

**UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION**  
Washington, D.C. 20549  
**FORM 10-Q**

**(Mark One)**

**Quarterly Report Pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934 for the quarterly period ended September 30, 2020**

or

**Transition Report Pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934 for the transition period from \_\_\_\_\_ to \_\_\_\_\_**

**Commission File Number: 1-6887**

**BANK OF HAWAII CORP**

(Exact name of registrant as specified in its charter)

**Delaware**

(State of incorporation)

**99-0148992**

(I.R.S. Employer Identification No.)

**130 Merchant Street**

(Address of principal executive offices)

**Honolulu**

(City)

**Hawaii**

(State)

**96813**

(Zip Code)

**1-888-643-3888**

(Registrant's telephone number, including area code)

Securities registered pursuant to Section 12(b) of the Act:

<u>Title of each class</u>	<u>Trading Symbol</u>	<u>Name of each exchange on which registered</u>
<b>Common Stock</b>	<b>BOH</b>	<b>New York Stock Exchange</b>
<b>\$.01 Par Value</b>		

Indicate by check mark whether the registrant (1) has filed all reports required to be filed by Section 13 or 15(d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days.

Yes  No

Indicate by check mark whether the registrant has submitted electronically every Interactive Data File required to be submitted pursuant to Rule 405 of Regulation S-T (§232.405 of this chapter) during the preceding 12 months (or for such shorter period that the registrant was required to submit such files).

Yes  No

Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer, smaller reporting company, or an emerging growth company. See the definitions of "large accelerated filer," "accelerated filer," "smaller reporting company," and "emerging growth company" in Rule 12b-2 of the Exchange Act.

Large accelerated filer	<input checked="" type="checkbox"/>	Accelerated filer	<input type="checkbox"/>
Non-accelerated filer	<input type="checkbox"/>	Smaller reporting company	<input type="checkbox"/>
		Emerging growth company	<input type="checkbox"/>

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act.

Indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Exchange Act).

Yes  No

As of October 22, 2020, there were 40,060,895 shares of common stock outstanding.

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**Bank of Hawaii Corporation**  
**Form 10-Q**  
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**Bank of Hawaii Corporation and Subsidiaries**  
**Consolidated Statements of Income (Unaudited)**

(dollars in thousands, except per share amounts)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2020	2019	2020	2019
<b>Interest Income</b>				
Interest and Fees on Loans and Leases	\$ 103,189	\$ 110,877	\$ 319,027	\$ 329,789
<b>Income on Investment Securities</b>				
Available-for-Sale	14,558	17,512	45,845	46,016
Held-to-Maturity	15,967	18,796	51,942	62,866
Deposits	3	9	13	33
Funds Sold	149	656	787	2,830
Other	151	233	494	762
<b>Total Interest Income</b>	<b>134,017</b>	<b>148,083</b>	<b>418,108</b>	<b>442,296</b>
<b>Interest Expense</b>				
Deposits	5,891	18,055	28,105	51,967
Securities Sold Under Agreements to Repurchase	3,622	4,257	11,667	13,451
Funds Purchased	-	146	90	815
Short-Term Borrowings	1	1	62	38
Other Debt	337	728	1,361	2,195
<b>Total Interest Expense</b>	<b>9,851</b>	<b>23,187</b>	<b>41,285</b>	<b>68,466</b>
<b>Net Interest Income</b>	<b>124,166</b>	<b>124,896</b>	<b>376,823</b>	<b>373,830</b>
Provision for Credit Losses	28,600	4,250	102,600	11,250
<b>Net Interest Income After Provision for Credit Losses</b>	<b>95,566</b>	<b>120,646</b>	<b>274,223</b>	<b>362,580</b>
<b>Noninterest Income</b>				
Trust and Asset Management	10,752	10,930	32,217	33,076
Mortgage Banking	4,047	4,864	11,020	10,487
Service Charges on Deposit Accounts	6,027	7,592	18,575	22,239
Fees, Exchange, and Other Service Charges	12,296	14,900	34,913	43,360
Investment Securities Gains (Losses), Net	(1,121)	(1,469)	11,125	(3,080)
Annuity and Insurance	881	1,278	2,692	5,662
Bank-Owned Life Insurance	1,806	1,647	5,035	5,136
Other	7,046	6,765	23,574	18,756
<b>Total Noninterest Income</b>	<b>41,734</b>	<b>46,507</b>	<b>139,151</b>	<b>135,636</b>
<b>Noninterest Expense</b>				
Salaries and Benefits	51,951	54,345	157,129	164,442
Net Occupancy	7,281	8,803	24,997	24,976
Net Equipment	9,223	7,637	25,874	21,365
Data Processing	4,691	4,676	13,895	13,929
Professional Fees	2,743	2,184	9,012	6,814
FDIC Insurance	1,282	1,257	4,296	3,816
Other	12,778	21,447	39,950	50,789
<b>Total Noninterest Expense</b>	<b>89,949</b>	<b>100,349</b>	<b>275,153</b>	<b>286,131</b>
<b>Income Before Provision for Income Taxes</b>	<b>47,351</b>	<b>66,804</b>	<b>138,221</b>	<b>212,085</b>
Provision for Income Taxes	9,511	14,752	26,731	44,315
<b>Net Income</b>	<b>\$ 37,840</b>	<b>\$ 52,052</b>	<b>\$ 111,490</b>	<b>\$ 167,770</b>
Basic Earnings Per Share	\$ 0.95	\$ 1.30	\$ 2.81	\$ 4.14
Diluted Earnings Per Share	\$ 0.95	\$ 1.29	\$ 2.80	\$ 4.11
Dividends Declared Per Share	\$ 0.67	\$ 0.65	\$ 2.01	\$ 1.92
Basic Weighted Average Shares	39,745,120	40,190,508	39,710,252	40,554,036
Diluted Weighted Average Shares	39,869,135	40,450,742	39,872,406	40,806,295

The accompanying notes are an integral part of the Consolidated Financial Statements (Unaudited).

**Bank of Hawaii Corporation and Subsidiaries**  
**Consolidated Statements of Comprehensive Income (Unaudited)**

(dollars in thousands)	Three Months Ended		Nine Months Ended	
	September 30,		September 30,	
	2020	2019	2020	2019
Net Income	\$ 37,840	\$ 52,052	\$ 111,490	\$ 167,770
Other Comprehensive Income (Loss), Net of Tax:				
Net Unrealized Gains (Losses) on Investment Securities	(4,900)	5,405	44,389	28,533
Defined Benefit Plans	374	245	1,122	736
Total Other Comprehensive Income (Loss)	(4,526)	5,650	45,511	29,269
Comprehensive Income	\$ 33,314	\$ 57,702	\$ 157,001	\$ 197,039

The accompanying notes are an integral part of the Consolidated Financial Statements (Unaudited).

**Bank of Hawaii Corporation and Subsidiaries**  
**Consolidated Statements of Condition (Unaudited)**

(dollars in thousands)	September 30, 2020	December 31, 2019
<b>Assets</b>		
Interest-Bearing Deposits in Other Banks	\$ 4,233	\$ 4,979
Funds Sold	736,524	254,574
Investment Securities		
Available-for-Sale	3,190,313	2,619,003
Held-to-Maturity (Fair Value of \$3,288,668 and \$3,062,882)	3,198,830	3,042,294
Loans Held for Sale	—	39,062
Loans and Leases	11,793,608	10,990,892
Allowance for Credit Losses	(203,496)	(110,027)
Net Loans and Leases	11,590,112	10,880,865
<b>Total Earning Assets</b>	<b>18,720,012</b>	<b>16,840,777</b>
Cash and Due From Banks	260,167	299,105
Premises and Equipment, Net	199,021	188,388
Operating Lease Right-of-Use Assets	96,200	100,838
Accrued Interest Receivable	57,370	46,476
Foreclosed Real Estate	2,332	2,737
Mortgage Servicing Rights	21,887	25,022
Goodwill	31,517	31,517
Bank-Owned Life Insurance	291,231	287,962
Other Assets	429,752	272,674
<b>Total Assets</b>	<b>\$ 20,109,489</b>	<b>\$ 18,095,496</b>
<b>Liabilities</b>		
Deposits		
Noninterest-Bearing Demand	\$ 5,428,567	\$ 4,489,525
Interest-Bearing Demand	3,824,448	3,127,205
Savings	6,763,891	6,365,321
Time	1,721,977	1,802,431
Total Deposits	17,738,883	15,784,482
Securities Sold Under Agreements to Repurchase	602,106	604,306
Other Debt	60,502	85,565
Operating Lease Liabilities	103,869	108,210
Retirement Benefits Payable	43,505	44,504
Accrued Interest Payable	6,613	8,040
Taxes Payable and Deferred Taxes	12,124	16,085
Other Liabilities	180,148	157,472
<b>Total Liabilities</b>	<b>18,747,750</b>	<b>16,808,664</b>
<b>Shareholders' Equity</b>		
Common Stock (\$.01 par value; authorized 500,000,000 shares; issued / outstanding: September 30, 2020 - 58,248,690 / 40,060,675 and December 31, 2019 - 58,166,910 / 40,039,695)	580	579
Capital Surplus	588,632	582,566
Accumulated Other Comprehensive Income (Loss)	14,399	(31,112)
Retained Earnings	1,797,763	1,761,415
Treasury Stock, at Cost (Shares; September 30, 2020 - 18,188,015 and December 31, 2019 - 18,127,215)	(1,039,635)	(1,026,616)
<b>Total Shareholders' Equity</b>	<b>1,361,739</b>	<b>1,286,832</b>
<b>Total Liabilities and Shareholders' Equity</b>	<b>\$ 20,109,489</b>	<b>\$ 18,095,496</b>

The accompanying notes are an integral part of the Consolidated Financial Statements (Unaudited).

**Bank of Hawaii Corporation and Subsidiaries**  
**Consolidated Statements of Shareholders' Equity (Unaudited)**

(dollars in thousands)	Common Shares Outstanding	Common Stock	Capital Surplus	Accum. Other Compre- hensive Income(Loss)	Retained Earnings	Treasury Stock	Total
<b>Balance as of December 31, 2019</b>	40,039,695	\$ 579	\$ 582,566	\$ (31,112)	\$ 1,761,415	\$ (1,026,616)	\$ 1,286,832
Net Income	—	—	—	—	34,742	—	34,742
Other Comprehensive Income	—	—	—	41,933	—	—	41,933
Cumulative Change in Accounting Principle	—	—	—	—	3,632	—	3,632
Share-Based Compensation	—	—	1,497	—	—	—	1,497
Common Stock Issued under Purchase and Equity Compensation Plans	154,091	—	329	—	653	2,779	3,761
Common Stock Repurchased	(197,276)	—	—	—	—	(17,633)	(17,633)
Cash Dividends Declared (\$0.67 per share)	—	—	—	—	(26,835)	—	(26,835)
<b>Balance as of March 31, 2020</b>	39,996,510	\$ 579	\$ 584,392	\$ 10,821	\$ 1,773,607	\$ (1,041,470)	\$ 1,327,929
Net Income	—	—	—	—	38,908	—	38,908
Other Comprehensive Income	—	—	—	8,104	—	—	8,104
Share-Based Compensation	—	—	2,207	—	—	—	2,207
Common Stock Issued under Purchase and Equity Compensation Plans	53,672	1	347	—	680	898	1,926
Common Stock Repurchased	(2,488)	—	—	—	—	(148)	(148)
Cash Dividends Declared (\$0.67 per share)	—	—	—	—	(26,844)	—	(26,844)
<b>Balance as of June 30, 2020</b>	40,047,694	\$ 580	\$ 586,946	\$ 18,925	\$ 1,786,351	\$ (1,040,720)	\$ 1,352,082
Net Income	—	—	—	—	37,840	—	37,840
Other Comprehensive Income	—	—	—	(4,526)	—	—	(4,526)
Share-Based Compensation	—	—	1,643	—	—	—	1,643
Common Stock Issued under Purchase and Equity Compensation Plans	14,919	—	43	—	429	1,201	1,673
Common Stock Repurchased	(1,938)	—	—	—	—	(116)	(116)
Cash Dividends Declared (\$0.67 per share)	—	—	—	—	(26,857)	—	(26,857)
<b>Balance as of September 30, 2020</b>	40,060,675	\$ 580	\$ 588,632	\$ 14,399	\$ 1,797,763	\$ (1,039,635)	\$ 1,361,739
<b>Balance as of December 31, 2018</b>	41,499,898	\$ 577	\$ 571,704	\$ (51,043)	\$ 1,641,314	\$ (894,352)	\$ 1,268,200
Net Income	—	—	—	—	58,799	—	58,799
Other Comprehensive Income	—	—	—	7,165	—	—	7,165
Share-Based Compensation	—	—	2,274	—	—	—	2,274
Common Stock Issued under Purchase and Equity Compensation Plans	131,529	1	616	—	(203)	1,673	2,087
Common Stock Repurchased	(552,739)	—	—	—	—	(43,189)	(43,189)
Cash Dividends Declared (\$0.62 per share)	—	—	—	—	(25,646)	—	(25,646)
<b>Balance as of March 31, 2019</b>	41,078,688	\$ 578	\$ 574,594	\$ (43,878)	\$ 1,674,264	\$ (935,868)	\$ 1,269,690
Net Income	—	—	—	—	56,919	—	56,919
Other Comprehensive Income	—	—	—	16,454	—	—	16,454
Share-Based Compensation	—	—	2,164	—	—	—	2,164
Common Stock Issued under Purchase and Equity Compensation Plans	43,180	1	588	—	365	1,308	2,262
Common Stock Repurchased	(434,149)	—	—	—	—	(34,986)	(34,986)
Cash Dividends Declared (\$0.65 per share)	—	—	—	—	(26,555)	—	(26,555)
<b>Balance as of June 30, 2019</b>	40,687,719	\$ 579	\$ 577,346	\$ (27,424)	\$ 1,704,993	\$ (969,546)	\$ 1,285,948
Net Income	—	—	—	—	52,052	—	52,052
Other Comprehensive Income	—	—	—	5,650	—	—	5,650
Share-Based Compensation	—	—	2,224	—	—	—	2,224
Common Stock Issued under Purchase and Equity Compensation Plans	26,275	—	630	—	(271)	1,294	1,653
Common Stock Repurchased	(354,735)	—	—	—	—	(29,700)	(29,700)
Cash Dividends Declared (\$0.65 per share)	—	—	—	—	(26,337)	—	(26,337)
<b>Balance as of September 30, 2019</b>	40,359,259	\$ 579	\$ 580,200	\$ (21,774)	\$ 1,730,437	\$ (997,952)	\$ 1,291,490

The accompanying notes are an integral part of the Consolidated Financial Statements (Unaudited).

**Bank of Hawaii Corporation and Subsidiaries**  
**Consolidated Statements of Cash Flows (Unaudited)**

(dollars in thousands)	Nine Months Ended September 30,	
	2020	2019
<b>Operating Activities</b>		
Net Income	\$ 111,490	\$ 167,770
Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities:		
Provision for Credit Losses	102,600	11,250
Depreciation and Amortization	14,929	12,685
Amortization of Deferred Loan and Lease Fees	(1,640)	(85)
Amortization and Accretion of Premiums/Discounts on Investment Securities, Net	19,043	15,102
Amortization of Operating Lease Right-of-Use Assets	9,192	9,495
Share-Based Compensation	5,347	6,662
Benefit Plan Contributions	(1,071)	(1,472)
Deferred Income Taxes	(31,725)	(5,805)
Gains on Sale of Premises and Equipment	(1,850)	(558)
Net Gains on Sales of Loans and Leases	(9,779)	(3,705)
Net Losses (Gains) on Sales of Investment Securities	(11,125)	3,080
Proceeds from Sales of Loans Held for Sale	333,770	299,062
Originations of Loans Held for Sale	(316,203)	(322,721)
Net Tax Benefits from Share-Based Compensation	469	693
Net Change in Other Assets and Other Liabilities	(135,753)	(38,710)
<b>Net Cash Provided by Operating Activities</b>	<b>87,694</b>	<b>152,743</b>
<b>Investing Activities</b>		
Investment Securities Available-for-Sale:		
Proceeds from Sales, Prepayments and Maturities	733,619	1,656,241
Purchases	(1,238,926)	(1,203,633)
Investment Securities Held-to-Maturity:		
Proceeds from Prepayments and Maturities	1,000,743	518,822
Purchases	(1,170,928)	(1,006,455)
Net Change in Loans and Leases	(782,613)	(441,007)
Purchases of Premises and Equipment	(25,693)	(40,381)
Proceeds from Sale of Premises and Equipment	1,981	639
<b>Net Cash Used in Investing Activities</b>	<b>(1,481,817)</b>	<b>(515,774)</b>
<b>Financing Activities</b>		
Net Change in Deposits	1,954,401	313,510
Net Change in Short-Term Borrowings	(2,200)	99,804
Proceeds from Long-Term Debt	50,000	—
Repayments of Long-Term Debt	(75,063)	(25,058)
Proceeds from Issuance of Common Stock	7,684	6,103
Repurchase of Common Stock	(17,897)	(107,875)
Cash Dividends Paid	(80,536)	(78,538)
<b>Net Cash Provided by Financing Activities</b>	<b>1,836,389</b>	<b>207,946</b>
Net Change in Cash and Cash Equivalents	442,266	(155,085)
Cash and Cash Equivalents at Beginning of Period	558,658	525,969
<b>Cash and Cash Equivalents at End of Period</b>	<b>\$ 1,000,924</b>	<b>\$ 370,884</b>
<b>Supplemental Information</b>		
Cash Paid for Interest	\$ 42,712	\$ 68,284
Cash Paid for Income Taxes	46,949	43,905
Non-Cash Investing and Financing Activities:		
Initial Recognition of Operating Lease Right-of-Use Assets	—	106,514
Initial Recognition of Operating Lease Liabilities	—	113,394
Transfer from Investment Securities Held-To-Maturity to Investment Securities Available-For-Sale	—	1,014,859
Transfer from Loans to Foreclosed Real Estate	—	2,070

The accompanying notes are an integral part of the Consolidated Financial Statements (Unaudited).

**Bank of Hawaii Corporation and Subsidiaries**  
**Notes to Consolidated Financial Statements**  
**(Unaudited)**

**Note 1. Summary of Significant Accounting Policies**

*Basis of Presentation*

Bank of Hawaii Corporation (the “Parent”) is a Delaware corporation and a bank holding company headquartered in Honolulu, Hawaii. Bank of Hawaii Corporation and its subsidiaries (collectively, the “Company”) provide a broad range of financial products and services to customers in Hawaii, Guam, and other Pacific Islands. The accompanying consolidated financial statements include the accounts of the Parent and its subsidiaries. The Parent’s principal operating subsidiary is Bank of Hawaii (the “Bank”).

The consolidated financial statements in this report have not been audited by an independent registered public accounting firm, but, in the opinion of management, reflect all adjustments necessary for a fair presentation of the results for the interim periods. All such adjustments are of a normal recurring nature. Intercompany accounts and transactions have been eliminated in consolidation. Certain prior period information has been reclassified to conform to the current period presentation. Operating results for the interim periods disclosed herein are not necessarily indicative of the results that may be expected for the full fiscal year or for any future period.

The accompanying consolidated financial statements have been prepared in accordance with U.S. generally accepted accounting principles (“GAAP”) for interim financial information and with the instructions to Form 10-Q and Rule 10-01 of Regulation S-X. Accordingly, they do not include all of the information and accompanying notes required by GAAP for complete financial statements and should be read in conjunction with the audited consolidated financial statements and related notes included in the Company’s Annual Report on Form 10-K for the year ended December 31, 2019.

*Use of Estimates in the Preparation of Financial Statements*

The preparation of financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the reported amounts in the financial statements and accompanying notes. Actual results may differ from those estimates and such differences could be material to the financial statements.

