

Aloha Agent and Agency Partners:

Recently we communicated that renewal policies with effective dates on or after February 23, 2025 would renew in our new policy system (Guidewire). **We identified a technical issue associated with renewal conversions and therefore have temporarily suspended this process.**

Please note the following:

- Renewal policies with effective dates between February 23, 2025 and March 23, 2025 have renewed (or will soon renew) into our new system. Agents can access, review, and endorse these policies at <https://hrtg-agent.com>.
- Renewals beginning with March 24, 2025 effective dates will be renewed into our old system.
- When we are ready to resume renewals in the new system, we will send an updated agency communication.
- New business will continue in the new system.

Mahalo for your partnership as we work toward our goal of delivering a seamless and easy-to-use policy platform. Please don't hesitate to reach out to your underwriter, myself, or any member of our team with any questions.

Jaimee Jones, CPCU, AIDA, AINS, AIS

Director of Underwriting & Product Management

Zephyr Insurance Company, Inc.

1001 Bishop St., Suite 2750

Honolulu, HI 96813

Office: 808-440-5413