



AGENTLINE BULLETIN

October 1, 2025

| DAB 12-2025

DTRIC INSURANCE TO TRANSITION TO RUN-OFF

In March 2025, MS&AD announced the merger of its two subsidiary companies—Mitsui Sumitomo Insurance Company, Ltd., and Aioi Nissay Dowa Insurance Company, Ltd. The strategy is to combine the strengths of the two companies and to improve profitability.

As Hawaii is a relatively small market with natural catastrophe exposure and continually rising costs, sustaining long-term growth and profitability has become increasingly challenging. With a view to achieving higher profitability, it was decided to transition DTRIC to a run-off insurance carrier. This decision is aligned with MS&AD's global strategy to concentrate resources on more profitable markets.

The transition to a run-off insurance carrier means that while DTRIC will no longer issue new policies or renew existing ones, we will continue to administer all active policies, manage claims, and fully meet our contractual and statutory obligations. We will maintain operations for at least the next several years with appropriate governance and oversight in place to ensure policyholder protection and the orderly satisfaction of all liabilities.

The following are the key dates for the transition:

New Business

- On December 1, 2025, DTRIC will cease writing new business across all product lines.

Non-Renewals

- On January 2, 2026, DTRIC will begin non-renewing policies for Personal Auto, Personal Umbrella, and Commercial Auto.
- On January 2, 2026, DTRIC will begin non-renewing all lines of business under the Japan Interest Abroad (JIA) program.
- On or about November 1, 2026, DTRIC will begin non-renewing Homeowners and Dwelling Fire policies.



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To support the transition, we will provide separate instructions on how to access the in-force expiration reports and loss runs for both Personal Lines and Commercial Lines.

Claims

DTRIC will remain in Hawaii to ensure that claims occurring during the in-force policy period will be settled or closed. We will continue to process and manage claims in the ordinary course until the last claim is completed.

Staffing

As we transition to a run-off company, workforce reductions will occur at the end of 2026 and at the end of each subsequent year. DTRIC remains committed to taking care of our employees as they exit the company. We will also make every effort to maintain our service levels.

I humbly ask for your patience and understanding as DTRIC transitions its operation in the Hawaii market. If you have any questions, please reach out to the following executives:

- Agency Relations: Martha Nobriga marthan@dtric.com or at 808-951-1827
- Claims: Mike Mishima mikem@dtric.com or at 808-951-1771
- Finance & Administration: Ann Nakagawa at annn@dtric.com or at 808-951-1712

Aloha,

A handwritten signature in black ink, appearing to read 'T. Mitsueda', with a long horizontal stroke extending to the right.

Taku Mitsueda
President & CEO