



## Dear Fellow Shareholders,

2024 was a year of strength and recovery for Bank of Hawai'i. In a year marked by both challenges and opportunities, we navigated a complex economic landscape—interest rates, evolving market conditions, geopolitical tensions—while staying true to our core values.

Our dedication to building strong relationships, fostering trust, and investing in the future served us well in 2024 and positions us for the long term. By focusing on stability and growth, we continue to support the people and businesses that make our island home thrive.

Bank of Hawai'i is poised for the years ahead, and we are grateful for our employees, customers and shareholders who make our success possible.

### 2024 RECOGNITION

One of the  
**Most Trustworthy**  
Companies in  
America

Named by *Newsweek*

Ranked **No. 24**  
Nationwide in  
Banking Industry

Only company in Hawai'i  
to appear on list

## Strong Financial Performance

Bank of Hawai'i closed 2024 with a solid financial performance, maintaining a strong balance sheet, disciplined expense management, and a commitment to long-term growth.

For the full year of 2024, diluted earnings per common share were \$3.46, with net income at \$150 million. We continued to generate solid earnings while reinforcing our capital position. Return on average assets for 2024 was 0.64%, and return on average equity remained healthy at 10.85%.

Bank of Hawai'i held the number one position in deposit market share, according to the Federal Deposit Insurance Corporation's annual summary of deposits released in June 2024. Demonstrating the confidence placed in us by our customers, total average deposits grew to \$20.5 billion in 2024 while total loans increased to \$14.1 billion as of Dec. 31, 2024.

Our asset quality remains strong, and we continue to exceed regulatory capital requirements. The successful closing of our preferred stock offering in June further bolstered our already solid capital position.

Notably, net interest margin expanded for the third consecutive quarter, and net interest income continued its upward trajectory. These trends highlight our ability to navigate industry shifts while maintaining a focus on shareholder value.

## Hawai'i's Economy

Hawai'i's economy continued to show recovery and momentum in 2024, bringing optimism for the years ahead.

Tourism remained a key driver of growth, with visitor arrivals and spending increasing for the fifth straight month. In December alone, Hawai'i welcomed 910,055 visitors—up 5.5% from 2023—who contributed \$2.04 billion in total spending, nearly reaching pre-pandemic levels.

The job market also remained steady, with Hawai'i's unemployment rate holding at 3% in December, outperforming the national average of 4.1%.

Despite higher mortgage rates and limited inventory, Hawai'i's real estate market saw continued demand. Single-family home prices rose across the islands, with statewide sales increasing 7% from 2023. Condo prices also climbed, though sales dipped slightly.

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## Creating a Sense of Belonging

At Bank of Hawai'i, we are committed to building a future where every team member feels valued and supported. By fostering a welcoming environment and empowering our employees to reach their full potential, we create a lasting, positive impact.

We offer a variety of programs and initiatives designed to support all employees in their personal and professional growth. One important way we cultivate connection and belonging is through our Employee Resource Groups (ERGs). These employee-led groups provide opportunities for mentorship, community service, and professional development, ensuring that every voice is heard, and every team member has the opportunity to thrive.

By embracing different perspectives and following our core values, we continue to strengthen our workplace and the communities we serve with aloha. (For highlights of our 2024 activities, please see the "Our Employees" section of this report on page 16.)

Right: Our Women Inspired Employee Resource Group gathered outside our Main Branch in Honolulu to mark Women's History Month in March.



## Caring for Our Customers

Delivering an exceptional customer experience has always been at the heart of what we do. Even as many companies across the country saw declines due to economic challenges, our Customer Experience Index Score remained strong last year—a testament to our promise to put people first. The CX Index Score is a key measurement used by businesses, including banks, to assess the quality of interactions customers have with their brand. It typically reflects customer satisfaction, loyalty, and how well a company meets customer expectations across different touchpoints—whether digital, in-person or through customer support.

As banking needs evolve, we continue to invest in digital tools that make managing finances easier and more intuitive. Simply offering digital banking isn't enough—it needs to be seamless, user-friendly, and designed to anticipate customer needs before they arise. In 2024, we upgraded our mobile and online banking platforms, providing a more robust, personal and consistent experience across all devices.

