

DO NOT CALL POLICY STATEMENT

Bank of Hawai'i (herein referred to as BOH) complies with all laws and regulations and is committed to protecting and respecting a consumer's right to privacy. In support of this commitment and pursuant to the regulations set forth by the Federal Communications Commission ("FCC"), BOH has adopted the following Policy.

BOH maintains a record of the name and telephone number for consumers who do not wish to receive sales calls (telemarketing). If you do not want to receive sales calls from BOH, you can ask us to place your name and telephone number on our "Do Not Call" list. In compliance with federal laws, we will document your request immediately. Please allow up to 30 days for your name and telephone number to be removed from any telephone-based sales and marketing initiatives that are currently underway.

REQUESTS IN WRITING SHOULD BE MAILED TO:

Bank of Hawai'i
ATTN: DMC 118
P.O. Box 2900
Honolulu, HI 96846

REQUESTS BY PHONE:

Please call our Customer Service Center (7 a.m. – 7 p.m. HST daily) using the numbers listed below:

- In state of Hawai'i:
808-643-3888
- In U.S. Mainland and Canada:
1-888-643-3888
- In Guam and Saipan:
1877-553-2424
- In Palau: 680-488-3338
- TTY/TDD: 1-888-643-9888

Your request can be in writing or by phone and must include at a minimum, a request that you not receive sales calls, your telephone number and name. If you have multiple telephone numbers, tell us all the telephone numbers that you want to be included on the "Do Not Call" list.

ABOUT OUR DO NOT CALL POLICY

- Our “Do Not Call” records are maintained for at least five (5) years from the date the consumer request is received.
- When we solicit prospective customers, we restrict our solicitations to consumers within the state of Hawai'i, or Guam, and Saipan. We also honor “Do Not Call” requests on behalf of consumers listed on the National Do Not Call Registry maintained by the Federal Trade Commission for the Hawai'i, Guam, and Saipan area codes. Regulations permit companies to contact their own customers even though they are on the National Do Not Call Registry.
- If you are a customer and you do not want to be contacted by BOH, simply follow the steps above to be placed on the BOH “Do Not Call” list and your request will be honored.
- Being on the BOH “Do Not Call” list means that you won't receive any sales calls from BOH or any of our representatives. We may still contact you for non-solicitation purposes. This would include things like surveys, billing, and other service-related matters.
- Any personnel involved with telemarketing and/or telephone solicitation for BOH are trained, informed, and directed to comply with BOH's “Do Not Call” policy.
- Consumers must inform BOH of any changes in name or telephone number if they move or wish to place a new telephone number on BOH's “Do Not Call” list.
- This policy does not cover independent third parties, who may, on their own, initiate or conduct telemarketing and/or telephone solicitation to solicit consumers for BOH's products or services.
- This BOH “Do Not Call” policy will be provided upon request. A consumer may request the policy at any branch. The policy is also available online at the following website address: www.boh.com/security/privacy.asp.

BOH intends to comply with all federal and state do-not-call laws and regulations.

If you have any questions or comments regarding BOH's “Do Not Call” policy, you may contact:

Marketing Division
Bank of Hawai'i
P.O. Box 2900
Honolulu, HI, 96846
