



LINDA LINGLE
GOVERNOR
JAMES R. AIONA, JR.
LT. GOVERNOR

STATE OF HAWAII
OFFICE OF THE DIRECTOR
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
335 MERCHANT STREET, ROOM 310
P.O. Box 541
HONOLULU, HAWAII 96809
Phone Number: (808) 586-2850
Fax Number: (808) 586-2856
www.hawaii.gov/dcca

LAWRENCE M. REIFURTH
DIRECTOR
RONALD BOYER
DEPUTY DIRECTOR

TO THE SENATE COMMITTEE ON
COMMERCE AND CONSUMER PROTECTION

TWENTY-FIFTH LEGISLATURE
Regular Session of 2009

Wednesday, March 11, 2009
9:00 a.m.

TESTIMONY ON GOVERNOR'S MESSAGE NO. 416.

WRITTEN ONLY

TO THE HONORABLE ROSALYN H. BAKER, CHAIR, DAVID Y. IGE, VICE CHAIR,
AND MEMBERS OF THE COMMITTEE:

My name is Ronald Boyer, Deputy Director of the Department of Commerce and Consumer Affairs ("Department"). The Department appreciates the opportunity to provide testimony on Governor's Message No. 416, regarding the appointment of Roy M. Sasuga to the Motor Vehicle Repair Industry Board ("Board"). The Department supports Mr. Sasuga's appointment and respectfully requests that the Committee recommend that the Senate advise and consent to his appointment to the Board.

I am familiar with Mr. Sasuga and his candidacy for appointment to the Board in that I have spoken with him about the Board and his interest in serving there. Based on my discussion with Mr. Sasuga, I believe that he possesses the qualifications,

background, and experience to contribute in a positive and constructive manner on matters that will come before the Board.

Currently, Mr. Sasuga is Vice President of Claims Consulting Services at Atlas Insurance Agency, Inc., reportedly the largest independent general insurance agency in Hawaii. Mr. Sasuga has over 40 years of experience in the insurance industry, starting with Island Insurance Company, Ltd. in 1967. A large part of Mr. Sasuga's experience includes facilitating communication between policyholders and their insurers. This experience will serve him well on the Board.

A graduate of McKinley High School and the University of Hawaii at Manoa, Mr. Sasuga also has been active in the community with organizations such as the Japanese Cultural Center of Hawaii and the Manoa Japanese Language School. Mr. Sasuga wishes to continue to give back to the community by serving as the public member on the Board.

I am confident that if given the opportunity, Mr. Sasuga will prove to be an asset to the State through his service on the Board. I respectfully request that the Committee recommend that the Senate advise and consent to Mr. Sasuga's appointment.

Thank you for the opportunity to submit testimony on Mr. Sasuga's behalf.



ISLAND INSURANCE
COMPANIES

February 25, 2009

The Honorable Rosalyn H. Baker
Chairman, Committee on Commerce, Consumer Protection
Hawaii State Senate
Hawaii State Capitol, Room 231
Honolulu, Hawaii 96813

**Re: Nomination of Roy M. Sasuga
To the Motor Vehicle Repair Industry Board**

Dear Senator Baker and Committee Members:

It is with great pleasure that I write this letter asking for your support to confirm the nomination of Roy M. Sasuga to the Motor Vehicle Repair Industry Board.

I have personally known Roy Sasuga for over 30 years. Based upon my personal knowledge of and professional experiences with Roy Sasuga, I have found him to be very conscientious and hard working. I have had the pleasure of working with Roy Sasuga in the claims Department of Island Insurance Company and he has demonstrated the exceptional ability to understand and apply the various aspect of law in his daily duties of running the Claims Department. He derives considerable pleasure and satisfaction from the challenges of solving complex issues while employed at Island Insurance.

In the years that I have interacted with Roy Sasuga, both inside and outside of the claims environment, I have found him to be a polite, responsible, sincere, and an all-around respectable individual. As a previous board member I can sincerely attest to the fact that Roy Sasuga will certainly be an asset to the organization and I would respectfully urge you to give speedy and favorable approval to his nomination to the Motor Vehicle Repair Industry Board.

Sincerely,

A handwritten signature in black ink, appearing to read 'Melvin Miyasaki', written over a horizontal line.

Melvin Miyasaki
Senior Claims Appraiser
Island Insurance Company

Island Insurance Company, Ltd. • Tradewind Insurance Company, Ltd.
Claims Office - PO Box 1520 Honolulu, Hawaii 96808-1520 - Phone (808) 538-9577 • www.IslandInsurance.com

Contact Letter
081502
Cim25



MATSUKAWA
INSURANCE AGENCY, INC.