*Variable Interest Entities*

Variable interests are defined as contractual ownership or other interests in an entity that change with fluctuations in an entity’s net asset value. The primary beneficiary consolidates the variable interest entity (“VIE”). The primary beneficiary is defined as the enterprise that has both (i) the power to direct the activities of the VIE that most significantly impact the entity’s economic performance and (ii) the obligation to absorb losses or the right to receive benefits that could be significant to the VIE.

The Company participates in limited partnerships or limited liability companies that sponsor low-income housing projects. These entities provide funds for the construction and operation of apartment complexes that provide affordable housing to lower-income households. If these developments successfully attract a specified percentage of residents falling in that lower-income range, state and/or federal income tax credits are made available to the partners. The tax credits are generally recognized over 10 years for federal and 5 years for state. In order to continue receiving the tax credits each year over the life of the entity, the low-income residency targets must be maintained.

Prior to January 1, 2015, the Company utilized the effective yield method whereby the Company recognized tax credits generally over 10 years and amortized the initial cost of the investment to provide a constant effective yield over the period that tax credits are allocated to the Company. On January 1, 2015, the Company adopted ASU No. 2014-01, “Accounting for Investments in Qualified Affordable Housing Projects” prospectively for new investments. ASU No. 2014-01 permits reporting entities to make an accounting policy election to account for their investments in qualified affordable housing projects using the proportional amortization method if certain conditions are met. As permitted by ASU No. 2014-01, the Company elected to continue to utilize the effective yield method for investments made prior to January 1, 2015.

Unfunded commitments to fund these low-income housing entities were \$39.0 million and \$21.3 million as of September 30, 2020, and December 31, 2019, respectively. These unfunded commitments are unconditional and legally binding and are recorded in other liabilities in the consolidated statements of condition. See Note 6 *Affordable Housing Projects Tax Credit Partnerships* for more information.

The Company also has limited partnership interests in solar energy tax credit partnership investments. These partnerships develop, build, own and operate solar renewable energy projects. Over the course of these investments, the Company expects to receive federal and state tax credits, tax-related benefits, and excess cash available for distribution, if any. The Company may be called to sell its interest in the limited partnerships through a call option once all investment tax credits have been recognized. Tax benefits associated with these investments are generally recognized over 6 years.

Although these entities meet the definition of a VIE, the Company is not the primary beneficiary of the entities, as the general partner has both the power to direct the activities that most significantly impact the economic performance of the entities and the obligation to absorb losses or the right to receive benefits that could be significant to the entities. While the partnership agreements allow the limited partners, through a majority vote, to remove the general partner, this right is not deemed to be substantive as the general partner can only be removed for cause.

The investments in these entities are initially recorded at cost, which approximates the maximum exposure to loss as a result of the Company's involvement with these unconsolidated entities. The balance of the Company's investments in these entities was \$123.6 million and \$84.6 million as of September 30, 2020, and December 31, 2019, respectively, and is included in other assets in the consolidated statements of condition.

#### *Allowance for Credit Losses - Loans and Leases*

The current expected credit loss ("CECL") approach requires an estimate of the credit losses expected over the life of an exposure (or pool of exposures). It replaces the incurred loss approach's threshold that delayed the recognition of a credit loss until it was probable a loss event was incurred.

The estimate of expected credit losses is based on relevant information about past events, current conditions, and reasonable and supportable forecasts that affect the collectability of the reported amounts. Historical loss experience is generally the starting point for estimating expected credit losses. The Company then considers whether the historical loss experience should be adjusted for asset-specific risk characteristics or current conditions at the reporting date that did not exist over the historical period used. The Company considers future economic conditions and portfolio performance as part of a reasonable and supportable forecast period.

Portfolio segment is defined as the level at which an entity develops and documents a systematic methodology to determine its allowance for credit losses ("ACL"). The Company has designated two portfolio segments of loans and leases, commercial and consumer. These portfolio segments are further disaggregated into classes, which represent loans and leases of similar type, risk characteristics, and methods for monitoring and assessing credit risk. The commercial portfolio segment is disaggregated into four classes, commercial and industrial, commercial mortgage, construction, and lease financing. The consumer portfolio segment is also disaggregated into four classes, residential mortgage, home equity, auto, and other (which is comprised of revolving credit, installment, and consumer lease financing arrangements). Each commercial and consumer portfolio class is also segmented based on risk characteristics.

#### Commercial portfolio segment

The historical loss experience for the commercial portfolio segment is primarily determined using a Cohort method. This method pools loans into groups ("cohorts") sharing similar risk characteristics and tracks each cohort's historical net charge-offs to calculate a historical loss rate. The historical loss rates for each cohort are then averaged to calculate an overall historical loss rate which is applied to current loan balances to arrive at the quantitative baseline portion of the ACL for most of the commercial portfolio segment.

The Company also considers qualitative adjustments to the quantitative baseline. For example, the Company considers the impact of current environmental factors at the reporting date that did not exist over the period from which historical experience was used. Relevant factors include, but are not limited to, concentrations of credit risk (geographic, large borrower, and industry), economic trends and conditions, changes in underwriting standards, experience and depth of lending staff, trends in delinquencies, and the level of criticized loans.

The Company also incorporates a one-year reasonable and supportable (“R&S”) loss forecast period to account for the effect of forecasted economic conditions and other factors on the performance of the commercial portfolio, which could differ from historical loss experience. The Company performs a quarterly asset quality review which includes a review of forecasted gross charge-offs and recoveries, nonperforming assets, criticized loans and leases, and risk rating migration. The asset quality review is reviewed by management and the results are used to consider a qualitative overlay to the quantitative baseline. After the one-year R&S loss forecast period, this overlay adjustment assumes an immediate reversion to historical loss rates for the remaining expected life of the loan.

The Company establishes a specific reserve for individually evaluated loans which do not share similar risk characteristics with the loans included in the quantitative baseline. These individually evaluated loans are removed from the pooling approach discussed above for the quantitative baseline, and include non-accrual loans, troubled debt restructurings (“TDRs”), and other loans as deemed appropriate by management. In addition, the Company individually evaluates “reasonably expected” TDRs, which are identified by the Company as a commercial loan expected to be classified as a TDR within the next six months. Management judgment is utilized to make this determination.

#### Consumer portfolio segment

The historical loss experience for the consumer portfolio segment is primarily determined using a Vintage method. This method measures historical loss behavior in the form of a historical loss rate for homogenous loan pools that originate in the same period, known as a vintage. The historical loss rates are then applied to origination loan balances by vintage to determine the quantitative baseline portion of the ACL for most of the consumer portfolio segment. The homogenous loan pools are segmented according to similar risk characteristics (e.g., residential mortgage, home equity) and may be sub-segmented further (e.g., geography, lien position) depending on the product.

After determining the ACL quantitative baseline, the Company also considers qualitative adjustments to the quantitative baseline. For example, the Company considers the impact of current environmental factors at the reporting date that did not exist over the period from which historical experience was used. The environmental factors considered for the consumer portfolio are similar to the aforementioned factors considered for the commercial portfolio.

The Company also incorporates a one-year R&S loss forecast period to account for forecasted economic conditions and other factors on the performance of the consumer portfolio which could differ from historical loss experience. The Company performs a quarterly asset quality review designed to estimate gross charge-offs and recoveries for the forecast period. Management evaluates additional factors that may not be reflected in the net charge-off forecast to determine whether a qualitative overlay adjustment is warranted.

As of the January 1, 2020, implementation date, and following the one-year R&S loss forecast period, the Company chose a reversion back to average historical loss rates using a straight line method based on forecasted and relatively benign economic conditions at the measurement date, with the exception of the home equity portfolio. For the home equity portfolio, the Company elected to revert back to average historical loss rates using a straight line method over the halfway point of the average life of the portfolio. The halfway point is used for the home equity portfolio given the longer average life length compared to the other consumer portfolios.

Since the first quarter of 2020, following the one-year R&S loss forecast period, the Company chose an immediate reversion back to average historical loss rates. The reversion method was due to the impact of COVID-19 which created a much more volatile and uncertain economic outlook. The Company is forecasting that losses during the R&S loss forecast period will be impacted by the unprecedented fiscal, monetary and regulatory programs to support the economy, as well as the assistance the Company is providing to borrowers through its various credit assistance programs. Given this forecast and the uncertainty of the impact of COVID-19 after the one-year R&S loss forecast period, the Company determined that an immediate reversion was appropriate for this measurement date.

The Company establishes a specific reserve for individually evaluated loans that do not share similar risk characteristics with the loans included in the quantitative baseline. These individually evaluated loans include “reasonably expected” TDRs, identified by the Company as a consumer loan for which a borrower’s application of loan modification due to hardship has been approved by the Company.

See Note 4 *Loans and Leases and the Allowance for Credit Losses* for more information.

#### *Allowance for Credit Losses - Held-to-Maturity (“HTM”) Debt Securities*

The Company’s HTM debt securities are also required to utilize the CECL approach to estimate expected credit losses. Substantially all of the Company’s HTM debt securities are issued by U.S. government agencies or U.S. government-sponsored enterprises. These securities carry the explicit and/or implicit guarantee of the U.S. government, are widely recognized as “risk free,” and have a long history of zero credit loss. Therefore, the Company did not record an allowance for credit losses for these securities.

The Company also carries a limited portfolio of HTM municipal bonds. As of September 30, 2020, the entire portfolio consisted of State of Hawaii bonds carrying a Moody’s rating of Aa2, with a portion of these bonds escrowed to maturity. To estimate the expected credit losses, the Company utilized the probability of default (“PD”)/loss given default (“LGD”) methodology. The PD, which represents the percentage likelihood that a bond will default over a given time period, is primarily based upon the bond’s current credit rating and maturity and computed using Moody’s rating transition matrix, which provides the probability of a rating migrating to default within a one-year period (adjustments are made for longer maturities). The LGD, which represents the percentage of loss if a default occurs, is based on the median recovery rate for municipals according to Moody’s. The Company’s exposure at default, represented by the carrying value of the municipal bond portfolio, is multiplied with the PD and the LGD to arrive at the expected credit loss. Management may exercise discretion to make adjustments based on environmental factors. As of September 30, 2020, the Company determined that the expected credit loss on its municipal bond portfolio was de minimis, and therefore, an allowance for credit losses was not recorded. See Note 3 *Investment Securities* for more information.

#### *Allowance for Credit Losses - Available-for-Sale (“AFS”) Debt Securities*

The impairment model for available-for-sale (“AFS”) debt securities differs from the CECL approach utilized by HTM debt securities because AFS debt securities are measured at fair value rather than amortized cost. Although ASU No. 2016-13 replaced the legacy other-than-temporary impairment (“OTTI”) model with a credit loss model, it retained the fundamental nature of the legacy OTTI model. One notable change from the legacy OTTI model is when evaluating whether credit loss exists, an entity may no longer consider the length of time fair value has been less than amortized cost. For AFS debt securities in an unrealized loss position, the Company first assesses whether it intends to sell, or it is more likely than not that it will be required to sell the security before recovery of its amortized cost basis. If either criteria is met, the security’s amortized cost basis is written down to fair value through income. For AFS debt securities that do not meet the aforementioned criteria, the Company evaluates whether the decline in fair value has resulted from credit losses or other factors. In making this assessment, management considers the extent to which fair value is less than amortized cost, any changes to the rating of the security by a rating agency, and adverse conditions specifically related to the security, among other factors. If this assessment indicates that a credit loss exists, the present value of cash flows expected to be collected from the security are compared to the amortized cost basis of the security. If the present value of cash flows expected to be collected is less than the amortized cost basis, a credit loss exists and an allowance for credit losses is recorded for the credit loss, limited by the amount that the fair value is less than the amortized cost basis. Any impairment that has not been recorded through an allowance for credit losses is recognized in other comprehensive income. Changes in the allowance for credit losses are recorded as a provision for (or reversal of) credit losses. Losses are charged against the allowance when management believes the uncollectibility of an AFS security is confirmed or when either of the criteria regarding intent or requirement to sell is met. As of September 30, 2020, the Company determined that the unrealized loss positions in AFS securities were not the result of credit losses, and therefore, an allowance for credit losses was not recorded. See Note 3 *Investment Securities* for more information.

#### *Accrued Interest Receivable*

Upon adoption of ASU No. 2016-13, “*Measurement of Credit Losses on Financial Instruments*” and its related amendments on January 1, 2020, the Company made the following elections regarding accrued interest receivable:

- Presenting accrued interest receivable balances separately within another consolidated statements of condition line item.

- Excluding accrued interest receivable that is included in the amortized cost of financing receivables from related disclosure requirements.
- Continuing our policy to write off accrued interest receivable by reversing interest income. For commercial loans, the write off typically occurs upon becoming 90 days past due. For consumer loans, the write off typically occurs upon becoming 120 days past due. Historically, the Company has not experienced uncollectible accrued interest receivable on its investment securities. However, the Company would generally write off accrued interest receivable by reversing interest income if the Company does not reasonably expect to receive payments. Due to the timely manner in which accrued interest receivables are written off, the amounts of such write offs are immaterial.
- Not measuring an allowance for credit losses for accrued interest receivable due to the Company's policy of writing off uncollectible accrued interest receivable balances in a timely manner, as described above.
- The Company began offering loan modifications to assist borrowers negatively impacted by the COVID-19 national emergency. In general, the Company does not classify such loans as nonperforming and continues to accrue and recognize interest income during the forbearance period. For these loans, the Company evaluates the need to record an allowance for the related accrued interest receivable balances as any amounts that may become uncollectible may not be considered written off in a timely manner. As of September 30, 2020, the Company determined that the expected credit loss on these accrued interest receivable balances were not material, and therefore, an allowance for credit losses was not recorded. See the *Operating, Accounting and Reporting Considerations related to COVID-19* section below for further discussion on COVID-19 loan modifications.

#### *Collateral-Dependent Loans*

A financial asset is considered collateral-dependent when the debtor is experiencing financial difficulty and repayment is expected to be provided substantially through the sale or operation of the collateral. For all classes of loans and leases deemed collateral-dependent, the Company elected the practical expedient to estimate expected credit losses based on the collateral's fair value less cost to sell. In most cases, the Company records a partial charge-off to reduce the loan's carrying value to the collateral's fair value less cost to sell. Substantially all of the collateral consists of various types of real estate including residential properties; commercial properties such as retail centers, office buildings, and lodging; agriculture land; and vacant land.

#### *Reserve for Unfunded Commitments*

The reserve for unfunded commitments (the "Unfunded Reserve") represents the expected credit losses on off-balance sheet commitments such as unfunded commitments to extend credit and standby letters of credit. However, a liability is not recognized for commitments unconditionally cancellable by the Company. The Unfunded Reserve is recognized as a liability (other liabilities in the consolidated statements of condition), with adjustments to the reserve recognized in other noninterest expense in the consolidated statements of income. The Unfunded Reserve is determined by estimating future draws and applying the expected loss rates on those draws. Future draws are based on historical averages of utilization rates (i.e., the likelihood of draws taken). To estimate future draws on unfunded balances, current utilization rates are compared to historical utilization rates. If current utilization rates are below historical utilization rates, the rate difference is applied to the committed balance to estimate the future draw. Loss rates are estimated by utilizing the same loss rates calculated for the Allowance general reserves. For the commercial portfolio, the historical loss rates were calculated utilizing the Cohort methodology, while the consumer portfolio utilized the Vintage methodology.

*Operating, Accounting and Reporting Considerations related to COVID-19*

The COVID-19 pandemic has negatively impacted the global economy, including Hawaii and the Pacific Islands. In response to this crisis, the Coronavirus Aid, Relief, and Economic Security (“CARES”) Act was passed by Congress and signed into law on March 27, 2020. The CARES Act provides an estimated \$2.2 trillion to fight the COVID-19 pandemic and stimulate the economy by supporting individuals and businesses through loans, grants, tax changes, and other types of relief. Some of the provisions applicable to the Company include, but are not limited to:

- *Accounting for Loan Modifications* – Section 4013 of the CARES Act provides that a financial institution may elect to suspend (1) the requirements under GAAP for certain loan modifications that would otherwise be categorized as a TDR and (2) any determination that such loan modifications would be considered a TDR, including the related impairment for accounting purposes. See Note 4 *Loans and Leases and the Allowance for Credit Losses* for more information.
- *Paycheck Protection Program* - The CARES Act established the Paycheck Protection Program (“PPP”), an expansion of the Small Business Administration’s (“SBA”) 7(a) loan program and the Economic Injury Disaster Loan Program (“EIDL”), administered directly by the SBA. The Company is a participant in the PPP. See Note 4 *Loans and Leases and the Allowance for Credit Losses* for more information.
- *Mortgage Forbearance* - Under the CARES Act, through the earlier of December 31, 2020, or the termination date of the COVID-19 national emergency, a borrower with a federally backed mortgage loan that is experiencing financial hardship due to COVID-19 may request a forbearance. A multifamily borrower with a federally backed multifamily mortgage loan that was current as of February 1, 2020, and is experiencing financial hardship due to COVID-19 may request forbearance on the loan for up to 30 days, with up to two additional 30-day periods at the borrower’s request.

Also in response to the COVID-19 pandemic, the Board of Governors of the Federal Reserve System (“FRB”), the Federal Deposit Insurance Corporation (“FDIC”), the National Credit Union Administration (“NCUA”), the Office of the Comptroller of the Currency (“OCC”), and the Consumer Financial Protection Bureau (“CFPB”), in consultation with the state financial regulators (collectively, the “agencies”) issued a joint interagency statement (issued March 22, 2020; revised statement issued April 7, 2020). Some of the provisions applicable to the Company include, but are not limited to:

- *Accounting for Loan Modifications* - Loan modifications that do not meet the conditions of the CARES Act may still qualify as a modification that does not need to be accounted for as a TDR. The agencies confirmed with FASB staff that short-term modifications made on a good faith basis in response to COVID-19 to borrowers who were current prior to any relief are not TDRs. This includes short-term (e.g., six months) modifications such as payment deferrals, fee waivers, extensions of repayment terms, or insignificant delays in payment. See Note 4 *Loans and Leases and the Allowance for Credit Losses* for more information.
- *Past Due Reporting* - With regard to loans not otherwise reportable as past due, financial institutions are not expected to designate loans with deferrals granted due to COVID-19 as past due because of the deferral. A loan’s payment date is governed by the due date stipulated in the legal agreement. If a financial institution agrees to a payment deferral, these loans would not be considered past due during the period of the deferral.
- *Nonaccrual Status and Charge-offs* - During short-term COVID-19 modifications, these loans generally should not be reported as nonaccrual or as classified.

The Company began offering short-term loan modifications to assist borrowers during the COVID-19 national emergency. These modifications generally involve principal and/or interest payment deferrals for up to six months. These modifications generally meet the criteria of both Section 4013 of the CARES Act and the joint interagency statement, and therefore, the Company does not account for such loan modifications as TDRs. As the COVID-19 pandemic continues to negatively impact the economy, the Company began offering an additional round of loan modifications to borrowers continuing to struggle as a result of COVID-19. Similar to the initial modifications granted, the additional round of loan modifications are granted specifically under Section 4013 of the CARES Act and generally involve principal and/or interest payment deferrals for up to an additional six months for commercial and consumer loans, and principal-only deferrals for up to an additional 12 months for selected commercial loans. On August 3, 2020, the Federal Financial Institutions Examination Council on behalf of its members (collectively “the FFIEC members”) issued a joint statement on additional loan accommodations related to COVID-19. The joint statement clarifies that for loan modifications in which Section 4013 is being applied, subsequent modifications could also be eligible under Section 4013. To be eligible, each loan modification must be (1) related to the COVID event; (2) executed on a loan that was not more than 30 days past due as of December 31, 2019; and (3) executed between March 1, 2020, and the earlier of (A) 60 days after the date of termination of the National Emergency or (B) December 31, 2020. Substantially all of the Company’s additional round of loan modifications granted under Section 4013 of the CARES Act are in compliance with the aforementioned FFIEC requirements. Accordingly, the Company does not account for such loan modifications as TDRs.