At the same time, we know the value of in-person connections. Our Branch of Tomorrow network ensures our physical locations remain welcoming, modern and equipped to serve customers at the highest level. In March, we celebrated the opening of our new 'Ele'ele Branch on Kaua'i, replacing our former Hanapēpē Branch, and we've begun construction on our new Lahaina Branch

at Lahaina Cannery Mall. Reopening in 2025, this branch represents our dedication to the people and businesses of Lahaina, a community we've served since 1930.

For more than 125 years, we've been proud to serve Hawai'i's communities across all islands. That commitment continues with additional Branch of Tomorrow upgrades planned for the next two years, including locations in Hāna, Maui, and Lāna'i. We look forward to continuing to evolve alongside our customers—both online and in person—for generations to come.



Rhoda Lacaden, relationship service representative, on opening day of our new 'Ele'ele Branch on Kaua'i.



## Caring for Our Community

Stronger communities are built when we come together, and at Bank of Hawai'i, we take pride in supporting the people and organizations that make a difference. Through sponsorships, grants and hands-on volunteer efforts, we are committed to giving back in meaningful ways.

Once again, our Bank of Hawai'i employees, Bank of Hawai'i Foundation, and community partners came together for our annual Live Kōkua Giving Campaign, raising funds to support Aloha United Way and its network of 300 local nonprofits.

Beyond our campaign, Bank of Hawai'i Foundation awarded grants to 40 local nonprofits in 2024, helping to strengthen programs that serve our communities. Among them was our support for Hawai'i Community Lending's Lahaina Homeowner Recovery Program, leveraging a 3:1 match from the Federal Home Loan Bank—Des Moines. These funds will help up to 500 homeowners in Lahaina avoid foreclosure and secure financing to rebuild their homes.

## Expanding Leadership Roles

In July 2024, I was proud to announce the promotion of **James C. Polk** to president of Bank of Hawai'i Corporation and Bank of Hawai'i. In addition to overseeing Commercial Banking, Merchant Services, Cash Management, and Wealth Management, Jim now leads Retail Banking, guiding all revenue-generating businesses. With over 35 years of financial services experience and a passion for our customers and community, his leadership continues to drive our success.

Concurrently, **Matthew K.M. Emerson** was appointed chief retail banking officer, responsible for Consumer Banking Products, Branch Banking, and our Contact Center. Since joining in 2010, Matt has played a key role in integrating services across channels, and his leadership has been invaluable in shaping our strategic direction.

In May, **Taryn L. Salmon** was promoted to vice chair and chief information & operations officer, overseeing Enterprise Operations, IT, Strategic Data & Analytics, Information Security, Digital Banking, and more. With over 25 years of experience, Taryn has been instrumental in advancing our technology teams since joining in 2019.

We also celebrated the retirement of **Susan L. Ing**, our chief marketing officer, after two decades of exceptional leadership. **Kristine R. Stebbins**, who joined the bank in 2020, was promoted to senior executive vice president and chief marketing officer. She now leads our Marketing Division, which includes the key areas of Brand & Integrated Marketing, Community & Employee Engagement, Customer Experience, Research Insights, and Bank of Hawai'i Foundation.

Additionally, we welcomed three new Executive Committee members in 2024:

- › **Guy C. Churchill**, Sr. EVP & Chief Credit Officer—oversees Wholesale and Commercial Credit Groups and Enterprise Credit Risk Analytics.
- › **Edward C.S. Kim**, Sr. EVP & Senior Executive Director of Consumer Lending—leads Retail Lending and Deposits, including Consumer Lending, Dealer Indirect, Mortgage Banking, and Retail Deposits.
- › **Bradley “Brad” S. Satenberg**, Sr. EVP & Deputy Chief Financial Officer—supports financial strategy and oversees Treasury, Financial Reporting, and Budgeting.

These leadership transitions reflect our ongoing commitment to growth, innovation, and exceptional service. I am excited about the future and confident that our team's expertise and vision will continue to strengthen Bank of Hawai'i for years to come.

## In Closing

In 2024, we embraced new opportunities while upholding our 127-year legacy of delivering value to our customers, employees, shareholders, and community. I'm grateful for the dedication of our team and the trust of those we serve—thank you for being part of another successful year.

Mahalo nui loa,



PETER S. HO  
Chairman and CEO