MAR 05 2009

March 4, 2009

The Honorable Rosalyn H. Baker
Chairman, Committee on Commerce, Consumer Protection
Hawaii State Senate
Hawaii State Capitol, Room 231
Honolulu, Hawaii 96813

Re: Nomination of Roy M. Sasuga to
The Motor Vehicle Repair Industry Board

Dear Senator Baker and Committee Members:

I am writing this letter asking for your support to confirm the nomination of Roy M. Sasuga to the Motor Vehicle Repair Industry Board.

I have personally known Mr. Sasuga for over 30 years. Based upon my personal knowledge of and professional experiences with Mr. Sasuga, I have found him to be very conscientious and meticulous. I have worked with Roy while he was employed with Island Insurance Company as a multi-line adjuster. In the course of our business he has demonstrated his ability to resolve complex issues and always remained calm during stressful situations. To this date, we remain friends and I still confide in him regarding his knowledge and expertise surrounding the dynamic insurance industry.

I sincerely believe that his presence on the Motor Vehicle Repair Industry Board will benefit both the public and the repair industry involving any issues. I would respectfully urge you to give speedy and favorable approval to his nomination to the Motor Vehicle Repair Industry Board.

Sincerely,

Wayne T. Matsukawa
President

March 3, 2009

Honorable Rosalyn H Baker
Chairperson, committee on Commerce,
And consumer Protection
Hawaii State Senate
State Capitol, Room 231
Honolulu, Hawaii 96813

RE: Testimony on nomination of Roy Sasuga, Motor Vehicle Repair Industry Board

Dear Senator Baker and Committee Members:

I am writing in support of Roy Sasuga to the Motor Vehicle Repair Industry Board.

I have known Mr. Sasuga for the last 28 years; as an employer and business associate. I worked for Mr. Sasuga at Island Insurance for nearly 20 years in the Claims Department. Roy was the AVP of Claims and later the Claims Manager. Roy was knowledgeable, fair and very popular among all the employees. Roy has an unflappable personality which is very important in the claims arena. More importantly Roy managed upward to 60 people while being very involved in his children's lives and the community. Later, Roy changed positions and is now is the liaison between many large accounts and various insurance companies. I work for one of those companies and know that Roy is successful in this new venture because of his knowledge and excellent communication skills.

Personally I have sought Roy's opinion on issues ranging from child rearing to the selection of a good attorney. Roy is always helpful and resourceful which I believe will make an excellent Board Member. Please feel free to call me if you need additional information. Thank you.

Sincerely,



Marie Weite
2525 Date Street, #4006
Honolulu, Hawaii 96826
808 342-7001

STEVEN J.T. CHOW
745 Fort Street, Fort #1415
Honolulu, Hawaii 96813

FACSIMILE #586-6071

Honorable Rosalyn H. Baker
Chairperson, Committee on Commerce,
And Consumer Protection
Hawaii State Senate
State Capitol, Room 231
Honolulu, Hawaii 96813

Re: Testimony On The Nomination of Roy M. Sasuga To The Motor Vehicle Repair Industry Board; Wednesday, March 11, 2009, 9:00 a.m.; Conf Room 229.

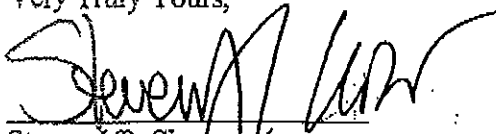
Dear Senator Baker and Committee Members:

My name is Steven J.T. Chow and I am writing in support of the nomination of Roy M. Sasuga as a public member to the Motor Vehicle Repair Industry Board (MVRIB). Initially, I want to disclose that I am presently a Board member with the MVRIB, but, I ask that you please consider my testimony based on my personal knowledge of Mr. Sasuga.

I am a licensed attorney and have known Mr. Sasuga since 1981 when he was with Island Insurance Company, Ltd. ("Island Insurance"). At the time, I handled cases referred by Island Insurance and I had regular contact with Mr. Sasuga while working on those cases. I have not worked with Mr. Sasuga since he left Island Insurance, however, while we did work together, he had always shown me to be a tireless worker who communicates well with everyone that works with him. He was always prepared and exhibited excellent "common sense" in his approach to issues and was well respected as being "fair" in his approach to problem solving. I have no doubt he will bring the same high level of preparedness, work product, communication skills and enthusiasm to the MVRIB. Having been a MVRIB Board member for two years now, and having seen the type of issues that are brought before the MVRIB, I can definitely say that Mr. Sasuga will be a valuable resource and asset to the MVRIB if his nomination is confirmed.

The above is my humble opinion based upon my personal knowledge of and experience with Mr. Sasuga and I would urge you to please support his nomination to the MVRIB. I would be happy to provide you with any additional information. You can contact me at (808)523-2999, ext. 208 or by email at schow@paclawgroup.com. Thank you once again for your time and consideration.

