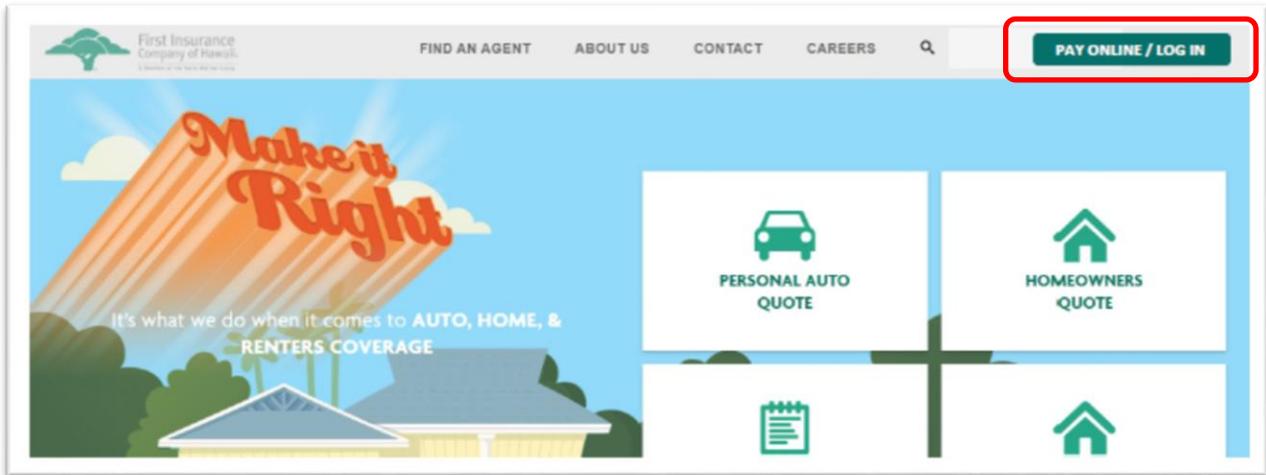


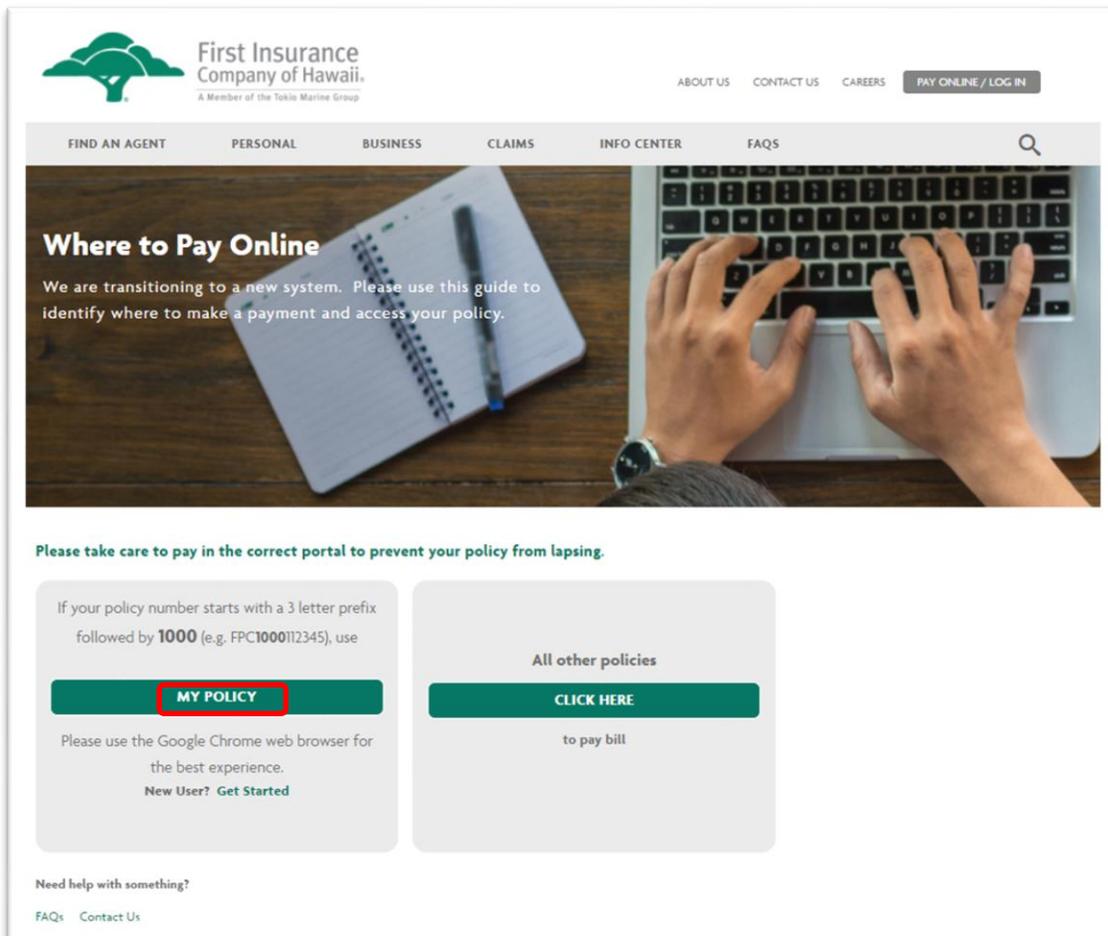
New User Instructions

How to Create a My Policy Account

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



3. Click "My Policy."



4. Click the "Sign Up" link at the bottom of the page.

Sign In

Email:

Password:

[Forgot your password?](#)

Do you have a policy with us but don't have an account?
[Sign up](#)

5. 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):

I'm not a robot 
reCAPTCHA
Privacy - Terms

Already have an account?
[Sign In](#)

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.

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 "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):

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

 I'm not a robot



Add Account

Already have an account?

[Sign In](#)

6. Next, enter the required information (see next page). 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:

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

Then click “Sign Up.”

7. To protect the security and privacy of our insureds, you will be asked to select a method to receive a pin. 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 (t*****5@gmail.com)

Voice Message(xxxxxxxx43)

Text Message(xxxxxxxx43)

Send PIN

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

Verify PIN

8. Select the method of verification you prefer and click on "Send PIN."

Step 1: How should we contact you?

Email Address (t*****5@gmail.com)

Voice Message(xxxxxxxx43)

Text Message(xxxxxxxx43)

Send PIN

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

The PIN has been sent to xxxxxxxx43
You may request another PIN in 117 seconds if needed.

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

Once the PIN is verified, click “Next.”

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

PIN successfully verified. Click Next to continue.

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.

First Insurance Company of Hawaii
A Member of the Tokio Marine 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**

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

Policies

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

My Quick Links

- [Make a Payment](#)
- [Update My Details](#)

ACW Group, LLC (248)
Russell S. Akamine
2000 Bishop Street, Suite 400
Honolulu, HI 96813
8082202000

Homeowners Bundle Explai...

First Insurance Company of ...
1,753 likes

[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 account summary page. The navigation bar includes 'Home', 'Billing', 'Claims', and 'Add policy'. The 'Account Summary' section contains a 'My Balance' box showing a balance of \$3,581.00, with 'Overdue' of \$2,739.00 and 'Current' of \$842.00, and a 'Pay Now' button. A 'My Last Payment' box shows a payment of \$592.00 on Jan 28, 2022. The 'My Quick Links' section has a 'Make a Payment' link circled in red. Below this is a 'Policies' table with one row for a Homeowners policy (HPX4000012477) with a premium of \$0.00. The 'ACW Group, LLC (D&B)' section is also visible.