In April 2020, the FASB staff issued a Q&A document on accounting for lease concessions related to the effects of the COVID-19 pandemic. The FASB staff noted that entities may elect to not evaluate whether certain concessions provided by lessors to mitigate the effects of COVID-19 on lessees are lease modifications. This option is intended to reduce the operational challenges of individually assessing every COVID-19 related lease concession to determine whether it results in having to apply Topic 842 lease modification guidance. This election is available only for concessions related to the effects of the COVID-19 pandemic that do not result in a substantial increase in either the rights of the lessor or the obligations of the lessee. For entities that choose this election, they may account for the concession as if no changes to the lease contract were made. Under that accounting, a lessor would continue to recognize income. The Company has elected to apply the relief provided by the FASB not to evaluate individual contracts. The Company also elected not to apply the lease modification framework for concessions granted.

The Company, as lessor, granted lease concessions on some of its sales-type finance leases for equipment and automobiles. Equipment lease concessions primarily consists of interest-only payments for a six-month period. Regular lease payments resume after the six-month period and the maturity date is extended by six months. Automobile lease concessions primarily consist of six-month extension programs whereby lease payments currently due are deferred and shifted to the end of the lease term. Interest income continues to accrue during the deferral period. As of September 30, 2020, the Company has not offered a material amount of additional concessions.

The Company, as lessor, leases and subleases real property to lessee tenants under operating leases. As of September 30, 2020, no material lease concessions have been granted to lessees. The Company, as lessee, also leases real estate property for branch locations, ATM locations, and office space. As of September 30, 2020, the Company has not requested any lease concessions.

### Accounting Standards Adopted in 2020

In June 2016, the FASB issued ASU No. 2016-13, “*Measurement of Credit Losses on Financial Instruments.*” This ASU significantly changes how entities measure credit losses for most financial assets and certain other instruments that are not measured at fair value through net income. The standard replaces the “incurred loss” approach with an “expected loss” approach known as current expected credit loss (“CECL”). CECL applies to: (1) financial assets measured at amortized cost, and (2) certain off-balance sheet credit exposures. This includes, but is not limited to, loans, leases, held-to-maturity securities, loan commitments, and financial guarantees. The CECL approach does not apply to AFS debt securities. For AFS debt securities with unrealized losses, entities measure credit losses in a similar manner to legacy GAAP except that the credit losses are now recognized as allowances rather than reductions in the amortized cost of the securities. As a result, entities will recognize improvements to estimated credit losses immediately in earnings rather than as interest income over time. ASU No. 2016-13 also changes the accounting for purchased credit-impaired debt securities and loans. ASU 2016-13 expanded or revised the disclosure requirements related to loans and debt securities. In addition, entities are required to disclose the amortized cost balance for each class of financial asset by credit quality indicator, disaggregated by the year of origination. ASU No. 2016-13 was effective for interim and annual reporting periods beginning after December 15, 2019.

The Company adopted the standard on January 1, 2020, and applied the standard’s provisions as a cumulative-effect adjustment to retained earnings, as of January 1, 2020 (i.e., modified retrospective approach). Upon adoption of the standard, the Company recorded a \$5.1 million decrease to the reserve for credit losses, which resulted in a \$3.6 million after-tax increase to retained earnings as of January 1, 2020. The tax effect resulted in an increase to deferred tax liabilities. This “Day 1” impact of CECL adoption is summarized below:

(dollars in thousands)	December 31, 2019	CECL Adoption Impact	January 1, 2020
<b>Allowance for Credit Losses:</b>			
Commercial	\$ 73,801	\$ (18,789)	\$ 55,012
Consumer	36,226	17,052	53,278
<b>Total Allowance for Credit Losses</b>	<b>110,027</b>	<b>(1,737)</b>	<b>108,290</b>
Reserve for Unfunded Commitments	6,822	(3,335)	3,487
<b>Total Reserve for Credit Losses</b>	<b>\$ 116,849</b>	<b>\$ (5,072)</b>	<b>\$ 111,777</b>
<b>Retained Earnings</b>			
Total Pre-tax Impact		\$ 5,072	
Tax Effect		(1,440)	
<b>Increase to Retained Earnings</b>		<b>\$ 3,632</b>	

The Company did not record an allowance for AFS or HTM securities on Day 1 as the investment portfolio consists primarily of debt securities explicitly or implicitly backed by the U.S. Government for which credit risk is deemed minimal. The impact going forward will depend on the composition, characteristics, and credit quality of the loan and securities portfolios as well as the economic conditions at future reporting periods. See Note 3 *Investment Securities* and Note 4 *Loans and Leases and the Allowance for Credit Losses* for more information.

In August 2018, the FASB issued ASU No. 2018-13, “*Disclosure Framework - Changes to the Disclosure Requirements for Fair Value Measurement.*” This ASU eliminates, adds and modifies certain disclosure requirements for fair value measurements. Among the changes, entities will no longer be required to disclose the amount of and reasons for transfers between Level 1 and Level 2 of the fair value hierarchy, but will be required to disclose the range and weighted average used to develop significant unobservable inputs for Level 3 fair value measurements. ASU No. 2018-13 was effective for interim and annual reporting periods beginning after December 15, 2019; early adoption is permitted. As ASU No. 2018-13 only revises disclosure requirements, it did not have a material impact on the Company’s Consolidated Financial Statements.

In April 2019, the FASB issued ASU No. 2019-04, “Codification Improvements to Topic 326, Financial Instruments - Credit Losses, Topic 815, Derivatives and Hedging, and Topic 825, Financial Instruments.” With respect to Topic 326, ASU 2019-04 clarifies the scope of the credit losses standard and addresses issues related to accrued interest receivable balances, recoveries, variable interest rates and prepayments, among other things. The Company made the accounting policy elections not to measure an allowance for credit losses on accrued interest receivable, to write-off accrued interest amounts by reversing interest income, and to present accrued interest receivable separately from the related financial asset on the statements of financial condition. The amendments to Topic 326 were adopted concurrently with ASU 2016-13 on January 1, 2020. The financial statement impact in regards to the amendments to Topic 326 are incorporated within ASU 2016-13 mentioned above. With respect to Topic 825, on recognizing and measuring financial instruments, ASU 2019-04 addresses the scope of the guidance, the requirement for remeasurement under ASC 820 when using the measurement alternative, certain disclosure requirements and which equity securities have to be remeasured at historical exchange rates. The amendments to Topic 825 were effective for interim and annual reporting periods beginning after December 15, 2019, and did not have a material impact on the Company’s Consolidated Financial Statements. The Company elected to early adopt the amendments to Topic 815 in June 2019. See Note 1 to the Company’s Annual Report on Form 10-K for the year ended December 31, 2019, for more information.

In May 2019, the FASB issued ASU No. 2019-05, “Financial Instruments - Credit Losses (Topic 326); Targeted Transition Relief.” This ASU allows entities to irrevocably elect, upon adoption of ASU 2016-13, the fair value option on financial instruments that (1) were previously recorded at amortized cost and (2) are within the scope of ASC 326-20 if the instruments are eligible for the fair value option under ASC 825-10. The fair value option election does not apply to HTM debt securities. Entities are required to make this election on an instrument-by-instrument basis. ASU 2019-05 was adopted concurrently with ASU 2016-13 on January 1, 2020. The Company did not elect the fair value option, and therefore, ASU 2019-05 did not impact the Company’s Consolidated Financial Statements.

In November 2019, the FASB issued ASU No. 2019-11, “Codification Improvements to Topic 326, Financial Instruments - Credit Losses.” This ASU requires entities to include certain expected recoveries of the amortized cost basis previously written off, or expected to be written off, in the allowance for credit losses for purchased credit-deteriorated (“PCD”) financial assets. It also provides transition relief related to TDRs, allows entities to exclude accrued interest amounts from certain required disclosures and clarifies the requirements for applying the collateral maintenance practical expedient. ASU 2019-11 was adopted concurrently with ASU 2016-13 on January 1, 2020, and did not have a material impact to the Company’s Consolidated Financial Statements.

## Note 2. Cash and Cash Equivalents

The following table provides a reconciliation of cash and cash equivalents reported within the consolidated statements of condition that sum to the total of the same such amounts shown in the consolidated statements of cash flows:

(dollars in thousands)	September 30, 2020	December 31, 2019
Interest-Bearing Deposits in Other Banks	\$ 4,233	\$ 4,979
Funds Sold	736,524	254,574
Cash and Due From Banks	260,167	299,105
<b>Total Cash and Cash Equivalents</b>	<b>\$ 1,000,924</b>	<b>\$ 558,658</b>

**Note 3. Investment Securities**

The amortized cost, gross unrealized gains and losses, and fair value of the Company's investment securities as of September 30, 2020, and December 31, 2019, were as follows:

(dollars in thousands)	Amortized Cost	Gross Unrealized Gains	Gross Unrealized Losses	Fair Value
<b>September 30, 2020</b>				
<b>Available-for-Sale:</b>				
Debt Securities Issued by the U.S. Treasury and Government Agencies	\$ 182,605	\$ 245	\$ (1,405)	\$ 181,445
Debt Securities Issued by States and Political Subdivisions	45,313	1,491	(1)	46,803
Debt Securities Issued by U.S. Government-Sponsored Enterprises	937	79	—	1,016
Debt Securities Issued by Corporations	221,935	4,273	(1,754)	224,454
Mortgage-Backed Securities:				
Residential - Government Agencies	1,483,465	37,344	(307)	1,520,502
Residential - U.S. Government-Sponsored Enterprises	917,366	19,904	(202)	937,068
Commercial - Government Agencies	267,225	11,863	(63)	279,025
<b>Total Mortgage-Backed Securities</b>	<b>2,668,056</b>	<b>69,111</b>	<b>(572)</b>	<b>2,736,595</b>
<b>Total</b>	<b>\$ 3,118,846</b>	<b>\$ 75,199</b>	<b>\$ (3,732)</b>	<b>\$ 3,190,313</b>
<b>Held-to-Maturity:</b>				
Debt Securities Issued by the U.S. Treasury and Government Agencies	\$ 62,505	\$ 211	\$ (2)	\$ 62,714
Debt Securities Issued by States and Political Subdivisions	54,001	1,022	—	55,023
Debt Securities Issued by Corporations	12,770	279	—	13,049
Mortgage-Backed Securities:				
Residential - Government Agencies	792,360	33,324	(19)	825,665
Residential - U.S. Government-Sponsored Enterprises	2,184,472	52,270	(121)	2,236,621
Commercial - Government Agencies	92,722	2,967	(93)	95,596
<b>Total Mortgage-Backed Securities</b>	<b>3,069,554</b>	<b>88,561</b>	<b>(233)</b>	<b>3,157,882</b>
<b>Total</b>	<b>\$ 3,198,830</b>	<b>\$ 90,073</b>	<b>\$ (235)</b>	<b>\$ 3,288,668</b>
<b>December 31, 2019</b>				
<b>Available-for-Sale:</b>				
Debt Securities Issued by the U.S. Treasury and Government Agencies	\$ 222,365	\$ 213	\$ (1,447)	\$ 221,131
Debt Securities Issued by States and Political Subdivisions	54,480	631	(14)	55,097
Debt Securities Issued by U.S. Government-Sponsored Enterprises	22,128	19	—	22,147
Debt Securities Issued by Corporations	335,553	1,401	(633)	336,321
Mortgage-Backed Securities:				
Residential - Government Agencies	1,164,466	11,627	(3,267)	1,172,826
Residential - U.S. Government-Sponsored Enterprises	584,272	4,363	(1,874)	586,761
Commercial - Government Agencies	224,372	2,889	(2,541)	224,720
<b>Total Mortgage-Backed Securities</b>	<b>1,973,110</b>	<b>18,879</b>	<b>(7,682)</b>	<b>1,984,307</b>
<b>Total</b>	<b>\$ 2,607,636</b>	<b>\$ 21,143</b>	<b>\$ (9,776)</b>	<b>\$ 2,619,003</b>
<b>Held-to-Maturity:</b>				
Debt Securities Issued by the U.S. Treasury and Government Agencies	\$ 274,375	\$ 1,319	\$ (31)	\$ 275,663
Debt Securities Issued by States and Political Subdivisions	54,811	1,236	—	56,047
Debt Securities Issued by Corporations	14,975	—	(138)	14,837
Mortgage-Backed Securities:				
Residential - Government Agencies	1,067,416	13,247	(5,348)	1,075,315
Residential - U.S. Government-Sponsored Enterprises	1,546,479	13,871	(2,478)	1,557,872
Commercial - Government Agencies	84,238	317	(1,407)	83,148
<b>Total Mortgage-Backed Securities</b>	<b>2,698,133</b>	<b>27,435</b>	<b>(9,233)</b>	<b>2,716,335</b>
<b>Total</b>	<b>\$ 3,042,294</b>	<b>\$ 29,990</b>	<b>\$ (9,402)</b>	<b>\$ 3,062,882</b>

The Company elected to exclude accrued interest receivable ("AIR") from the amortized cost basis of debt securities disclosed throughout this footnote. For available-for-sale ("AFS") debt securities, AIR totaled \$6.4 million and \$7.5 million as of September 30, 2020, and December 31, 2019, respectively. For held-to-maturity ("HTM") debt securities, AIR totaled \$8.2 million and \$8.1 million as of September 30, 2020, and December 31, 2019, respectively. AIR is included in the "accrued interest receivable" line item on the Company's consolidated statements of condition.

The table below presents an analysis of the contractual maturities of the Company's investment securities as of September 30, 2020. Debt securities issued by government agencies (Small Business Administration securities) and mortgage-backed securities are disclosed separately in the table below as these investment securities may prepay prior to their scheduled contractual maturity dates.

(dollars in thousands)	Amortized Cost		Fair Value
<b>Available-for-Sale:</b>			
Due in One Year or Less	\$	61,913	\$ 61,802
Due After One Year Through Five Years		59,080	60,281
Due After Five Years Through Ten Years		148,282	151,301
Due After Ten Years		—	—
		269,275	273,384
Debt Securities Issued by Government Agencies		181,515	180,334
Mortgage-Backed Securities:			
Residential - Government Agencies		1,483,465	1,520,502
Residential - U.S. Government-Sponsored Enterprises		917,366	937,068
Commercial - Government Agencies		267,225	279,025
Total Mortgage-Backed Securities		2,668,056	2,736,595
<b>Total</b>	<b>\$</b>	<b>3,118,846</b>	<b>\$ 3,190,313</b>
<b>Held-to-Maturity:</b>			
Due in One Year or Less		80,075	80,356
Due After One Year Through Five Years		49,201	50,430
		129,276	130,786
Mortgage-Backed Securities:			
Residential - Government Agencies		792,360	825,665
Residential - U.S. Government-Sponsored Enterprises		2,184,472	2,236,621
Commercial - Government Agencies		92,722	95,596
Total Mortgage-Backed Securities		3,069,554	3,157,882
<b>Total</b>	<b>\$</b>	<b>3,198,830</b>	<b>\$ 3,288,668</b>

Investment securities with carrying values of \$3.8 billion and \$2.6 billion as of September 30, 2020, and December 31, 2019, respectively, were pledged to secure deposits of governmental entities, securities sold under agreements to repurchase, and FRB discount window borrowing.

The table below presents the gains and losses from the sales of investment securities for the three and nine months ended September 30, 2020, and September 30, 2019:

(dollars in thousands)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2020	2019	2020	2019
Gross Gains on Sales of Investment Securities	\$ —	\$ 38	\$ 14,257	\$ 7,701
Gross Losses on Sales of Investment Securities	(1,121)	(1,507)	(3,132)	(10,781)
Net Gains (Losses) on Sales of Investment Securities	\$ (1,121)	\$ (1,469)	\$ 11,125	\$ (3,080)

The losses on sales of investment securities during the three and nine months ended September 30, 2020, and September 30, 2019, were due to fees paid to the counterparties of the Company's prior Visa Class B share sale transactions, which are expensed as incurred. In addition, the gross gains and losses on sales of investment securities during the three and nine months ended September 30, 2019, included sales of municipal debt securities, mortgage-backed securities, and corporate debt securities as part of a portfolio repositioning.

The following table summarizes the Company's AFS debt securities in an unrealized loss position for which an allowance for credit losses has not been recorded, aggregated by major security type and length of time in a continuous unrealized loss position:

(dollars in thousands)	Less Than 12 Months		12 Months or Longer		Total	
	Fair Value	Gross Unrealized Losses	Fair Value	Gross Unrealized Losses	Fair Value	Gross Unrealized Losses
<b>September 30, 2020</b>						
<b>Available-for-Sale:</b>						
Debt Securities Issued by the U.S. Treasury and Government Agencies	\$ 134,162	\$ (1,363)	\$ 24,886	\$ (42)	\$ 159,048	\$ (1,405)
Debt Securities Issued by States and Political Subdivisions	26	(1)	60	—	86	(1)
Debt Securities Issued by Corporations	75,000	(642)	65,000	(1,112)	140,000	(1,754)
Mortgage-Backed Securities:						
Residential - Government Agencies	30,216	(223)	136,396	(84)	166,612	(307)
Residential - U.S. Government-Sponsored Enterprises	—	—	95,943	(202)	95,943	(202)
Commercial-Government Agencies	—	—	25,188	(63)	25,188	(63)
Total Mortgage-Backed Securities	30,216	(223)	257,527	(349)	287,743	(572)
<b>Total</b>	<b>\$ 239,404</b>	<b>\$ (2,229)</b>	<b>\$ 347,473</b>	<b>\$ (1,503)</b>	<b>\$ 586,877</b>	<b>\$ (3,732)</b>

**December 31, 2019**
**Available-for-Sale:**

Debt Securities Issued by the U.S. Treasury and Government Agencies	\$ 65,479	\$ (188)	\$ 101,761	\$ (1,259)	\$ 167,240	\$ (1,447)
Debt Securities Issued by States and Political Subdivisions	6,788	(14)	440	—	7,228	(14)
Debt Securities Issued by Corporations	25,892	(326)	74,693	(307)	100,585	(633)
Mortgage-Backed Securities:						
Residential - Government Agencies	119,271	(526)	170,805	(2,741)	290,076	(3,267)
Residential - U.S. Government-Sponsored Enterprises	187,861	(816)	73,720	(1,058)	261,581	(1,874)
Commercial - Government Agencies	59,826	(319)	52,965	(2,222)	112,791	(2,541)
Total Mortgage-Backed Securities	366,958	(1,661)	297,490	(6,021)	664,448	(7,682)
<b>Total</b>	<b>\$ 465,117</b>	<b>\$ (2,189)</b>	<b>\$ 474,384</b>	<b>\$ (7,587)</b>	<b>\$ 939,501</b>	<b>\$ (9,776)</b>

The Company does not believe that the AFS debt securities that were in an unrealized loss position as of September 30, 2020, which were comprised of 84 individual securities, represent a credit loss impairment. The gross unrealized losses in the Company's corporate bond portfolio were related to debt securities issued by large multinational banks. The unrealized losses primarily resulted from an increase in credit spreads due to the economic uncertainty related to COVID-19. However, as of September 30, 2020, such credit spreads have tightened significantly from their widest levels experienced in the first quarter of 2020. In addition, such banks have built up substantial capital buffers since the financial crisis of 2008 which mitigates the likelihood of credit losses. As of September 30, 2020, there have been no payment defaults nor do we currently expect any future payment defaults. Furthermore, the Company does not intend to sell these securities, and it is not more likely than not that the Company will be required to sell the investment securities before recovery of their amortized cost basis, which may be at maturity.

