

# NEWS RELEASE

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### **Loan Protector's EasyNOR Automates First Hawaiian Bank's Lender-Placed Coverage Process**

*Bank cites automation efficiencies improve servicing process*

**CLEVELAND, Ohio, April 11, 2006** – Honolulu, Hawaii-based First Hawaiian Bank selected Loan Protector Insurance Services, a leading independent provider of customizable lender-placed insurance programs for lenders and mortgage servicers, to help it more effectively service its loan portfolio. The bank implemented **EasyNor<sup>SM</sup>**, Loan Protector's automated borrower notification and lender-placed insurance service, in August 2005. Since then, the bank has been able to more efficiently service its diverse mortgage portfolio.

"We selected Loan Protector to support our lender-placed insurance processing because they offered automation with Web interface support," said Lovina Ah Mow, Mortgage Service Center, Manager at First Hawaiian. "Loan Protector offered a way for us to improve our business process – if presented with the opportunity to automate any part of your current manual process, why not convert?"

With more than \$10 billion in assets and 61 branches throughout Hawaii, including three in Guam and two in Saipan, state-chartered First Hawaiian is the oldest and largest financial institution in Hawaii. First Hawaiian is a subsidiary of BancWest Corporation, a regional financial services company with total assets of more than \$66.3 billion. In addition to servicing its own portfolio, saleable and investor loans, the bank provides sub-servicing for Bank of the West, another subsidiary of BancWest Corporation.

**EasyNOR** is a Web-based, automated system that detects exposures in coverage, initiates the notification cycles on exposed loans and subsequently orders lender-placed insurance on property. Real-time notification of policy expiration and renewals are available by the use of phone calls and faxes and institutions have the ability to select how often they would like notification – daily or over time.

"Loan Protector fully supports an institution's decision to keep insurance tracking in-house," said Ron Wiser, president of Loan Protector. "Both **EasyData**, our electronic

clearinghouse for homeowners insurance information, and **EasyNor** allow the institution to have full control over the tracking process.”

Ah Mow believes First Hawaiian will continue to see an increase in operating efficiencies because of **EasyNor**.

“We are happy that First Hawaiian sees the benefit in our services,” Wiser said. “Loan Protector’s goal is to continually build and deploy technology and service solutions that optimize the servicer’s infrastructure so management and personnel can better compete and more efficiently meet the needs of their customers.”

#### **About Loan Protector**

Loan Protector is a leading independent outsourcer of customized mortgage insurance tracking and verification programs, designed to fit each lender's specific requirements. Loan Protector offers a complete line of insurance tracking products, including hazard and flood insurance tracking for commercial and residential mortgage servicers. Using its state-of-the-art proprietary software, EasyTrack<sup>SM</sup>, Loan Protector helps loan servicers manage their insurance, escrow and verification processes in a secure, online environment. For more information about Loan Protector call 800.545.6580 or visit [www.loanprotector.com](http://www.loanprotector.com).

**Editor’s Note:** To learn more about First Hawaiian Bank visit [www.fhb.com](http://www.fhb.com).

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