contacts >