The remainder of the AFS debt securities in an unrealized loss position as of September 30, 2020, consisted of debt securities issued by U.S. government agencies or U.S. government-sponsored enterprises. These securities carry the explicit and/or implicit guarantee of the U.S. government, are widely recognized as "risk free," and have a long history of zero credit loss. Total gross unrealized losses were primarily attributable to changes in interest rates, relative to when the investment securities were purchased, and not due to the credit quality of the investment securities. The Company does not intend to sell the investment securities that were in an unrealized loss position and it is not more likely than not that the Company will be required to sell the investment securities before recovery of their amortized cost basis, which may be at maturity.

Substantially all of the Company's HTM debt securities are issued by U.S. government agencies or U.S. government-sponsored enterprises. These securities carry the explicit and/or implicit guarantee of the U.S. government, are widely recognized as "risk free," and have a long history of zero credit loss. Therefore, the Company did not record an allowance for credit losses for these securities as of September 30, 2020.

The Company also carries a limited portfolio of HTM municipal bonds. As of September 30, 2020, the entire portfolio consisted of State of Hawaii bonds carrying a Moody's rating of Aa2, with a portion of these bonds escrowed to maturity. Utilizing the CECL approach, the Company determined that the expected credit loss on its municipal bond portfolio was de minimis, and therefore, an allowance for credit losses was not recorded as of September 30, 2020.

Interest income from taxable and non-taxable investment securities for the three and nine months ended September 30, 2020, and September 30, 2019, were as follows:

(dollars in thousands)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2020	2019	2020	2019
Taxable	\$ 30,027	\$ 35,584	\$ 96,150	\$ 102,912
Non-Taxable	498	724	1,637	5,970
<b>Total Interest Income from Investment Securities</b>	<b>\$ 30,525</b>	<b>\$ 36,308</b>	<b>\$ 97,787</b>	<b>\$ 108,882</b>

As of September 30, 2020, and December 31, 2019, the carrying value of the Company's Federal Home Loan Bank of Des Moines stock and Federal Reserve Bank stock was as follows:

(dollars in thousands)	September 30, 2020		December 31, 2019	
Federal Home Loan Bank Stock	\$	15,174	\$	13,000
Federal Reserve Bank Stock		18,123		21,093
<b>Total</b>	<b>\$</b>	<b>33,297</b>	<b>\$</b>	<b>34,093</b>

These securities can only be redeemed or sold at their par value and only to the respective issuing institution or to another member institution. The Company records these non-marketable equity securities as a component of other assets and periodically evaluates these securities for impairment. Management considers these non-marketable equity securities to be long-term investments. Accordingly, when evaluating these securities for impairment, management considers the ultimate recoverability of the par value rather than recognizing temporary declines in value.

#### *Visa Class B Restricted Shares*

In 2008, the Company received Visa Class B restricted shares as part of Visa's initial public offering. These shares are transferable only under limited circumstances until they can be converted into the publicly traded Class A common shares. This conversion will not occur until the settlement of certain litigation which will be indemnified by Visa members, including the Company. Visa funded an escrow account from its initial public offering to settle these litigation claims. Should this escrow account be insufficient to cover these litigation claims, Visa is entitled to fund additional amounts to the escrow account by reducing each member bank's Class B conversion ratio to unrestricted Class A shares. As of September 30, 2020, the conversion ratio was 1.6228. See Note 12 *Derivative Financial Instruments* for more information.

The Company occasionally sells these Visa Class B shares to other financial institutions. During the second quarter of 2020, the Company recorded a \$14.2 million gain on sale of its remaining 80,214 Visa Class B Shares. As a result of this sale, the Company no longer owns any Visa Class B shares.

**Note 4. Loans and Leases and the Allowance for Credit Losses***Loans and Leases*

The Company's loan and lease portfolio was comprised of the following as of September 30, 2020, and December 31, 2019:

(dollars in thousands)	September 30, 2020	December 31, 2019
<b>Commercial</b>		
Commercial and Industrial	\$ 1,908,482	\$ 1,379,152
Commercial Mortgage	2,745,611	2,518,051
Construction	250,943	194,170
Lease Financing	111,831	122,454
<b>Total Commercial</b>	<b>5,016,867</b>	<b>4,213,827</b>
<b>Consumer</b>		
Residential Mortgage	4,044,228	3,891,100
Home Equity	1,605,486	1,676,073
Automobile	709,937	720,286
Other <sup>1</sup>	417,090	489,606
<b>Total Consumer</b>	<b>6,776,741</b>	<b>6,777,065</b>
<b>Total Loans and Leases</b>	<b>\$ 11,793,608</b>	<b>\$ 10,990,892</b>

<sup>1</sup> Comprised of other revolving credit, installment, and lease financing.

The majority of the Company's lending activity is with customers located in the State of Hawaii. A substantial portion of the Company's real estate loans are secured by real estate in Hawaii.

Net gains related to sales of residential mortgage loans, recorded as a component of mortgage banking income were \$3.4 million and \$2.5 million for the three months ended September 30, 2020, and September 30, 2019, respectively, and \$9.0 million and \$4.1 million for the nine months ended September 30, 2020, and September 30, 2019, respectively.

The Company elected to exclude AIR from the amortized cost basis of loans disclosed throughout this footnote. As of September 30, 2020, and December 31, 2019, accrued interest receivable for loans totaled \$42.7 million and \$30.7 million, respectively, and is included in the "accrued interest receivable" line item on the Company's consolidated statements of condition.

As previously mentioned in Note 1 *Summary of Significant Accounting Policies*, the CARES Act established the PPP, administered directly by the SBA. The PPP provides loans of up to \$10 million to small businesses who were affected by economic conditions as a result of COVID-19 to provide cash-flow assistance to employers who maintain their payroll (including healthcare and certain related expenses), mortgage interest, rent, leases, utilities and interest on existing debt during the COVID-19 emergency. PPP loans carry an interest rate of one percent, and a maturity of two or five years. These loans are fully guaranteed by the SBA and may be eligible for forgiveness by the SBA to the extent that the proceeds are used to cover eligible payroll costs, interest costs, rent, and utility costs over a period of up to 24 weeks after the loan is made as long as certain conditions are met regarding employee retention and compensation levels. PPP loans deemed eligible for forgiveness by the SBA will be repaid by the SBA to the Company. The SBA pays the Company fees for processing PPP loans in the following amounts: (1) five percent for loans of not more than \$350,000; (2) three percent for loans of more than \$350,000 and less than \$2,000,000; and (3) one percent for loans of at least \$2,000,000. These processing fees are accounted for as loan origination fees and recognized over the contractual loan term as a yield adjustment on the loans. PPP loans are included in the Commercial and Industrial loan class. As of September 30, 2020, the Company had 4,504 PPP loans outstanding, with an outstanding principal balance of \$544.5 million.

*Allowance for Credit Losses (the "Allowance")*

As previously mentioned in Note 1 *Summary of Significant Accounting Policies*, the Company's January 1, 2020, adoption of ASU No. 2016-13, "Measurement of Credit Losses on Financial Instruments," resulted in a significant change to our methodology for estimating the Allowance since December 31, 2019. As a result of this adoption, the Company recorded a \$1.7 million decrease to the Allowance as a cumulative-effect adjustment on January 1, 2020.

The following presents by portfolio segment, the activity in the Allowance for the three and nine months ended September 30, 2020, and September 30, 2019.

(dollars in thousands)	Commercial		Consumer		Total
<b>Three Months Ended September 30, 2020</b>					
<b>Allowance for Loan and Lease Losses:</b>					
Balance at Beginning of Period	\$	72,522	\$	100,917	\$ 173,439
Loans and Leases Charged-Off		(171)		(2,176)	(2,347)
Recoveries on Loans and Leases Previously Charged-Off		231		3,573	3,804
Net Loans and Leases Recovered (Charged-Off)		60		1,397	1,457
Provision for Credit Losses		7,685		20,915	28,600
Balance at End of Period	\$	80,267	\$	123,229	\$ 203,496
<b>Nine Months Ended September 30, 2020</b>					
<b>Allowance for Credit Losses:</b>					
Balance at Beginning of Period (December 31, 2019)	\$	73,801	\$	36,226	\$ 110,027
CECL Adoption (Day 1) Impact		(18,789)		17,052	(1,737)
Balance at Beginning of Period (January 1, 2020)		55,012		53,278	108,290
Loans and Leases Charged-Off		(1,520)		(16,287)	(17,807)
Recoveries on Loans and Leases Previously Charged-Off		2,084		8,329	10,413
Net Loans and Leases Recovered (Charged-Off)		564		(7,958)	(7,394)
Provision for Credit Losses		24,691		77,909	102,600
Balance at End of Period	\$	80,267	\$	123,229	\$ 203,496
<b>Three Months Ended September 30, 2019</b>					
<b>Allowance for Loan and Lease Losses:</b>					
Balance at Beginning of Period	\$	69,268	\$	38,404	\$ 107,672
Loans and Leases Charged-Off		(239)		(5,516)	(5,755)
Recoveries on Loans and Leases Previously Charged-Off		318		2,451	2,769
Net Loans and Leases Recovered (Charged-Off)		79		(3,065)	(2,986)
Provision for Credit Losses		1,023		3,227	4,250
Balance at End of Period	\$	70,370	\$	38,566	\$ 108,936
<b>Nine Months Ended September 30, 2019</b>					
<b>Allowance for Credit Losses:</b>					
Balance at Beginning of Period	\$	66,874	\$	39,819	\$ 106,693
Loans and Leases Charged-Off		(2,431)		(15,281)	(17,712)
Recoveries on Loans and Leases Previously Charged-Off		1,220		7,485	8,705
Net Loans and Leases Recovered (Charged-Off)		(1,211)		(7,796)	(9,007)
Provision for Credit Losses		4,707		6,543	11,250
Balance at End of Period	\$	70,370	\$	38,566	\$ 108,936

### Credit Quality Indicators

The Company uses several credit quality indicators to manage credit risk in an ongoing manner. The Company uses an internal credit risk rating system that categorizes loans and leases into pass, special mention, or classified categories. Credit risk ratings are applied individually to those classes of loans and leases that have significant or unique credit characteristics that benefit from a case-by-case evaluation. These are typically loans and leases to businesses or individuals in the classes which comprise the commercial portfolio segment. Groups of loans and leases that are underwritten and structured using standardized criteria and characteristics, such as statistical models (e.g., credit scoring or payment performance), are typically risk-rated and monitored collectively. These are typically loans and leases to individuals in the classes which comprise the consumer portfolio segment.

The following are the definitions of the Company's credit quality indicators:

- Pass:** Loans and leases in all classes within the commercial and consumer portfolio segments that are not adversely rated, are contractually current as to principal and interest, and are otherwise in compliance with the contractual terms of the loan or lease agreement. Management believes that there is a low likelihood of loss related to those loans and leases that are considered Pass.
- Special Mention:** Loans and leases in all classes within the commercial portfolio segment that have potential weaknesses that deserve management's close attention. If not addressed, these potential weaknesses may result in deterioration of the repayment prospects for the loan or lease. Management believes that there is a moderate likelihood of some loss related to those loans and leases that are considered Special Mention. The Special Mention credit quality indicator is not used for the consumer portfolio segment.
- Classified:** Loans and leases in the classes within the commercial portfolio segment that are inadequately protected by the sound worth and paying capacity of the borrower or of the collateral pledged, if any. Classified loans and leases are also those in the classes within the consumer portfolio segment that are past due 90 days or more as to principal or interest. Residential mortgage loans that are past due 90 days or more as to principal or interest may be considered Pass if the current loan-to-value ratio is 60% or less. Home equity loans that are past due 90 days or more as to principal or interest may be considered Pass if the first mortgage is with the Company and the current combined loan-to-value ratio is 60% or less. Residential mortgage and home equity loans may be current as to principal and interest, but may be considered Classified for a period of generally up to six months following a loan modification. Following a period of demonstrated performance in accordance with the modified contractual terms, the loan may be removed from Classified status. Management believes that there is a distinct possibility that the Company will sustain some loss if the deficiencies related to Classified loans and leases are not corrected in a timely manner.

For pass rated credits, risk ratings are certified at a minimum annually. For special mention or classified credits, risk ratings are reviewed for appropriateness on an ongoing basis, monthly, or at a minimum, quarterly. The following presents by credit quality indicator, loan class, and year of origination, the amortized cost basis of the Company's loans and leases as of September 30, 2020.

(dollars in thousands)	Term Loans by Origination Year							Revolving Loans	Revolving Loans Converted to Term Loans	Total Loans and Leases
	YTD September 30, 2020	2019	2018	2017	2016	Prior				
<b>September 30, 2020</b>										
<b>Commercial</b>										
Commercial and Industrial										
Pass	\$ 858,458	\$ 171,894	\$ 184,256	\$ 73,712	\$ 62,461	\$ 86,296	\$ 364,123	\$ 977	\$ 1,802,177	
Special Mention	9,201	510	2,155	162	2,001	147	20,397	-	34,573	
Classified	24,114	807	906	938	1,593	20,049	23,187	138	71,732	
<b>Total Commercial and Industrial</b>	<b>\$ 891,773</b>	<b>\$ 173,211</b>	<b>\$ 187,317</b>	<b>\$ 74,812</b>	<b>\$ 66,055</b>	<b>\$ 106,492</b>	<b>\$ 407,707</b>	<b>\$ 1,115</b>	<b>\$ 1,908,482</b>	
Commercial Mortgage										
Pass	\$ 588,510	\$ 521,907	\$ 377,630	\$ 270,617	\$ 290,575	\$ 487,821	\$ 74,547	\$ -	\$ 2,611,607	
Special Mention	5,621	24,850	19,416	15,463	1,252	5,432	-	-	72,034	
Classified	41,454	659	4,884	276	4,791	9,906	-	-	61,970	
<b>Total Commercial Mortgage</b>	<b>\$ 635,585</b>	<b>\$ 547,416</b>	<b>\$ 401,930</b>	<b>\$ 286,356</b>	<b>\$ 296,618</b>	<b>\$ 503,159</b>	<b>\$ 74,547</b>	<b>\$ -</b>	<b>\$ 2,745,611</b>	
Construction										
Pass	\$ 89,712	\$ 117,759	\$ 14,221	\$ 11,450	\$ -	\$ -	\$ 17,801	\$ -	\$ 250,943	
<b>Total Construction</b>	<b>\$ 89,712</b>	<b>\$ 117,759</b>	<b>\$ 14,221</b>	<b>\$ 11,450</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 17,801</b>	<b>\$ -</b>	<b>\$ 250,943</b>	
Lease Financing										
Pass	\$ 13,214	\$ 21,089	\$ 14,549	\$ 4,783	\$ 10,509	\$ 46,291	\$ -	\$ -	\$ 110,435	
Classified	34	71	1,131	48	112	-	-	-	1,396	
<b>Total Lease Financing</b>	<b>\$ 13,248</b>	<b>\$ 21,160</b>	<b>\$ 15,680</b>	<b>\$ 4,831</b>	<b>\$ 10,621</b>	<b>\$ 46,291</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 111,831</b>	
<b>Total Commercial</b>	<b>\$ 1,630,318</b>	<b>\$ 859,546</b>	<b>\$ 619,148</b>	<b>\$ 377,449</b>	<b>\$ 373,294</b>	<b>\$ 655,942</b>	<b>\$ 500,055</b>	<b>\$ 1,115</b>	<b>\$ 5,016,867</b>	
<b>Consumer</b>										
Residential Mortgage										
Pass	\$ 894,542	\$ 629,503	\$ 345,194	\$ 516,410	\$ 601,481	\$ 1,052,843	\$ -	\$ -	\$ 4,039,973	
Classified	-	-	-	928	-	3,327	-	-	4,255	
<b>Total Residential Mortgage</b>	<b>\$ 894,542</b>	<b>\$ 629,503</b>	<b>\$ 345,194</b>	<b>\$ 517,338</b>	<b>\$ 601,481</b>	<b>\$ 1,056,170</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 4,044,228</b>	
Home Equity										
Pass	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,337	\$ 1,557,040	\$ 38,766	\$ 1,601,143	
Classified	-	-	-	-	-	69	3,212	1,062	4,343	
<b>Total Home Equity</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 5,406</b>	<b>\$ 1,560,252</b>	<b>\$ 39,828</b>	<b>\$ 1,605,486</b>	
Automobile										
Pass	\$ 167,991	\$ 230,969	\$ 175,173	\$ 78,461	\$ 39,677	\$ 17,509	\$ -	\$ -	\$ 709,780	
Classified	-	28	23	91	-	15	-	-	157	
<b>Total Automobile</b>	<b>\$ 167,991</b>	<b>\$ 230,997</b>	<b>\$ 175,196</b>	<b>\$ 78,552</b>	<b>\$ 39,677</b>	<b>\$ 17,524</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 709,937</b>	
Other <sup>1</sup>										
Pass	\$ 57,497	\$ 157,529	\$ 103,895	\$ 47,942	\$ 11,616	\$ 3,933	\$ 32,845	\$ 1,575	\$ 416,832	
Classified	18	99	43	36	14	2	17	29	258	
<b>Total Other</b>	<b>\$ 57,515</b>	<b>\$ 157,628</b>	<b>\$ 103,938</b>	<b>\$ 47,978</b>	<b>\$ 11,630</b>	<b>\$ 3,935</b>	<b>\$ 32,862</b>	<b>\$ 1,604</b>	<b>\$ 417,090</b>	
<b>Total Consumer</b>	<b>\$ 1,120,048</b>	<b>\$ 1,018,128</b>	<b>\$ 624,328</b>	<b>\$ 643,868</b>	<b>\$ 652,788</b>	<b>\$ 1,083,035</b>	<b>\$ 1,593,114</b>	<b>\$ 41,432</b>	<b>\$ 6,776,741</b>	
<b>Total Loans and Leases</b>	<b>\$ 2,750,366</b>	<b>\$ 1,877,674</b>	<b>\$ 1,243,476</b>	<b>\$ 1,021,317</b>	<b>\$ 1,026,082</b>	<b>\$ 1,738,977</b>	<b>\$ 2,093,169</b>	<b>\$ 42,547</b>	<b>\$ 11,793,608</b>	

<sup>1</sup> Comprised of other revolving credit, installment, and lease financing.

For the nine months ended September 30, 2020, \$1.5 million revolving loans were converted to term loans.

The following presents by loan class and credit quality indicator, the recorded investment in the Company's loans and leases as of December 31, 2019.

	<b>December 31, 2019</b>				
(dollars in thousands)	<b>Commercial and Industrial</b>	<b>Commercial Mortgage</b>	<b>Construction</b>	<b>Lease Financing</b>	<b>Total Commercial</b>
Pass	\$ 1,306,040	\$ 2,463,858	\$ 188,832	\$ 120,933	\$ 4,079,663
Special Mention	37,722	16,453	4,148	—	58,323
Classified	35,390	37,740	1,190	1,521	75,841
<b>Total</b>	<b>\$ 1,379,152</b>	<b>\$ 2,518,051</b>	<b>\$ 194,170</b>	<b>\$ 122,454</b>	<b>\$ 4,213,827</b>

  

(dollars in thousands)	<b>Residential Mortgage</b>	<b>Home Equity</b>	<b>Automobile</b>	<b>Other <sup>1</sup></b>	<b>Total Consumer</b>
Pass	\$ 3,886,389	\$ 1,671,468	\$ 719,337	\$ 488,113	\$ 6,765,307
Classified	4,711	4,605	949	1,493	11,758
<b>Total</b>	<b>\$ 3,891,100</b>	<b>\$ 1,676,073</b>	<b>\$ 720,286</b>	<b>\$ 489,606</b>	<b>\$ 6,777,065</b>
<b>Total Recorded Investment in Loans and Leases</b>					<b>\$ 10,990,892</b>

<sup>1</sup> Comprised of other revolving credit, installment, and lease financing.

### Aging Analysis

Loans and leases are considered to be past due once becoming 30 days delinquent. For the consumer portfolio, this generally represents two missed monthly payments. The following presents by class, an aging analysis of the Company's loan and lease portfolio as of September 30, 2020, and December 31, 2019.