Type	Status	Policy	Effective	Premium	Billed to Mortgage	File a Claim
Homeowners	Inactive	HPX4000012477	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 \$ 3,963.20

Set Payment Source

Payment Method Please Select

Please Select

Bank Account

Credit Card

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

Cancel
Pay Now

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 Bank Account

Choose Account (Optional) Add New

Bank Name

Account Type (Optional)
Checking
Savings

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.

Cancel
Pay Now

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 Personal Auto **PPA4000013405 Personal Auto** PPA4000012726 Personal Auto HPX4000013442 Homeowners HPX4000013445 Homeowners HUR4000013443 Hurricane HPX4000013512 Homeowners HPX4000013448 Homeowners PPA4000013404 Personal Auto HPX400001241 Homeowners >

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

Make a Payment

Policy

Invoices to Pay			Paid Invoices		
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**

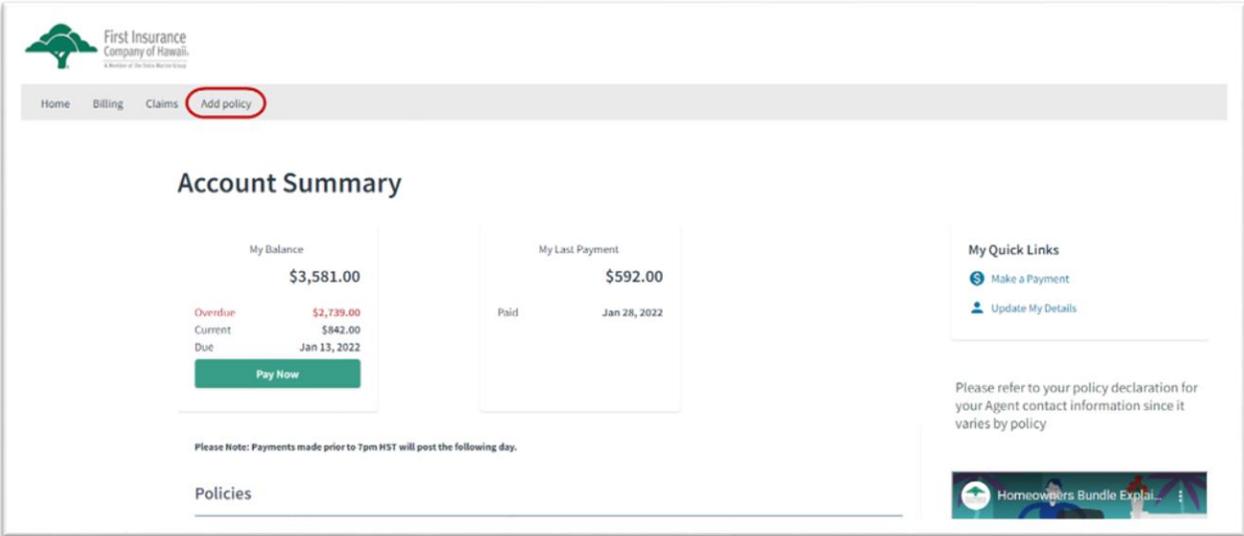
Manage Payments

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 1000 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:** \$3,581.00. Sub-sections include Overage (\$2,739.00), Current (\$842.00), and Due (Jan 13, 2022). A red box highlights the 'Pay Now' button.
- My Last Payment:** \$592.00, Paid on Jan 28, 2022.
- My Quick Links:** 'Make a Payment' and 'Update My Details'.
- Policy Declaration:** A note stating 'Please refer to your policy declaration for your Agent contact information since it varies by policy'.
- Policies:** A table listing active and inactive policies.
- Video Player:** A video titled 'Homeowners Bundle Explai...'. Below it is a social media-style card for 'First Insurance Company of...' with 'Like Page' and 'Share' buttons.

Type	Status	Policy	Effective	Premium	Billed to Mortgagee	File a Claim
Homeowners	Inactive	HPX4000012477	10/25/21 - 10/25/21	\$0.00		
Mortgages	Inactive	MPD4000012506	11/01/20 -	\$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](#)

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

Contacts >