



# AGENTLINE BULLETIN

November 3, 2025 | DAB 14-2025

## DTRIC Underwriting Updates

Aloha Agency Partners,

We would like to inform you of several changes at DTRIC Underwriting.

### Commercial Lines Underwriting

Ken Dep, Commercial Lines Underwriting Manager, will be retiring effective November 3, 2025. Ken has been with DTRIC for 11 years, and we are deeply grateful for his many contributions during his time with us. Please join us in congratulating Ken and extending our best wishes as he begins a new chapter in retirement.

Moving forward, please direct any Commercial Lines underwriting questions to Morgan Hayden at 808-951-1880, or [morganh@dtric.com](mailto:morganh@dtric.com).

For other requests, please continue to use the resources below:

- Policy service requests: [commercial@dtric.com](mailto:commercial@dtric.com)
- Billing inquiries: [billinginquiries@dtric.com](mailto:billinginquiries@dtric.com)
- Loss Runs: download from Loss Run Portal at <http://lossinfo.dtric.com/>.

### Personal Lines Underwriting

Effective November 3, 2025, Michael Kawada will rejoin DTRIC as a Senior Personal Lines Underwriter. Michael previously worked at DTRIC for 17 years in both Claims and Personal Lines, and we are pleased to welcome him back to the team.

The agency assignments for the Personal Lines Underwriting Team will be announced at a later date. Below is the team's contact information:

Underwriters:

- Michael Kawada – 808-951-1858 | [michaelk@dtric.com](mailto:michaelk@dtric.com)
- Leslie Rosa – 808-951-1812 | [leslier@dtric.com](mailto:leslier@dtric.com)
- Morgan Hayden – 808-951-1880 | [morganh@dtric.com](mailto:morganh@dtric.com)



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Account Servicing: Email [service@dtric.com](mailto:service@dtric.com)

Agent Portal Support:

- Curtis Kwok - 808-951-1792 | [curtisk@dtric.com](mailto:curtisk@dtric.com)
- Shelbi Contrades – 808-951-1822 | [shelbic@dtric.com](mailto:shelbic@dtric.com)

## Personal Lines Loss History

Please [click here](#) for instructions on how to view and download the Personal Lines Loss History from the Agency Portal.

Thank you again for your patience and understanding as DTRIC transitions our operation in the Hawaii market.

Mahalo,

A handwritten signature in black ink, appearing to read "Takuya Mitsueda", with a long horizontal stroke extending to the right.

Takuya Mitsueda  
President & CEO