(dollars in thousands)	30 - 59 Days Past Due	60 - 89 Days Past Due	Past Due 90 Days or More	Non- Accrual	Total Past Due and Non- Accrual	Current	Total Loans and Leases	Non- Accrual Loans and Leases that are Current <sup>2</sup>
<b>As of September 30, 2020</b>								
Commercial								
Commercial and Industrial	\$ 220	\$ 47	\$ —	\$ 475	\$ 742	\$ 1,907,740	\$ 1,908,482	\$ 290
Commercial Mortgage	—	—	—	8,615	8,615	2,736,996	2,745,611	8,615
Construction	—	—	—	—	—	250,943	250,943	—
Lease Financing	—	—	—	—	—	111,831	111,831	—
<b>Total Commercial</b>	<b>220</b>	<b>47</b>	<b>—</b>	<b>9,090</b>	<b>9,357</b>	<b>5,007,510</b>	<b>5,016,867</b>	<b>8,905</b>
Consumer								
Residential Mortgage	2,695	1,583	6,607	3,543	14,428	4,029,800	4,044,228	—
Home Equity	2,628	1,019	2,571	3,661	9,879	1,595,607	1,605,486	1,396
Automobile	2,769	119	156	—	3,044	706,893	709,937	—
Other <sup>1</sup>	1,856	650	258	—	2,764	414,326	417,090	—
<b>Total Consumer</b>	<b>9,948</b>	<b>3,371</b>	<b>9,592</b>	<b>7,204</b>	<b>30,115</b>	<b>6,746,626</b>	<b>6,776,741</b>	<b>1,396</b>
<b>Total</b>	<b>\$ 10,168</b>	<b>\$ 3,418</b>	<b>\$ 9,592</b>	<b>\$ 16,294</b>	<b>\$ 39,472</b>	<b>\$ 11,754,136</b>	<b>\$ 11,793,608</b>	<b>\$ 10,301</b>
<b>As of December 31, 2019</b>								
Commercial								
Commercial and Industrial	\$ 12,534	\$ 148	\$ —	\$ 830	\$ 13,512	\$ 1,365,640	\$ 1,379,152	\$ 421
Commercial Mortgage	2,998	—	—	9,244	12,242	2,505,809	2,518,051	9,244
Construction	101	51	—	—	152	194,018	194,170	—
Lease Financing	720	—	—	—	720	121,734	122,454	—
<b>Total Commercial</b>	<b>16,353</b>	<b>199</b>	<b>—</b>	<b>10,074</b>	<b>26,626</b>	<b>4,187,201</b>	<b>4,213,827</b>	<b>9,665</b>
Consumer								
Residential Mortgage	6,097	2,070	1,839	4,125	14,131	3,876,969	3,891,100	1,429
Home Equity	3,949	2,280	4,125	3,181	13,535	1,662,538	1,676,073	412
Automobile	16,067	4,154	949	—	21,170	699,116	720,286	—
Other <sup>1</sup>	3,498	2,074	1,493	—	7,065	482,541	489,606	—
<b>Total Consumer</b>	<b>29,611</b>	<b>10,578</b>	<b>8,406</b>	<b>7,306</b>	<b>55,901</b>	<b>6,721,164</b>	<b>6,777,065</b>	<b>1,841</b>
<b>Total</b>	<b>\$ 45,964</b>	<b>\$ 10,777</b>	<b>\$ 8,406</b>	<b>\$ 17,380</b>	<b>\$ 82,527</b>	<b>\$ 10,908,365</b>	<b>\$ 10,990,892</b>	<b>\$ 11,506</b>

<sup>1</sup> Comprised of other revolving credit, installment, and lease financing.

<sup>2</sup> Represents non-accrual loans that are not past due 30 days or more; however, full payment of principal and interest is still not expected.

*Non-Accrual Loans and Leases*

The following presents the non-accrual loans and leases as of September 30, 2020, and December 31, 2019.

(dollars in thousands)	September 30, 2020			December 31, 2019	
	Non-accrual loans with a related ACL	Non-accrual loans without a related ACL	Total Non-accrual loans	Total Non-accrual loans	Total Non-accrual loans
<b>Commercial</b>					
Commercial and Industrial	\$ 475	\$ —	\$ 475	\$ 830	
Commercial Mortgage	3,544	5,071	8,615	9,244	
<b>Total Commercial</b>	<b>4,019</b>	<b>5,071</b>	<b>9,090</b>	<b>10,074</b>	
<b>Consumer</b>					
Residential Mortgage	3,202	341	3,543	4,125	
Home Equity	3,661	—	3,661	3,181	
<b>Total Consumer</b>	<b>6,863</b>	<b>341</b>	<b>7,204</b>	<b>7,306</b>	
<b>Total</b>	<b>\$ 10,882</b>	<b>\$ 5,412</b>	<b>\$ 16,294</b>	<b>\$ 17,380</b>	

All payments received while on non-accrual status are applied against the principal balance of the loan or lease. The Company does not recognize interest income while loans or leases are on non-accrual status.

*Modifications*

A modification of a loan constitutes a TDR when the Company, for economic or legal reasons related to a borrower's financial difficulties, grants a concession to the borrower that it would not otherwise consider. Loans modified in a TDR were \$63.0 million as of September 30, 2020, and \$69.1 million as of December 31, 2019. There were \$0.2 million and \$0.3 million commitments to lend additional funds on loans modified in a TDR as of September 30, 2020, and December 31, 2019, respectively.

The Company offers various types of concessions when modifying a loan or lease. Commercial and industrial loans modified in a TDR often involve temporary interest-only payments, term extensions, and converting revolving credit lines to term loans. Additional collateral, a co-borrower, or a guarantor is often requested. Commercial mortgage and construction loans modified in a TDR often involve reducing the interest rate for the remaining term of the loan, extending the maturity date at an interest rate lower than the current market rate for new debt with similar risk, or substituting or adding a co-borrower or guarantor. Construction loans modified in a TDR may also involve extending the interest-only payment period. Residential mortgage loans modified in a TDR generally include fully amortizing the loan for up to 40 years from the modification effective date. In some cases, the Company may forbear a portion of the unpaid principal balance with a balloon payment due upon maturity or pay-off of the loan. Land loans are also included in the class of residential mortgage loans. Land loans are typically structured as interest-only monthly payments with a balloon payment due at maturity. Land loan modifications usually involve extending the interest-only monthly payments up to an additional five years with a balloon payment due at maturity, or re-amortizing the remaining balance over a period up to 360 months. Interest rates are not changed for land loan modifications. Home equity modifications are made infrequently and uniquely designed to meet the specific needs of each borrower. Automobile loans modified in a TDR are primarily comprised of loans where the Company has lowered monthly payments by extending the term.

Loans modified in a TDR are typically already on non-accrual status and partial charge-offs have in some cases already been taken against the outstanding loan balance. As a result, loans modified in a TDR may have the financial effect of increasing the specific Allowance associated with the loan. An Allowance for impaired commercial and consumer loans that have been modified in a TDR is measured based on the present value of expected future cash flows discounted at the loan's effective interest rate, the loan's observable market price, or the estimated fair value of the collateral, less any selling costs, if the loan is collateral dependent. Management exercises significant judgment in developing these estimates.

The following presents by class, information related to loans modified in a TDR during the three and nine months ended September 30, 2020, and September 30, 2019.

Troubled Debt Restructurings (dollars in thousands)	Loans Modified as a TDR for the Three Months Ended September 30, 2020			Loans Modified as a TDR for the Three Months Ended September 30, 2019		
	Number of Contracts	Recorded Investment (as of period end) <sup>1</sup>	Increase in Allowance (as of period end)	Number of Contracts	Recorded Investment (as of period end) <sup>1</sup>	Increase in Allowance (as of period end)
<b>Commercial</b>						
Commercial and Industrial	1	\$ 92	\$ 1	1	\$ 45	—
<b>Total Commercial</b>	<b>1</b>	<b>92</b>	<b>1</b>	<b>1</b>	<b>45</b>	<b>—</b>
<b>Consumer</b>						
Home Equity	2	134	—	—	—	—
Automobile	12	227	4	86	1,665	23
Other <sup>2</sup>	7	93	4	14	117	3
<b>Total Consumer</b>	<b>21</b>	<b>454</b>	<b>8</b>	<b>100</b>	<b>1,782</b>	<b>26</b>
<b>Total</b>	<b>22</b>	<b>\$ 546</b>	<b>\$ 9</b>	<b>101</b>	<b>\$ 1,827</b>	<b>\$ 26</b>

Troubled Debt Restructurings (dollars in thousands)	Loans Modified as a TDR for the Nine Months Ended September 30, 2020			Loans Modified as a TDR for the Nine Months Ended September 30, 2019		
	Number of Contracts	Recorded Investment (as of period end) <sup>1</sup>	Increase in Allowance (as of period end)	Number of Contracts	Recorded Investment (as of period end) <sup>1</sup>	Increase in Allowance (as of period end)
<b>Commercial</b>						
Commercial and Industrial	3	\$ 188	\$ 3	5	\$ 244	\$ 14
Commercial Mortgage	1	1,099	—	1	3,766	—
<b>Total Commercial</b>	<b>4</b>	<b>1,287</b>	<b>3</b>	<b>6</b>	<b>4,010</b>	<b>14</b>
<b>Consumer</b>						
Residential Mortgage	—	—	—	1	57	—
Home Equity	2	134	—	2	246	—
Automobile	81	1,346	22	271	5,011	69
Other <sup>2</sup>	42	357	15	75	459	12
<b>Total Consumer</b>	<b>125</b>	<b>1,837</b>	<b>37</b>	<b>349</b>	<b>5,773</b>	<b>81</b>
<b>Total</b>	<b>129</b>	<b>\$ 3,124</b>	<b>\$ 40</b>	<b>355</b>	<b>\$ 9,783</b>	<b>\$ 95</b>

<sup>1</sup> The period end balances reflect all paydowns and charge-offs since the modification date. TDRs fully paid-off, charged-off, or foreclosed upon by period end are not included.

<sup>2</sup> Comprised of other revolving credit and installment financing.

The following presents by class, all loans modified in a TDR that defaulted during the three and nine months ended September 30, 2020, and December 31, 2019, and within twelve months of their modification date. A TDR is considered to be in default once it becomes 60 days or more past due following a modification.

TDRs that Defaulted During the Period, Within Twelve Months of their Modification Date (dollars in thousands)	Three Months Ended September 30, 2020		Three Months Ended September 30, 2019	
	Number of Contracts	Recorded Investment (as of period end) <sup>1</sup>	Number of Contracts	Recorded Investment (as of period end) <sup>1</sup>
<b>Consumer</b>				
Residential Mortgage	—	—	1	\$ 133
Home Equity	—	—	1	195
Automobile	1	6	9	126
Other <sup>2</sup>	—	—	9	72
<b>Total Consumer</b>	<b>1</b>	<b>6</b>	<b>20</b>	<b>526</b>
<b>Total</b>	<b>1</b>	<b>\$ 6</b>	<b>20</b>	<b>\$ 526</b>

TDRs that Defaulted During the Period, Within Twelve Months of their Modification Date (dollars in thousands)	Nine Months Ended September 30, 2020		Nine Months Ended September 30, 2019	
	Number of Contracts	Recorded Investment (as of period end) <sup>1</sup>	Number of Contracts	Recorded Investment (as of period end) <sup>1</sup>
<b>Commercial</b>				
Commercial and Industrial	—	\$ —	1	\$ 55
<b>Total Commercial</b>	—	—	1	55
<b>Consumer</b>				
Residential Mortgage	—	—	1	133
Home Equity	—	—	1	195
Automobile	33	591	22	326
Other <sup>2</sup>	6	38	24	144
<b>Total Consumer</b>	39	629	48	798
<b>Total</b>	39	\$ 629	49	\$ 853

<sup>1</sup> The period end balances reflect all paydowns and charge-offs since the modification date. TDRs fully paid-off, charged-off, or foreclosed upon by period end are not included.

<sup>2</sup> Comprised of other revolving credit and installment financing.

Commercial and consumer loans modified in a TDR are closely monitored for delinquency as an early indicator of possible future default. If loans modified in a TDR subsequently default, the Company evaluates the loan for possible further impairment. The specific Allowance associated with the loan may be increased, adjustments may be made in the allocation of the Allowance, or partial charge-offs may be taken to further write-down the carrying value of the loan.

#### *Modifications in response to COVID-19*

The Company began offering short-term loan modifications to assist borrowers during the COVID-19 national emergency. These modifications generally involve principal and/or interest payment deferrals for up to six months. As the COVID-19 pandemic continues to negatively impact the economy, the Company began offering an additional round of loan modifications to borrowers continuing to struggle as a result of COVID-19. Similar to the initial modifications granted, the additional round of loan modifications generally involve principal and/or interest payment deferrals for up to an additional six months for commercial and consumer loans, and principal-only deferrals for up to an additional 12 months for selected commercial loans. The Company generally continues to accrue and recognize interest income during the forbearance period. The Company offers several repayment options such as immediate repayment, repayment over a designated time period or as a balloon payment at maturity, or by extending the loan term. These modifications generally do not involve forgiveness or interest rate reductions. The CARES Act, along with a joint agency statement issued by banking agencies, provide that modifications made in response to COVID-19 are not required to be accounted for as a TDR. Accordingly, the Company does not account for such loan modifications as TDRs. See Note 1 *Summary of Significant Accounting Policies* for more information.

The Company, as lessor, also granted short-term lease concessions on some of its sales-type finance leases for equipment and automobiles. The concessions primarily consists of six-month extension programs whereby lease payments currently due are deferred and shifted to the end of the lease term. Interest income continues to accrue during the deferral period. Additional round of lease concessions were not material. See Note 1 *Summary of Significant Accounting Policies* for more information.

As of September 30, 2020, these COVID-19 related loan and lease modifications totaled \$836.7 million (674 loans and leases) for the commercial segment and \$691.2 million (16,104 loans and leases) for the consumer segment.

#### *Foreclosure Proceedings*

Consumer mortgage loans collateralized by residential real estate property that are in the process of foreclosure totaled \$1.1 million as of September 30, 2020.

## Note 5. Mortgage Servicing Rights

The Company's portfolio of residential mortgage loans serviced for third parties was \$3.0 billion and \$3.1 billion as of September 30, 2020, and as of December 31, 2019, respectively. Substantially all of these loans were originated by the Company and sold to third parties on a non-recourse basis with servicing rights retained. These retained servicing rights are recorded as a servicing asset and are initially recorded at fair value (see Note 14 *Fair Value of Assets and Liabilities* for more information). Changes to the balance of mortgage servicing rights are recorded in mortgage banking income in the Company's consolidated statements of income.

The Company's mortgage servicing activities include collecting principal, interest, and escrow payments from borrowers; making tax and insurance payments on behalf of borrowers; monitoring delinquencies and executing foreclosure proceedings; and accounting for and remitting principal and interest payments to investors. Servicing income, including late and ancillary fees, was \$1.7 million and \$1.8 million September 30, 2020, and September 30, 2019, respectively, and \$5.4 million for the nine months ended September 30, 2020, and September 30, 2019. Servicing income is recorded in mortgage banking income in the Company's consolidated statements of income. The Company's residential mortgage investor loan servicing portfolio is primarily comprised of fixed rate loans concentrated in Hawaii.

For the three and nine months ended September 30, 2020, and September 30, 2019, the change in the carrying value of the Company's mortgage servicing rights accounted for under the fair value measurement method was as follows:

(dollars in thousands)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2020	2019	2020	2019
<b>Balance at Beginning of Period</b>	\$ 1,068	\$ 1,212	\$ 1,126	\$ 1,290
Change in Fair Value:				
Due to Payoffs	(50)	(38)	(108)	(116)
Total Changes in Fair Value of Mortgage Servicing Rights	(50)	(38)	(108)	(116)
<b>Balance at End of Period</b>	\$ 1,018	\$ 1,174	\$ 1,018	\$ 1,174

For the three and nine months ended September 30, 2020, and September 30, 2019, the change in the carrying value of the Company's mortgage servicing rights accounted for under the amortization method was as follows:

(dollars in thousands)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2020	2019	2020	2019
<b>Balance at Beginning of Period</b>	\$ 21,836	\$ 23,021	\$ 23,896	\$ 23,020
Servicing Rights that Resulted From Asset Transfers	872	1,263	3,042	2,788
Amortization	(1,271)	(1,032)	(3,684)	(2,546)
Valuation Allowance Recovery (Provision)	(568)	(18)	(2,385)	(28)
<b>Balance at End of Period</b>	\$ 20,869	\$ 23,234	\$ 20,869	\$ 23,234
<b>Valuation Allowance:</b>				
<b>Balance at Beginning of Period</b>	\$ (1,817)	\$ (10)	\$ —	\$ —
Valuation Allowance Recovery (Provision)	(568)	(18)	(2,385)	(28)
<b>Balance at End of Period</b>	\$ (2,385)	\$ (28)	\$ (2,385)	\$ (28)
<b>Fair Value of Mortgage Servicing Rights Accounted for Under the Amortization Method</b>				
Beginning of Period	\$ 21,836	\$ 24,905	\$ 25,714	\$ 29,218
End of Period	\$ 20,870	\$ 23,674	\$ 20,870	\$ 23,674

The key data and assumptions used in estimating the fair value of the Company's mortgage servicing rights as of September 30, 2020, and December 31, 2019, were as follows:

	September 30, 2020	December 31, 2019
Weighted-Average Constant Prepayment Rate <sup>1</sup>	14.07%	10.76%
Weighted-Average Life (in years)	5.09	6.20
Weighted-Average Note Rate	3.90%	3.99%
Weighted-Average Discount Rate <sup>2</sup>	5.88%	7.33%

<sup>1</sup> Represents annualized loan prepayment rate assumption.

<sup>2</sup> Derived from multiple interest rate scenarios that incorporate a spread to a market yield curve and market volatilities.

A sensitivity analysis of the Company's fair value of mortgage servicing rights to changes in certain key assumptions as of September 30, 2020, and December 31, 2019, is presented in the following table.

(dollars in thousands)	September 30, 2020	December 31, 2019
<b>Constant Prepayment Rate</b>		
Decrease in fair value from 25 basis points ("bps") adverse change	\$ (228)	\$ (296)
Decrease in fair value from 50 bps adverse change	(452)	(586)
<b>Discount Rate</b>		
Decrease in fair value from 25 bps adverse change	(205)	(264)
Decrease in fair value from 50 bps adverse change	(406)	(522)

This analysis generally cannot be extrapolated because the relationship of a change in one key assumption to the change in the fair value of the Company's mortgage servicing rights usually is not linear. Also, the effect of changing one key assumption without changing other assumptions is not realistic.

#### **Note 6. Affordable Housing Projects Tax Credit Partnerships**

The Company makes equity investments in various limited partnerships or limited liability companies that sponsor affordable housing projects utilizing the Low Income Housing Tax Credit ("LIHTC") pursuant to Section 42 of the Internal Revenue Code. The purpose of these investments is to achieve a satisfactory return on capital, to facilitate the sale of affordable housing product offerings, and to assist in achieving goals associated with the Community Reinvestment Act. The primary activities of these entities include the identification, development, and operation of multi-family housing that is leased to qualifying residential tenants. Generally, these types of investments are funded through a combination of debt and equity.