Very Truly Yours,


Steven J.T. Chow

The Honorable Rosallyn H. Baker
Chairperson, Committee on Commerce and
Consumer Protection (CPN)
Hawaii State Capitol, Room 231
415 South Beretania Street
Honolulu, Hawaii 96813

Re: Testimony Re Nomination of Roy M. Sasuga
To The Motor Vehicle Repair Industry Board;
Tuesday, March 10, 2009, 8:30 a.m.

Dear Senator Baker and Committee Members:

Thank you for this opportunity to present background about myself in your consideration of my confirmation to the Motor Vehicle Repair Industry Board.

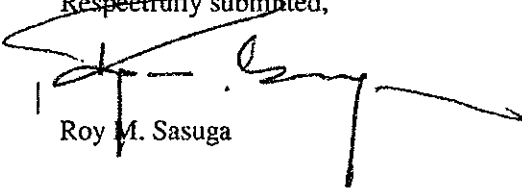
I was born in Honolulu and raised in Makiki. I graduated from McKinley High School and the University of Hawaii. After graduating from the University of Hawaii, I was hired by Island Insurance Company as an adjuster trainee and for the next 30 years, I acquired the skills of a multi-line adjuster and culminating my career as the claims manager. I subsequently retired from Island Insurance Company but decided I wanted to continue working. I subsequently was hired at Atlas Insurance Agency where I am currently a Claims Consultant for the Client Consulting Group.

Although I do not currently handle any claims, I am still active in the insurance area as a consultant with emphasis on helping and advising our many clients. I am an active member of the Hawaii Claims Association and a Certified Insurance Counselor. I also have an active insurance solicitor's license. On a personal basis, I am a member of the Friends of Hickam and a member of the Honolulu Orchid Society.

I believe that I will be able to contribute to the Motor Vehicle Repair Industry Board based on the fact that while adjusting claims, I have had the extensive dealing with the automobile repair industry and the applicable laws. I understand the issues and in handling claims, I spent a majority of my time being a liaison between the repair shop and our clients. I would like the opportunity to contribute my expertise to the Board to represent and promote the Health, Safety, and Welfare of the public. Allowing to serve on the Board will be a small way for me to give back to the community which has been generous to me and my family.

I would appreciate your favorable consideration of my nomination so that I will have the opportunity give back to the community equipped with the knowledge that I have gained in my profession. I would be more than happy to provide you with any additional information if needed. Thank you once again for your time and consideration.

Respectfully submitted,


Roy M. Sasuga

Roy M. Sasuga

Atlas Insurance Agency, Inc.



Vice President Claims Consulting Services

SUMMARY

- Vice President of the largest Independent General Agency in Hawaii, Atlas Insurance Agency.
- Claims Consulting Services.
- Claims Management
- Facilitate Communication between Client and Carrier.
- Advocate for Client Coverage Issues and While Showing Appropriate Sensitivity to The Losses.
- Applying extensive industry knowledge and experience to review claim status reports. We can customize our programs and orient our services to clients' specific goals.
- Constantly maintaining our focus on efficiency, cost containment and customer satisfaction.

EXPERIENCE

2000-Present

Atlas Insurance Agency, Inc.
Vice President of Claims Consulting Services

1997-2000

Island Insurance Company, Ltd.
Claims Manager

1981-1997

Island Insurance Company, Ltd.
Senior Claims Supervisor and Assistant Claims Manager

1967-1981

Island Insurance Company, Ltd.
Multi-Line Property and Casualty Field Adjuster

EDUCATION

University of Hawaii at Manoa
Bachelor of Business Administration in Management

McKinley High School

PROFESSIONAL MEMBERSHIPS

Pacific Claim Executives Association

Hawaii Claims Managers Association

Hawaii Claims Association-Past President and Director

Appointed to Hawaii Patient Rights and Responsibilities Task Force

Multi-Line Inter-Company Arbitration Arbiter

The Society of Certified Insurance Counselors

Licensed Resident Producer Insurance Solicitor License Number:
303094

CIVIC ACTIVITIES

Japanese Cultural Center of Hawaii

Manoa Japanese Language School

Honolulu Orchid Society/American Orchid Society

Friends of Hickam

Honorable Rosalyn H. Baker
Chairperson, Committee on Commerce and Consumer Protection
Hawaii State Senate
State Capitol, Room 231
Honolulu, Hawaii 96813

RE: List of References Regarding Nomination of Roy M. Sasuga To The
Motor Vehicle Repair Industry Board

1. Attorney Steve J.T. Chow
c/o The Pacific Law Group
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
2. Mr. Melvin H. Miyasaki, Senior Appraiser
c/o Island Insurance Companies
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
3. Mr. Wayne Matsukawa, President
Matsukawa Insurance Agency
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
4. Ms. Marie Weite, Senior Claims Adjuster
c/o First Insurance Company of Hawaii
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
5. Attorney Cobert M. Matsumoto, CEO
Island Holding Inc.
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]