The Company is a limited partner or non-managing member in each LIHTC limited partnership or limited liability company, respectively. Each of these entities is managed by an unrelated third-party general partner or managing member who exercises significant control over the affairs of the entity. The general partner or managing member has all the rights, powers and authority granted or permitted to be granted to a general partner of a limited partnership or managing member of a limited liability company. Duties entrusted to the general partner or managing member include, but are not limited to: investment in operating companies, company expenditures, investment of excess funds, borrowing funds, employment of agents, disposition of fund property, prepayment and refinancing of liabilities, votes and consents, contract authority, disbursement of funds, accounting methods, tax elections, bank accounts, insurance, litigation, cash reserve, and use of working capital reserve funds. Except for limited rights granted to the limited partner(s) or non-managing member(s) relating to the approval of certain transactions, the limited partner(s) and non-managing member(s) may not participate in the operation, management, or control of the entity's business, transact any business in the entity's name or have any power to sign documents for or otherwise bind the entity. In addition, the general partner or managing member may only be removed by the limited partner(s) or managing member(s) in the event of a failure to comply with the terms of the agreement or negligence in performing its duties.

The general partner or managing member of each entity has both the power to direct the activities which most significantly affect the performance of each entity and the obligation to absorb losses or the right to receive benefits that could be significant to the entities. Therefore, the Company has determined that it is not the primary beneficiary of any LIHTC entity. The Company uses the effective yield method to account for its pre-2015 investments in these entities. Beginning January 1, 2015, any new investments that meet the requirements of the proportional amortization method are recognized using the proportional amortization method. The Company's net affordable housing tax credit investments and related unfunded commitments were \$117.9 million and \$76.3 million as of September 30, 2020, and December 31, 2019, respectively, and are included in other assets in the consolidated statements of condition.

#### Unfunded Commitments

As of September 30, 2020, the expected payments for unfunded affordable housing commitments were as follows:

(dollars in thousands)	Amount
2020	\$ 12,820
2021	10,283
2022	6,026
2023	6,059
2024	58
Thereafter	3,772
<b>Total Unfunded Commitments</b>	<b>\$ 39,018</b>

The following table presents tax credits and other tax benefits recognized and amortization expense related to affordable housing for the three and nine months ended September 30, 2020, and September 30, 2019.

(dollars in thousands)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2020	2019	2020	2019
<b>Effective Yield Method</b>				
Tax credits and other tax benefits recognized	\$ 2,938	\$ 2,930	\$ 8,814	\$ 8,789
Amortization Expense in Provision for Income Taxes	2,347	1,891	7,042	5,674
<b>Proportional Amortization Method</b>				
Tax credits and other tax benefits recognized	\$ 1,794	\$ 753	\$ 4,839	\$ 2,260
Amortization Expense in Provision for Income Taxes	1,345	645	3,580	1,934

There were no impairment losses related to LIHTC investments during the nine months ended September 30, 2020, and September 30, 2019.

#### Note 7. Balance Sheet Offsetting

##### Interest Rate Swap Agreements

The Company enters into swap agreements to facilitate the risk management strategies of a small number of commercial banking customers. The Company mitigates the risk of entering into these agreements by entering into equal and offsetting swap agreements with third-party financial institutions. The swap agreements are free-standing derivatives and are recorded at fair value in the Company's consolidated statements of condition (asset positions are included in other assets and liability positions are included in other liabilities). The Company is party to master netting arrangements with its financial institution counterparties; however, the Company does not offset assets and liabilities under these arrangements for financial statement presentation purposes. The master netting arrangements provide for a single net settlement of all swap agreements, as well as collateral, in the event of default on, or termination of, any one contract. Collateral, usually in the form of cash or marketable securities, is posted by the party (i.e., the Company or the financial institution counterparty) with net liability positions in accordance with contract thresholds. The Company had net liability positions with its financial institution counterparties totaling \$19.2 million and \$5.1 million as of September 30, 2020, and December 31, 2019, respectively. See Note 12 *Derivative Financial Instruments* for more information.

Parties to a centrally cleared over-the-counter derivative exchange daily payments that reflect the daily change in value of the derivative. Effective 2017, these payments, commonly referred to as variation margin, are recorded as settlements of the derivatives' mark-to-market exposure rather than collateral against the exposures. This rule change effectively results in any centrally cleared derivative having a fair value that approximates zero on a daily basis, and therefore, these swap agreements were not included in the offsetting table at the end of this section. See Note 12 *Derivative Financial Instruments* for more information.

#### *Securities Sold Under Agreements to Repurchase ("Repurchase Agreements")*

The Company enters into agreements under which it sells securities subject to an obligation to repurchase the same or similar securities. Under these arrangements, the Company may transfer legal control over the assets but still retain effective control through an agreement that both entitles and obligates the Company to repurchase the assets. As a result, these repurchase agreements are accounted for as collateralized financing arrangements (i.e., secured borrowings) and not as sales and subsequent repurchases of securities. The obligation to repurchase the securities is reflected as a liability in the Company's consolidated statements of condition, while the securities underlying the repurchase agreements remain in the respective investment securities asset accounts. As a result, there is no offsetting or netting of the investment securities assets with the repurchase agreement liabilities. In addition, as the Company does not enter into reverse repurchase agreements, there is no such offsetting to be done with the repurchase agreements.

The right of setoff for a repurchase agreement resembles a secured borrowing, whereby the collateral pledged by the Company would be used to settle the fair value of the repurchase agreement should the Company be in default (e.g., fail to make an interest payment to the counterparty). For private institution repurchase agreements, if the private institution counterparty were to default (e.g., declare bankruptcy), the Company could cancel the repurchase agreement (i.e., cease payment of principal and interest) and attempt collection on the amount of collateral value in excess of the repurchase agreement fair value. The collateral is held by a third-party financial institution in the counterparty's custodial account. The counterparty has the right to sell or repledge the investment securities. For government entity repurchase agreements, the collateral is held by the Company in a segregated custodial account under a tri-party agreement. The Company is required by the counterparty to maintain adequate collateral levels. In the event the collateral fair value falls below stipulated levels, the Company will pledge additional securities. The Company closely monitors collateral levels to ensure adequate levels are maintained, while mitigating the potential risk of over-collateralization in the event of counterparty default.

The following table presents the remaining contractual maturities of the Company's repurchase agreements as of September 30, 2020, and December 31, 2019, disaggregated by the class of collateral pledged.

	Remaining Contractual Maturity of Repurchase Agreements				
	Up to 90 days	91-365 days	1-3 Years	After 3 Years	Total
(dollars in thousands)					
<b>September 30, 2020</b>					
<b>Class of Collateral Pledged:</b>					
Debt Securities Issued by States and Political Subdivisions	\$ —	\$ 100	\$ —	\$ 490.0	\$ 590.0
Mortgage-Backed Securities:					
Residential - Government Agencies	1,516	—	22,158	93,933	117,607
Residential - U.S. Government-Sponsored Enterprises	—	—	2,842	481,067	483,909
<b>Total</b>	<b>\$ 1,516</b>	<b>\$ 100</b>	<b>\$ 25,000</b>	<b>\$ 575,490</b>	<b>\$ 602,106</b>
<b>December 31, 2019</b>					
<b>Class of Collateral Pledged:</b>					
Debt Securities Issued by the U.S. Treasury and Government Agencies	\$ —	\$ —	\$ 199,173	\$ 38,065	\$ 237,238
Debt Securities Issued by States and Political Subdivisions	1,200	1,100	—	490	2,790
Mortgage-Backed Securities:					
Residential - Government Agencies	—	1,516	25,827	88,391	115,734
Residential - U.S. Government-Sponsored Enterprises	—	—	—	248,544	248,544
<b>Total</b>	<b>\$ 1,200</b>	<b>\$ 2,616</b>	<b>\$ 225,000</b>	<b>\$ 375,490</b>	<b>\$ 604,306</b>

The following table presents the assets and liabilities subject to an enforceable master netting arrangement, or repurchase agreements, as of September 30, 2020, and December 31, 2019. The swap agreements the Company has with our commercial banking customers are not subject to an enforceable master netting arrangement, and therefore, are excluded from this table. As previously mentioned, centrally cleared swap agreements between the Company and institutional counterparties are also excluded from this table.

	(i)	(ii)	(iii) = (i)-(ii)	(iv)		(v) = (iii)-(iv)	
				Gross Amounts Not Offset in the Statements of Condition			
	Gross Amounts Recognized in the Statements of Condition	Gross Amounts Offset in the Statements of Condition	Net Amounts Presented in the Statements of Condition	Netting Adjustments per Master Netting Arrangements	Fair Value of Collateral Pledged/ Received <sup>1</sup>	Net Amount	
<b>September 30, 2020</b>							
<b>Assets:</b>							
Interest Rate Swap Agreements:							
Institutional Counterparties	\$ 5	\$ —	\$ 5	\$ 5	\$ —	\$	—
<b>Liabilities:</b>							
Interest Rate Swap Agreements:							
Institutional Counterparties	19,161	—	19,161	5	8,962		10,194
Repurchase Agreements:							
Private Institutions	600,000	—	600,000	—	600,000		—
Government Entities	2,106	—	2,106	—	2,106		—
	<b>\$ 602,106</b>	<b>\$ —</b>	<b>\$ 602,106</b>	<b>\$ —</b>	<b>\$ 602,106</b>	<b>\$</b>	<b>—</b>
<b>December 31, 2019</b>							
<b>Assets:</b>							
Interest Rate Swap Agreements:							
Institutional Counterparties	\$ 584	\$ —	\$ 584	\$ 584	\$ —	\$	—
<b>Liabilities:</b>							
Interest Rate Swap Agreements:							
Institutional Counterparties	5,361	—	5,361	584	3,818		959
Repurchase Agreements:							
Private Institutions	600,000	—	600,000	—	600,000		—
Government Entities	4,306	—	4,306	—	4,306		—
	<b>\$ 604,306</b>	<b>\$ —</b>	<b>\$ 604,306</b>	<b>\$ —</b>	<b>\$ 604,306</b>	<b>\$</b>	<b>—</b>

<sup>1</sup> The application of collateral cannot reduce the net amount below zero. Therefore, excess collateral is not reflected in this table. For repurchase agreements with private institutions, the fair value of investment securities pledged was \$634.6 million and \$645.3 million as of September 30, 2020, and December 31, 2019, respectively. For repurchase agreements with government entities, the fair value of investment securities pledged was \$4.3 million and \$5.5 million as of September 30, 2020, and December 31, 2019, respectively.

**Note 8. Accumulated Other Comprehensive Income (Loss)**

The following table presents the components of other comprehensive income (loss) for the three and nine months ended September 30, 2020, and September 30, 2019:

(dollars in thousands)	Before Tax	Tax Effect	Net of Tax
<b>Three Months Ended September 30, 2020</b>			
Net Unrealized Gains (Losses) on Investment Securities:			
Net Unrealized Gains (Losses) Arising During the Period	\$ (6,771)	\$ (1,795)	\$ (4,976)
Amounts Reclassified from Accumulated Other Comprehensive Income (Loss) that (Increase) Decrease Net Income:			
Amortization of Unrealized Holding (Gains) Losses on Held-to-Maturity Securities <sup>1</sup>	104	28	76
Net Unrealized Gains (Losses) on Investment Securities	(6,667)	(1,767)	(4,900)
Defined Benefit Plans:			
Amortization of Net Actuarial Losses (Gains)	570	151	419
Amortization of Prior Service Credit	(61)	(16)	(45)
Defined Benefit Plans, Net	509	135	374
<b>Other Comprehensive Income (Loss)</b>	<b>\$ (6,158)</b>	<b>\$ (1,632)</b>	<b>\$ (4,526)</b>
<b>Three Months Ended September 30, 2019</b>			
Net Unrealized Gains (Losses) on Investment Securities:			
Net Unrealized Gains (Losses) Arising During the Period	\$ 7,314	\$ 1,938	\$ 5,376
Amounts Reclassified from Accumulated Other Comprehensive Income (Loss) that (Increase) Decrease Net Income:			
Amortization of Unrealized Holding (Gains) Losses on Held-to-Maturity Securities <sup>1</sup>	39	10	29
Net Unrealized Gains (Losses) on Investment Securities	7,353	1,948	5,405
Defined Benefit Plans:			
Amortization of Net Actuarial Losses (Gains)	406	108	298
Amortization of Prior Service Credit	(72)	(19)	(53)
Defined Benefit Plans, Net	334	89	245
<b>Other Comprehensive Income (Loss)</b>	<b>\$ 7,687</b>	<b>\$ 2,037</b>	<b>\$ 5,650</b>
<b>Nine Months Ended September 30, 2020</b>			
Net Unrealized Gains (Losses) on Investment Securities:			
Net Unrealized Gains (Losses) Arising During the Period	\$ 60,177	\$ 15,945	\$ 44,232
Amounts Reclassified from Accumulated Other Comprehensive Income (Loss) that (Increase) Decrease Net Income:			
(Gain) Loss on Sale	(77)	(21)	(56)
Amortization of Unrealized Holding (Gains) Losses on Held-to-Maturity Securities <sup>1</sup>	289	76	213
Net Unrealized Gains (Losses) on Investment Securities	60,389	16,000	44,389
Defined Benefit Plans:			
Amortization of Net Actuarial Losses (Gains)	1,711	454	1,257
Amortization of Prior Service Credit	(184)	(49)	(135)
Defined Benefit Plans, Net	1,527	405	1,122
<b>Other Comprehensive Income (Loss)</b>	<b>\$ 61,916</b>	<b>\$ 16,405</b>	<b>\$ 45,511</b>
<b>Nine Months Ended September 30, 2019</b>			
Net Unrealized Gains (Losses) on Investment Securities:			
Net Unrealized Gains (Losses) Arising During the Period	\$ 38,077	\$ 10,090	\$ 27,987
Amounts Reclassified from Accumulated Other Comprehensive Income (Loss) that (Increase) Decrease Net Income:			
(Gain) Loss on Sale	(63)	(17)	(46)
Amortization of Unrealized Holding (Gains) Losses on Held-to-Maturity Securities <sup>1</sup>	804	212	592
Net Unrealized Gains (Losses) on Investment Securities	38,818	10,285	28,533
Defined Benefit Plans:			
Amortization of Net Actuarial Losses (Gains)	1,218	323	895
Amortization of Prior Service Credit	(216)	(57)	(159)
Defined Benefit Plans, Net	1,002	266	736
<b>Other Comprehensive Income (Loss)</b>	<b>\$ 39,820</b>	<b>\$ 10,551</b>	<b>\$ 29,269</b>

<sup>1</sup> The amount relates to the amortization/accretion of unrealized net gains and losses related to the Company's reclassification of available-for-sale investment securities to the held-to-maturity category. The unrealized net gains/losses will be amortized/accreted over the remaining life of the investment securities as an adjustment of yield.

The following table presents the changes in each component of accumulated other comprehensive income (loss), net of tax, for the three and nine months ended September 30, 2020, and September 30, 2019:

(dollars in thousands)	Investment Securities- Available- for-Sale	Investment Securities- Held-to- Maturity	Defined Benefit Plans	Accumulated Other Comprehensive Income (Loss)
<b>Three Months Ended September 30, 2020</b>				
<b>Balance at Beginning of Period</b>	\$ 57,511	\$ (578)	\$ (38,008)	\$ 18,925
Other Comprehensive Income (Loss) Before Reclassifications	(4,976)	—	—	(4,976)
Amounts Reclassified from Accumulated Other Comprehensive Income (Loss)	—	76	374	450
<b>Total Other Comprehensive Income (Loss)</b>	<b>(4,976)</b>	<b>76</b>	<b>374</b>	<b>(4,526)</b>
<b>Balance at End of Period</b>	<b>\$ 52,535</b>	<b>\$ (502)</b>	<b>\$ (37,634)</b>	<b>\$ 14,399</b>
<b>Three Months Ended September 30, 2019</b>				
<b>Balance at Beginning of Period</b>	\$ 8,859	\$ (764)	\$ (35,519)	\$ (27,424)
Other Comprehensive Income (Loss) Before Reclassifications	5,376	—	—	5,376
Amounts Reclassified from Accumulated Other Comprehensive Income (Loss)	—	29	245	274
<b>Total Other Comprehensive Income (Loss)</b>	<b>5,376</b>	<b>29</b>	<b>245</b>	<b>5,650</b>
<b>Balance at End of Period</b>	<b>\$ 14,235</b>	<b>\$ (735)</b>	<b>\$ (35,274)</b>	<b>\$ (21,774)</b>
<b>Nine Months Ended September 30, 2020</b>				
<b>Balance at Beginning of Period</b>	\$ 8,359	\$ (715)	\$ (38,756)	\$ (31,112)
Other Comprehensive Income (Loss) Before Reclassifications	44,232	—	—	44,232
Amounts Reclassified from Accumulated Other Comprehensive Income (Loss)	(56)	213	1,122	1,279
<b>Total Other Comprehensive Income (Loss)</b>	<b>44,176</b>	<b>213</b>	<b>1,122</b>	<b>45,511</b>
<b>Balance at End of Period</b>	<b>\$ 52,535</b>	<b>\$ (502)</b>	<b>\$ (37,634)</b>	<b>\$ 14,399</b>
<b>Nine Months Ended September 30, 2019</b>				
<b>Balance at Beginning of Period</b>	\$ (10,447)	\$ (4,586)	\$ (36,010)	\$ (51,043)
Other Comprehensive Income (Loss) Before Reclassifications	27,987	—	—	27,987
Transfers	(3,259)	3,259	—	—
Amounts Reclassified from Accumulated Other Comprehensive Income (Loss)	(46)	592	736	1,282
<b>Total Other Comprehensive Income (Loss)</b>	<b>24,682</b>	<b>3,851</b>	<b>736</b>	<b>29,269</b>
<b>Balance at End of Period</b>	<b>\$ 14,235</b>	<b>\$ (735)</b>	<b>\$ (35,274)</b>	<b>\$ (21,774)</b>

The following table presents the amounts reclassified out of each component of accumulated other comprehensive income (loss) for the three and nine months ended September 30, 2020, and September 30, 2019:

Details about Accumulated Other Comprehensive Income (Loss) Components	Amount Reclassified from Accumulated Other Comprehensive Income (Loss) <sup>1</sup>		Affected Line Item in the Statement Where Net Income Is Presented
	Three Months Ended September 30,		
	2020	2019	
(dollars in thousands)			
Amortization of Unrealized Holding Gains (Losses) on			
Investment Securities Held-to-Maturity	\$ (103)	\$ (39)	Interest Income
	27	10	Provision for Income Tax
	(76)	(29)	Net of Tax
Amortization of Defined Benefit Plan Items			
Prior Service Credit <sup>2</sup>	62	72	
Net Actuarial Losses <sup>2</sup>	(571)	(406)	
	(509)	(334)	Total Before Tax
	135	89	Provision for Income Tax
	(374)	(245)	Net of Tax
<b>Total Reclassifications for the Period</b>	<b>\$ (450)</b>	<b>\$ (274)</b>	Net of Tax

Details about Accumulated Other Comprehensive Income (Loss) Components	Amount Reclassified from Accumulated Other Comprehensive Income (Loss) <sup>1</sup>		Affected Line Item in the Statement Where Net Income Is Presented
	Nine Months Ended September 30,		
(dollars in thousands)	2020	2019	
Amortization of Unrealized Holding Gains (Losses) on Investment Securities Held-to-Maturity	\$ (289)	\$ (804)	Interest Income
	76	212	Provision for Income Tax
	(213)	(592)	Net of Tax
Sale of Investment Securities Available-for-Sale	77	63	Investment Securities Gains (Losses), Net
	(21)	(17)	Provision for Income Tax
	56	46	Net of tax
Amortization of Defined Benefit Plan Items			
Prior Service Credit <sup>2</sup>	185	216	
Net Actuarial Losses <sup>2</sup>	(1,712)	(1,218)	
	(1,527)	(1,002)	Total Before Tax
	405	266	Provision for Income Tax
	(1,122)	(736)	Net of Tax
Total Reclassifications for the Period	\$ (1,279)	\$ (1,282)	Net of Tax

<sup>1</sup> Amounts in parentheses indicate reductions to net income.

<sup>2</sup> These accumulated other comprehensive income (loss) components are included in the computation of net periodic benefit cost and are included in Other Noninterest Expense on the consolidated statements of income (see Note 11 *Pension Plans and Postretirement Benefit Plan* for additional details).

### Note 9. Earnings Per Share

There were no adjustments to net income, the numerator, for purposes of computing earnings per share.

The following is a reconciliation of the weighted average number of common shares outstanding for computing diluted earnings per share and antidilutive stock options and restricted stock outstanding for the three and nine months ended September 30, 2020, and September 30, 2019:

	Three Months Ended September 30,		Nine Months Ended September 30,	
	2020	2019	2020	2019
Denominator for Basic Earnings Per Share	39,745,120	40,190,508	39,710,252	40,554,036
Dilutive Effect of Equity Based Awards	124,015	260,234	162,154	252,259
<b>Denominator for Diluted Earnings Per Share</b>	<b>39,869,135</b>	<b>40,450,742</b>	<b>39,872,406</b>	<b>40,806,295</b>
<b>Antidilutive Stock Options and Restricted Stock Outstanding</b>	<b>108,207</b>	<b>—</b>	<b>106,140</b>	<b>2,399</b>

### Note 10. Business Segments

Effective January 1, 2020, the Company changed segments based on management structure and strategic focus which is placing a greater emphasis on customer segment vs. product type. The Company's business segments are defined as Consumer Banking, Commercial Banking, and Treasury and Other. The Company's internal management accounting process measures the performance of these business segments. This process, which is not necessarily comparable with the process used by any other financial institution, uses various techniques to assign balance sheet and income statement amounts to the business segments, including allocations of income, expense, the provision for credit losses, and capital. This process is dynamic and requires certain allocations based on judgment and other subjective factors. Unlike financial accounting, there is no comprehensive authoritative guidance for management accounting that is equivalent to GAAP. Previously reported results have been reclassified to conform to the current reporting structure.

The net interest income of the business segments reflects the results of a funds transfer pricing process that matches assets and liabilities with similar interest rate sensitivity and maturity characteristics and reflects the allocation of net interest income related to the Company's overall asset and liability management activities on a proportionate basis. The basis for the allocation of net interest income is a function of the Company's assumptions that are subject to change based on changes in current interest rates and market conditions. Funds transfer pricing also serves to transfer interest rate risk to Treasury. However, the other business segments have some latitude to retain certain interest rate exposures related to customer pricing decisions within guidelines.

The provision for credit losses for the Consumer Banking and Commercial Banking business segments reflects the actual net charge-offs of those business segments. The amount of the consolidated provision for loan and lease losses is based on the methodology that we use to estimate our consolidated Allowance. The residual provision for credit losses to arrive at the consolidated provision for credit losses is included in Treasury and Other.

Noninterest income and expense includes allocations from support units to business units. These allocations are based on actual usage where practicably calculated or by management's estimate of such usage.

The provision for income taxes is allocated to business segments using a 26% effective income tax rate. However, the provision for income taxes for our Leasing business unit (included in the Commercial Banking segment) and Auto Leasing portfolio and Pacific Century Life Insurance business unit (both included in the Consumer Banking segment) are assigned their actual effective income tax rates due to the unique relationship that income taxes have with their products. The residual income tax expense or benefit to arrive at the consolidated effective tax rate is included in Treasury and Other.

### *Consumer Banking*

Consumer Banking offers a broad range of financial products and services, including loan, deposit and insurance products; private banking and international client banking services; trust services; investment management; and institutional investment advisory services. Consumer Banking also provides a full service brokerage offering equities, mutual funds, life insurance, and annuity products. Loan and lease products include residential mortgage loans, home equity lines of credit, automobile loans and leases, personal lines of credit, installment loans, small business loans and leases, and credit cards. Deposit products include checking, savings, and time deposit accounts. Private banking and personal trust groups assist individuals and families in building and preserving their wealth by providing investment, credit, and trust services to high-net-worth individuals. The investment management group manages portfolios utilizing a variety of investment products. Also within Consumer Banking, institutional client services offer investment advice to corporations, government entities, and foundations. Products and services from Consumer Banking are delivered to customers through 67 branch locations and 358 ATMs throughout Hawaii and the Pacific Islands, e-Bankoh (on-line banking service), a 24-hour customer service center, and a mobile banking service.

### *Commercial Banking*

Commercial Banking offers products including corporate banking, commercial real estate loans, commercial lease financing, auto dealer financing, and deposit products. Commercial lending and deposit products are offered to middle-market and large companies in Hawaii and the Pacific Islands. In addition, Commercial Banking offers deposit products to government entities in Hawaii. Commercial real estate mortgages focus on customers that include investors, developers, and builders predominantly domiciled in Hawaii. Commercial Banking also includes international banking and provides merchant services to its customers.

### *Treasury and Other*

Treasury consists of corporate asset and liability management activities, including interest rate risk management and a foreign currency exchange business. This segment's assets and liabilities (and related interest income and expense) consist of interest-bearing deposits, investment securities, federal funds sold and purchased, and short and long-term borrowings. The primary sources of noninterest income are from bank-owned life insurance, net gains from the sale of investment securities, and foreign exchange income related to customer-driven currency requests from merchants and island visitors. The net residual effect of the transfer pricing of assets and liabilities is included in Treasury, along with the elimination of intercompany transactions.

Other organizational units (Technology, Operations, Marketing, Human Resources, Finance, Credit and Risk Management, and Corporate and Regulatory Administration) provide a wide-range of support to the Company's other income earning segments. Expenses incurred by these support units are charged to the business segments through an internal cost allocation process.

Selected business segment financial information as of and for the three and nine months ended September 30, 2020, and September 30, 2019, were as follows:

(dollars in thousands)	Consumer Banking	Commercial Banking	Treasury and Other	Consolidated Total
<b>Three Months Ended September 30, 2020</b>				
Net Interest Income	\$ 73,868	\$ 47,797	\$ 2,501	\$ 124,166
Provision for Credit Losses	(1,372)	(85)	30,057	28,600
Net Interest Income After Provision for Credit Losses	75,240	47,882	(27,556)	95,566
Noninterest Income	31,776	7,672	2,286	41,734
Noninterest Expense	(69,408)	(15,430)	(5,111)	(89,949)
Income Before Provision for Income Taxes	37,608	40,124	(30,381)	47,351
Provision for Income Taxes	(9,627)	(9,784)	9,900	(9,511)
<b>Net Income</b>	<b>\$ 27,981</b>	<b>\$ 30,340</b>	<b>\$ (20,481)</b>	<b>\$ 37,840</b>
<b>Total Assets as of September 30, 2020</b>	<b>\$ 7,383,822</b>	<b>\$ 5,027,836</b>	<b>\$ 7,697,831</b>	<b>\$ 20,109,489</b>
<b>Three Months Ended September 30, 2019 <sup>1</sup></b>				
Net Interest Income	\$ 76,289	\$ 46,791	\$ 1,816	\$ 124,896
Provision for Credit Losses	3,116	(130)	1,264	4,250
Net Interest Income After Provision for Credit Losses	73,173	46,921	552	120,646
Noninterest Income	36,627	8,739	1,141	46,507
Noninterest Expense	(75,198)	(21,330)	(3,821)	(100,349)
Income Before Provision for Income Taxes	34,602	34,330	(2,128)	66,804
Provision for Income Taxes	(8,506)	(8,560)	2,314	(14,752)
<b>Net Income</b>	<b>\$ 26,096</b>	<b>\$ 25,770</b>	<b>\$ 186</b>	<b>\$ 52,052</b>
<b>Total Assets as of September 30, 2019 <sup>1</sup></b>	<b>\$ 6,993,290</b>	<b>\$ 4,145,717</b>	<b>\$ 6,533,133</b>	<b>\$ 17,672,140</b>
<b>Nine Months Ended September 30, 2020 <sup>1</sup></b>				
Net Interest Income	\$ 221,003	\$ 144,253	\$ 11,567	\$ 376,823
Provision for Credit Losses	8,215	(819)	95,204	102,600
Net Interest Income After Provision for Credit Losses	212,788	145,072	(83,637)	274,223
Noninterest Income	93,309	26,483	19,359	139,151
Noninterest Expense	(210,744)	(47,552)	(16,857)	(275,153)
Income Before Provision for Income Taxes	95,353	124,003	(81,135)	138,221
Provision for Income Taxes	(24,235)	(30,278)	27,782	(26,731)
<b>Net Income</b>	<b>\$ 71,118</b>	<b>\$ 93,725</b>	<b>\$ (53,353)</b>	<b>\$ 111,490</b>
<b>Total Assets as of September 30, 2020</b>	<b>\$ 7,383,822</b>	<b>\$ 5,027,836</b>	<b>\$ 7,697,831</b>	<b>\$ 20,109,489</b>
<b>Nine Months Ended September 30, 2019 <sup>1</sup></b>				
Net Interest Income	\$ 229,704	\$ 139,784	\$ 4,342	\$ 373,830
Provision for Credit Losses	7,866	1,141	2,243	11,250
Net Interest Income After Provision for Credit Losses	221,838	138,643	2,099	362,580
Noninterest Income	107,072	22,738	5,826	135,636
Noninterest Expense	(213,168)	(63,545)	(9,418)	(286,131)
Income Before Provision for Income Taxes	115,742	97,836	(1,493)	212,085
Provision for Income Taxes	(28,745)	(22,507)	6,937	(44,315)
<b>Net Income</b>	<b>\$ 86,997</b>	<b>\$ 75,329</b>	<b>\$ 5,444</b>	<b>\$ 167,770</b>
<b>Total Assets as of September 30, 2019 <sup>1</sup></b>	<b>\$ 6,993,290</b>	<b>\$ 4,145,717</b>	<b>\$ 6,533,133</b>	<b>\$ 17,672,140</b>

<sup>1</sup> Certain prior period information has been reclassified to conform to current presentation.

**Note 11. Pension Plans and Postretirement Benefit Plan**

Components of net periodic benefit cost for the Company's pension plans and the postretirement benefit plan are presented in the following table for the three and nine months ended September 30, 2020, and September 30, 2019.

(dollars in thousands)	Pension Benefits		Postretirement Benefits	
	2020	2019	2020	2019
<b>Three Months Ended September 30,</b>				
Service Cost	\$ —	\$ —	\$ 152	\$ 117
Interest Cost	900	1,093	230	257
Expected Return on Plan Assets	(1,258)	(1,249)	—	—
Amortization of:				
Prior Service Credit	—	—	(61)	(72)
Net Actuarial Losses (Gains)	570	484	—	(78)
<b>Net Periodic Benefit Cost</b>	<b>\$ 212</b>	<b>\$ 328</b>	<b>\$ 321</b>	<b>\$ 224</b>
<b>Nine Months Ended September 30,</b>				
Service Cost	\$ —	\$ —	\$ 454	\$ 235
Interest Cost	2,699	2,187	694	515
Expected Return on Plan Assets	(3,773)	(2,498)	—	—
Amortization of:				
Prior Service Credit	—	—	(184)	(144)
Net Actuarial Losses (Gains)	1,711	968	—	(156)
<b>Net Periodic Benefit Cost</b>	<b>\$ 637</b>	<b>\$ 657</b>	<b>\$ 964</b>	<b>\$ 450</b>

The service cost component of net periodic benefit cost is included in salaries and benefits and all other components of net periodic benefit cost are included in other noninterest expense in the consolidated statements of income for the Company's pension plans and postretirement benefit plan. For the three and nine months ended September 30, 2020, the Company contributed \$0.1 million and \$0.3 million, respectively, to the pension plans and \$0.3 million and \$0.8 million, respectively, to the postretirement benefit plan. The Company expects to contribute a total of \$0.4 million to the pension plans and \$1.0 million to the postretirement benefit plan for the year ending December 31, 2020.

**Note 12. Derivative Financial Instruments**

The notional amount and fair value of the Company's derivative financial instruments as of September 30, 2020, and December 31, 2019, were as follows:

(dollars in thousands)	September 30, 2020		December 31, 2019	
	Notional Amount	Fair Value	Notional Amount	Fair Value
Interest Rate Lock Commitments	\$ 63,895	\$ 3,316	\$ 48,677	\$ 1,280
Forward Commitments	62,492	(215)	82,735	(182)
Interest Rate Swap Agreements				
Receive Fixed/Pay Variable Swaps	1,275,732	103,662	802,389	26,070
Pay Fixed/Receive Variable Swaps	1,275,732	(19,156)	802,389	(4,777)
Foreign Exchange Contracts	98,173	213	85,499	163
Conversion Rate Swap Agreement	121,854	—	114,499	—

The following table presents the Company's derivative financial instruments, their fair values, and their location in the consolidated statements of condition as of September 30, 2020, and December 31, 2019:

Derivative Financial Instruments Not Designated as Hedging Instruments <sup>1</sup> (dollars in thousands)	September 30, 2020		December 31, 2019	
	Asset	Liability	Asset	Liability
	Derivatives	Derivatives	Derivatives	Derivatives
Interest Rate Lock Commitments	\$ 3,316	\$ —	\$ 1,280	\$ —
Forward Commitments	9	224	23	205
Interest Rate Swap Agreements	103,671	19,165	27,344	6,051
Foreign Exchange Contracts	353	140	284	121
<b>Total</b>	<b>\$ 107,349</b>	<b>\$ 19,529</b>	<b>\$ 28,931</b>	<b>\$ 6,377</b>

<sup>1</sup> Asset derivatives are included in other assets and liability derivatives are included in other liabilities in the consolidated statements of condition.

The following table presents the Company's derivative financial instruments and the amount and location of the net gains or losses recognized in the consolidated statements of income for the three and nine months ended September 30, 2020, and September 30, 2019:

Derivative Financial Instruments Not Designated as Hedging Instruments (dollars in thousands)	Location of Net Gains (Losses) Recognized in the Statements of Income	Three Months Ended September 30,		Nine Months Ended September 30,	
		2020	2019	2020	2019
		Interest Rate Lock Commitments	Mortgage Banking	\$ 4,903	\$ 4,381
Forward Commitments	Mortgage Banking	(595)	(282)	(3,652)	(2,257)
Interest Rate Swap Agreements	Other Noninterest Income	2,575	2,967	12,041	5,863
Foreign Exchange Contracts	Other Noninterest Income	467	480	1,403	2,546
Conversion Rate Swap Agreement	Investment Securities Gains (Losses), Net	—	(453)	—	(453)
<b>Total</b>		<b>\$ 7,350</b>	<b>\$ 7,093</b>	<b>\$ 25,348</b>	<b>\$ 15,366</b>

Management has received authorization from the Bank's Board of Directors to use derivative financial instruments as an end-user in connection with the Bank's risk management activities and to accommodate the needs of the Bank's customers. As with any financial instrument, derivative financial instruments have inherent risks. Market risk is defined as the risk of adverse financial impact due to fluctuations in interest rates, foreign exchange rates, and equity prices. Market risks associated with derivative financial instruments are balanced with the expected returns to enhance earnings performance and shareholder value, while limiting the volatility of each. The Company uses various processes to monitor its overall market risk exposure, including sensitivity analysis, value-at-risk calculations, and other methodologies.

Derivative financial instruments are also subject to credit and counterparty risk, which is defined as the risk of financial loss if a borrower or counterparty is either unable or unwilling to repay borrowings or settle transactions in accordance with the underlying contractual terms. Credit and counterparty risks associated with derivative financial instruments are similar to those relating to traditional financial instruments. The Company manages derivative credit and counterparty risk by evaluating the creditworthiness of each borrower or counterparty, adhering to the same credit approval process used for commercial lending activities.

As of September 30, 2020, and December 31, 2019, the Company did not designate any derivative financial instruments as formal hedging relationships. The Company's free-standing derivative financial instruments are required to be carried at their fair value on the Company's consolidated statements of condition. These financial instruments have been limited to interest rate lock commitments ("IRLCs"), forward commitments, interest rate swap agreements, foreign exchange contracts, and conversion rate swap agreements.

The Company enters into IRLCs for residential mortgage loans which commit us to lend funds to a potential borrower at a specific interest rate and within a specified period of time. IRLCs that relate to the origination of mortgage loans that will be held for sale are considered derivative financial instruments under applicable accounting guidance. Outstanding IRLCs expose the Company to the risk that the price of the mortgage loans underlying the commitments may decline due to increases in mortgage interest rates from inception of the rate lock to the funding of the loan. To mitigate this risk, the Company utilizes forward commitments as economic hedges against the potential decreases in the values of the loans held for sale. IRLCs and forward commitments are free-standing derivatives which are carried at fair value with changes recorded in the mortgage banking component of noninterest income in the Company's consolidated statements of income.

The Company enters into interest rate swap agreements to facilitate the risk management strategies of a small number of commercial banking customers. The Company mitigates the interest rate risk of entering into these agreements by entering into equal and offsetting interest rate swap agreements with third-party financial institutions. The interest rate swap agreements are free-standing derivatives and are recorded at fair value in the Company's consolidated statements of condition. Fair value changes are recorded in other noninterest income in the Company's consolidated statements of income. The Company is party to master netting arrangements with its financial institution counterparties; however, the Company does not offset assets and liabilities under these arrangements for financial statement presentation purposes. Collateral, usually in the form of cash or marketable securities, is posted by the counterparty with net liability positions in accordance with contract thresholds. See Note 7 *Balance Sheet Offsetting* for more information.

The Company's interest rate swap agreements with financial institution counterparties may contain credit-risk-related contingent features tied to a specified credit rating of the Company. Under these provisions, should the Company's specified rating fall below a particular level (e.g., investment grade), or if the Company no longer obtains the specified rating, the counterparty may require the Company to pledge collateral on an immediate and ongoing basis (subject to the requirement that such swaps are in a net liability position beyond the level specified in the contract), or require immediate settlement of the swap agreement. Other credit-risk-related contingent features may also allow the counterparty to require immediate settlement of the swap agreement if the Company fails to maintain a specified minimum level of capitalization.

With regard to derivative contracts not centrally cleared through a clearinghouse, regulations require collateral to be posted by the party with a net liability position (i.e., the threshold for posting collateral was reduced to zero, subject to certain minimum transfer amounts). The requirements generally applied to new derivative contracts entered into by the Company after March 1, 2017, although certain counterparties may elect to apply lower thresholds to existing contracts.

Parties to a centrally cleared over-the-counter derivative exchange daily payments that reflect the daily change in value of the derivative. These payments are commonly referred to as variation margin. Historically, variation margin payments have typically been treated as collateral against the derivative position. Effective 2017, the Chicago Mercantile Exchange and LCH.Clearnet Limited (collectively, the "clearinghouses") amended their rulebooks to legally characterize variation margin payments for over-the-counter derivatives they clear as settlements of the derivatives' mark-to-market exposure rather than collateral against the exposures. This rule change effectively causes any derivative cleared through one of the clearinghouses to have a fair value that approximates zero on a daily basis. The majority of the Company's swap agreements executed with third-party financial institutions are now required to be cleared through one of the clearinghouses. The uncleared swap agreements executed with third-party financial institutions will remain subject to the collateral requirements and credit-risk-related contingent features described in the previous paragraphs, and therefore, are not subject to the variation margin rule change. Likewise, the swap agreements executed with the Company's commercial banking customers will remain uncleared and will also not be subject to the variation margin rule change.

The Company utilizes foreign exchange contracts to offset risks related to transactions executed on behalf of customers. The foreign exchange contracts are free-standing derivatives which are carried at fair value with changes included in other noninterest income in the Company's consolidated statements of income.

As certain sales of Visa Class B restricted shares were completed, the Company entered into a conversion rate swap agreement with the buyer that requires payment to the buyer in the event Visa further reduces the conversion ratio of Class B into Class A unrestricted common shares. In the event of Visa increasing the conversion ratio, the buyer would be required to make payment to the Company. As of September 30, 2020, and December 31, 2019, the conversion rate swap agreement was valued at zero (i.e., no contingent liability recorded) as further reductions to the conversion ratio were deemed neither probable nor reasonably estimable by management. See Note 3 *Investment Securities* for more information.

### Note 13. Commitments, Contingencies, and Guarantees

The Company's credit commitments as of September 30, 2020, and December 31, 2019, were as follows:

(dollars in thousands)	September 30, 2020	December 31, 2019
Unfunded Commitments to Extend Credit	\$ 2,774,751	\$ 2,713,937
Standby Letters of Credit	104,695	81,000
Commercial Letters of Credit	12,394	16,981
<b>Total Credit Commitments</b>	<b>\$ 2,891,840</b>	<b>\$ 2,811,918</b>

#### *Unfunded Commitments to Extend Credit*

Commitments to extend credit are agreements to lend to a customer as long as there is no violation of the terms or conditions established in the contract. Commitments generally have fixed expiration dates or other termination clauses and may require payment of a fee. Since commitments may expire without being drawn, the total commitment amount does not necessarily represent future cash requirements.

#### *Standby and Commercial Letters of Credit*

Standby letters of credit are conditional commitments issued by the Company to guarantee the performance of a customer to a third-party. Standby letters of credit generally become payable upon the failure of the customer to perform according to the terms of the underlying contract with the third-party, while commercial letters of credit are issued specifically to facilitate commerce and typically result in the commitment being drawn on when the underlying transaction is consummated between the customer and a third party. The contractual amount of these letters of credit represents the maximum potential future payments guaranteed by the Company. The Company has recourse against the customer for any amount it is required to pay to a third-party under a standby letter of credit, and generally holds cash or deposits as collateral on those standby letters of credit for which collateral is deemed necessary.

#### *Contingencies*

On September 9, 2016, a purported class action lawsuit was filed by a Bank customer primarily alleging the Bank's practice of determining whether consumer deposit accounts were overdrawn based on "available balance" (which deducts debit card transactions that have taken place but which have not yet been posted) was not properly applied or disclosed to customers. On October 16, 2019, the Bank reached a tentative settlement with the named plaintiff, subject to documentation and court approvals. The settlement provides for forgiveness of certain related and previously charged off overdraft fees, and a payment by the Company of \$8.0 million into a class settlement fund the proceeds of which will be used to refund class members, and to pay attorneys' fees, administrative and other costs, in exchange for a complete release of all claims asserted against the Company. On March 12, 2020, the court granted preliminary approval of the settlement. As a result, the Company recorded an \$8.0 million liability reserve relating to this claim. A court hearing for final approval of the settlement was held on July 23, 2020. The judge indicated he approved all substantive and procedural terms of the settlement; however, the judge declined to issue the approval order until the Class Action Fairness Act (CAFA) notice period expires on December 15, 2020. A portion of the settlement fund has been put into an interest bearing escrow account maintained by the Settlement Administrator, and payments in the settlement of this claim will be made after the Court issues its final approval order.

On June 2, 2020, Aloha Accounting and Tax LLC filed a lawsuit (seeking class action status) against the Bank, First Hawaiian Bank, American Savings Bank, Central Pacific Bank, and Kabbage Inc. (collectively, the “Defendants”) alleging that the Defendants did not pay agent fees owed under the CARES Act PPP. An amended complaint was filed on June 23, 2020, adding Bank of America as a co-defendant. Similar lawsuits have been filed against banks across the country. On August 5, 2020, Plaintiffs’ motion seeking to consolidate the cases in a Multidistrict Litigation (MDL) was denied. On October 13, 2020, the Plaintiff voluntarily dismissed the case without prejudice.

In addition to the litigation noted above, the Company is subject to various other pending and threatened legal proceedings arising out of the normal course of business or operations. On at least a quarterly basis, the Company assesses its liabilities and contingencies in connection with outstanding legal proceedings using the most recent information available. On a case-by-case basis, reserves are established for those legal claims for which it is probable that a loss will be incurred and the amount of such loss can be reasonably estimated. Based on information currently available, management believes that the eventual outcome of these claims against the Company will not be materially in excess of such amounts reserved by the Company. However, in the event of unexpected future developments, it is possible that the ultimate resolution of these matters may result in a loss that materially exceeds the reserves established by the Company.

#### *Risks Related to Representation and Warranty Provisions*

The Company sells residential mortgage loans in the secondary market primarily to the Federal National Mortgage Association (“Fannie Mae”). The Company also pools Federal Housing Administration (“FHA”) insured and U.S. Department of Veterans Affairs (“VA”) guaranteed residential mortgage loans for sale to the Government National Mortgage Corporation (“Ginnie Mae”). These pools of FHA-insured and VA-guaranteed residential mortgage loans are securitized by Ginnie Mae. The agreements under which the Company sells residential mortgage loans to Fannie Mae or Ginnie Mae and the insurance or guaranty agreements with FHA and VA contain provisions that include various representations and warranties regarding the origination and characteristics of the residential mortgage loans. Although the specific representations and warranties vary among investors, insurance or guarantee agreements, they typically cover ownership of the loan, validity of the lien securing the loan, the absence of delinquent taxes or liens against the property securing the loan, compliance with loan criteria set forth in the applicable agreement, compliance with applicable federal, state, and local laws, and other matters. As of September 30, 2020, the unpaid principal balance of residential mortgage loans sold by the Company was \$2.7 billion. The agreements under which the Company sells residential mortgage loans require delivery of various documents to the investor or its document custodian. Although these loans are primarily sold on a non-recourse basis, the Company may be obligated to repurchase residential mortgage loans or reimburse investors for losses incurred if a loan review reveals that underwriting and documentation standards were potentially not met. Some agreements may require the Company to repurchase delinquent loans. Upon receipt of a repurchase request, the Company works with investors or insurers to arrive at a mutually agreeable resolution. Repurchase demands are typically reviewed on an individual loan-by-loan basis to validate the claims made by the investor or insurer and to determine if a contractually required repurchase event has occurred. The Company manages the risk associated with potential repurchases or other forms of settlement through its underwriting and quality assurance practices and by servicing mortgage loans to meet investor and secondary market standards. During the nine months ended September 30, 2020, there were \$0.5 million in residential mortgage loans repurchased as a result of the representation and warranty provisions contained in the applicable contract. As of September 30, 2020, there was no pending repurchase requests related to representation and warranty provisions.

### *Risks Relating to Residential Mortgage Loan Servicing Activities*

In addition to servicing loans in the Company's portfolio, substantially all of the loans the Company sells to investors are sold with servicing rights retained. The Company also services loans originated by other mortgage loan originators. As servicer, the Company's primary duties are to: (1) collect payments due from borrowers; (2) advance certain delinquent payments of principal and interest; (3) maintain and administer any hazard, title, or primary mortgage insurance policies relating to the mortgage loans; (4) maintain any required escrow accounts for payment of taxes and insurance and administer escrow payments; and (5) foreclose on defaulted mortgage loans or, to the extent consistent with the documents governing a securitization, consider alternatives to foreclosure, such as loan modifications or short sales. Each agreement under which the Company acts as servicer generally specifies a standard of responsibility for actions taken by the Company in such capacity and provides protection against expenses and liabilities incurred by the Company when acting in compliance with the respective servicing agreements. However, if the Company commits a material breach of obligations as servicer, the Company may be subject to termination if the breach is not cured within a specified period following notice. The standards governing servicing and the possible remedies for violations of such standards vary by investor. These standards and remedies are determined by servicing guides issued by the investors as well as the contract provisions established between the investors and the Company. Remedies could include repurchase of an affected loan. For the nine months ended September 30, 2020, there were no loans repurchased related to loan servicing activities. As of September 30, 2020, there were no pending repurchase requests related to loan servicing activities.

Although to date repurchase requests related to representation and warranty provisions and servicing activities have been limited, it is possible that requests to repurchase mortgage loans may increase in frequency as investors more aggressively pursue all means of recovering losses on their purchased loans. However, as of September 30, 2020, management believes that this exposure is not material due to the historical level of repurchase requests and loss trends and thus has not established a liability for losses related to mortgage loan repurchases. As of September 30, 2020, 99% of the Company's residential mortgage loans serviced for investors were current. The Company maintains ongoing communications with investors and continues to evaluate this exposure by monitoring the level and number of repurchase requests as well as the delinquency rates in the loans sold to investors.

### **Note 14. Fair Value of Assets and Liabilities**

#### ***Fair Value Hierarchy***

Fair value is defined as the price that would be received to sell an asset or paid to transfer a liability in the principal or most advantageous market for an asset or liability in an orderly transaction between market participants at the measurement date. GAAP established a fair value hierarchy that prioritizes the use of inputs used in valuation methodologies into the following three levels:

- Level 1: Inputs to the valuation methodology are quoted prices, unadjusted, for identical assets or liabilities in active markets. A quoted price in an active market provides the most reliable evidence of fair value and is used to measure fair value whenever available. A contractually binding sales price also provides reliable evidence of fair value.
- Level 2: Inputs to the valuation methodology include quoted prices for similar assets or liabilities in active markets; inputs to the valuation methodology include quoted prices for identical or similar assets or liabilities in markets that are not active; or inputs to the valuation methodology that utilize model-based techniques for which all significant assumptions are observable in the market.
- Level 3: Inputs to the valuation methodology are unobservable and significant to the fair value measurement; inputs to the valuation methodology that utilize model-based techniques for which significant assumptions are not observable in the market; or inputs to the valuation methodology that require significant management judgment or estimation, some of which may be internally developed.

In some instances, an instrument may fall into multiple levels of the fair value hierarchy. In such instances, the instrument's level within the fair value hierarchy is based on the lowest of the three levels (with Level 3 being the lowest) that is significant to the fair value measurement. Our assessment of the significance of an input requires judgment and considers factors specific to the instrument.

## ***Assets and Liabilities Measured at Fair Value on a Recurring Basis***

### ***Investment Securities Available-for-Sale***

Fair values of investment securities available-for-sale were primarily measured using information from a third-party pricing service. This service provides pricing information by utilizing evaluated pricing models supported with market data information. Standard inputs include benchmark yields, reported trades, broker/dealer quotes, issuer spreads, two-sided markets, benchmark securities, bids, offers, and reference data from market research publications. Level 1 investment securities are comprised of debt securities issued by the U.S. Treasury, as quoted prices were available, unadjusted, for identical securities in active markets. Level 2 investment securities were primarily comprised of debt securities issued by the Small Business Administration, states and municipalities, corporations, as well as mortgage-backed securities issued by government agencies and government-sponsored enterprises. Fair values were estimated primarily by obtaining quoted prices for similar assets in active markets or through the use of pricing models. In cases where there may be limited or less transparent information provided by the Company's third-party pricing service, fair value may be estimated by the use of secondary pricing services or through the use of non-binding third-party broker quotes.

On a quarterly basis, management reviews the pricing information received from the Company's third-party pricing service. This review process includes a comparison to a second source. The Company's third-party pricing service has also established processes for us to submit inquiries regarding quoted prices. Periodically, based on these reviews, the Company will challenge the quoted prices provided by the Company's third-party pricing service. The Company's third-party pricing service will review the inputs to the evaluation in light of the new market data presented by us. The Company's third-party pricing service may then affirm the original quoted price or may update the evaluation on a going-forward basis. Generally, we do not adjust the price from the third-party service provider. On a quarterly basis, management also reviews a sample of securities priced by the Company's third-party pricing service to review the significant assumptions and valuation methodologies used by the service. The information provided is comprised of market reference data, which may include reported trades; bids, offers, or broker-dealer dealer quotes; benchmark yields and spreads; as well as other reference data as appropriate. Based on this review, management determines whether the current placement of the security in the fair value hierarchy is appropriate or whether transfers may be warranted.

### ***Loans Held for Sale***

The fair value of the Company's residential mortgage loans held for sale was determined based on quoted prices for similar loans in active markets, and therefore, is classified as a Level 2 measurement.

### ***Mortgage Servicing Rights***

Mortgage servicing rights do not trade in an active market with readily observable market data. As a result, the Company estimates the fair value of mortgage servicing rights by using a discounted cash flow model to calculate the present value of estimated future net servicing income. The Company stratifies its mortgage servicing portfolio on the basis of loan type. The assumptions used in the discounted cash flow model are those that the Company believes market participants would use in estimating future net servicing income. Significant assumptions in the valuation of mortgage servicing rights include estimated loan repayment rates, the discount rate, servicing costs, and the timing of cash flows, among other factors. Mortgage servicing rights are classified as Level 3 measurements due to the use of significant unobservable inputs, as well as significant management judgment and estimation.

### ***Other Assets***

Other assets recorded at fair value on a recurring basis are primarily comprised of investments related to deferred compensation arrangements. Quoted prices for these investments, primarily in mutual funds, are available in active markets. Thus, the Company's investments related to deferred compensation arrangements are classified as Level 1 measurements in the fair value hierarchy.

### *Derivative Financial Instruments*

Derivative financial instruments recorded at fair value on a recurring basis are comprised of IRLCs, forward commitments, interest rate swap agreements, foreign exchange contracts, and Visa Class B to Class A shares conversion rate swap agreements. The fair values of IRLCs are calculated based on the value of the underlying loan held for sale, which in turn is based on quoted prices for similar loans in the secondary market. However, this value is adjusted by a factor which considers the likelihood that the loan in a locked position will ultimately close. This factor, the closing ratio, is derived from the Bank's internal data and is adjusted using significant management judgment. As such, IRLCs are classified as Level 3 measurements. Forward commitments are classified as Level 2 measurements as they are primarily based on quoted prices from the secondary market based on the settlement date of the contracts, interpolated or extrapolated, if necessary, to estimate a fair value as of the end of the reporting period. The fair values of interest rate swap agreements are calculated using a discounted cash flow approach and utilize Level 2 observable inputs such as a market yield curve, effective date, maturity date, notional amount, and stated interest rate. In addition, the Company includes in its fair value calculation a credit factor adjustment which is based primarily on management judgment. Thus, interest rate swap agreements are classified as a Level 3 measurement. The fair values of foreign exchange contracts are calculated using the Bank's multi-currency accounting system which utilizes contract specific information such as currency, maturity date, contractual amount, and strike price, along with market data information such as the spot rates of specific currency and yield curves. Foreign exchange contracts are classified as Level 2 measurements because while they are valued using the Bank's multi-currency accounting system, significant management judgment or estimation is not required. The fair value of the Visa Class B restricted shares to Class A unrestricted common shares conversion rate swap agreements represent the amount owed by the Company to the buyer of the Visa Class B shares as a result of a reduction of the conversion ratio subsequent to the sales date. As of September 30, 2020, and December 31, 2019, the conversion rate swap agreements were valued at zero as reductions to the conversion ratio were neither probable nor reasonably estimable by management. See Note 12 *Derivative Financial Instruments* for more information.

The Company is exposed to credit risk if borrowers or counterparties fail to perform. The Company seeks to minimize credit risk through credit approvals, limits, monitoring procedures, and collateral requirements. The Company generally enters into transactions with borrowers and counterparties that carry high quality credit ratings. Credit risk associated with borrowers or counterparties as well as the Company's non-performance risk is factored into the determination of the fair value of derivative financial instruments.

The table below presents the balances of assets and liabilities measured at fair value on a recurring basis as of September 30, 2020, and December 31, 2019:

(dollars in thousands)	Quoted Prices in Active Markets for Identical Assets or Liabilities (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)	Total
<b>September 30, 2020</b>				
<b>Assets:</b>				
Investment Securities Available-for-Sale				
Debt Securities Issued by the U.S. Treasury and Government Agencies	\$ 1,111	\$ 180,334	\$ —	\$ 181,445
Debt Securities Issued by States and Political Subdivisions	—	46,803	—	46,803
Debt Securities Issued by U.S. Government-Sponsored Enterprises	—	1,016	—	1,016
Debt Securities Issued by Corporations	—	224,454	—	224,454
Mortgage-Backed Securities:				
Residential - Government Agencies	—	1,520,502	—	1,520,502
Residential - U.S. Government-Sponsored Enterprises	—	937,068	—	937,068
Commercial - Government Agencies	—	279,025	—	279,025
Total Mortgage-Backed Securities	—	2,736,595	—	2,736,595
<b>Total Investment Securities Available-for-Sale</b>	<b>1,111</b>	<b>3,189,202</b>	<b>—</b>	<b>3,190,313</b>
Mortgage Servicing Rights	—	—	1,018	1,018
Other Assets	48,184	—	—	48,184
Derivatives <sup>1</sup>	—	362	106,987	107,349
<b>Total Assets Measured at Fair Value on a Recurring Basis as of September 30, 2020</b>	<b>\$ 49,295</b>	<b>\$ 3,189,564</b>	<b>\$ 108,005</b>	<b>\$ 3,346,864</b>
<b>Liabilities:</b>				
Derivatives <sup>1</sup>	\$ —	\$ 364	\$ 19,165	\$ 19,529
<b>Total Liabilities Measured at Fair Value on a Recurring Basis as of September 30, 2020</b>	<b>\$ —</b>	<b>\$ 364</b>	<b>\$ 19,165</b>	<b>\$ 19,529</b>
<b>December 31, 2019</b>				
<b>Assets:</b>				
Investment Securities Available-for-Sale				
Debt Securities Issued by the U.S. Treasury and Government Agencies	\$ 1,155	\$ 219,976	\$ —	\$ 221,131
Debt Securities Issued by States and Political Subdivisions	—	55,097	—	55,097
Debt Securities Issued by U.S. Government-Sponsored Enterprises	—	22,147	—	22,147
Debt Securities Issued by Corporations	—	336,321	—	336,321
Mortgage-Backed Securities:				
Residential - Government Agencies	—	1,172,826	—	1,172,826
Residential - U.S. Government-Sponsored Enterprises	—	586,761	—	586,761
Commercial - Government Agencies	—	224,720	—	224,720
Total Mortgage-Backed Securities	—	1,984,307	—	1,984,307
<b>Total Investment Securities Available-for-Sale</b>	<b>1,155</b>	<b>2,617,848</b>	<b>—</b>	<b>2,619,003</b>
Loans Held for Sale	—	39,062	—	39,062
Mortgage Servicing Rights	—	—	1,126	1,126
Other Assets	41,464	—	—	41,464
Derivatives <sup>1</sup>	—	308	28,623	28,931
<b>Total Assets Measured at Fair Value on a Recurring Basis as of December 31, 2019</b>	<b>\$ 42,619</b>	<b>\$ 2,657,218</b>	<b>\$ 29,749</b>	<b>\$ 2,729,586</b>
<b>Liabilities:</b>				
Derivatives <sup>1</sup>	\$ —	\$ 327	\$ 6,050	\$ 6,377
<b>Total Liabilities Measured at Fair Value on a Recurring Basis as of December 31, 2019</b>	<b>\$ —</b>	<b>\$ 327</b>	<b>\$ 6,050</b>	<b>\$ 6,377</b>

<sup>1</sup> The fair value of each class of derivatives is shown in Note 12 *Derivative Financial Instruments*.

For the three and nine months ended September 30, 2020, and September 30, 2019, the changes in Level 3 assets and liabilities measured at fair value on a recurring basis were as follows:

(dollars in thousands)	Mortgage Servicing Rights <sup>1</sup>	Net Derivative Assets and Liabilities <sup>2</sup>
<b>Three Months Ended September 30, 2020</b>		
<b>Balance as of July 1, 2020</b>	\$ 1,068	\$ 88,995
Realized and Unrealized Net Gains (Losses):		
Included in Net Income	(50)	4,909
Transfers to Loans Held for Sale	—	(4,242)
Variation Margin Payments	—	(1,840)
<b>Balance as of September 30, 2020</b>	<b>\$ 1,018</b>	<b>\$ 87,822</b>
<b>Total Unrealized Net Gains (Losses) Included in Net Income Related to Assets Still Held as of September 30, 2020</b>	<b>\$ —</b>	<b>\$ 87,822</b>
<b>Three Months Ended September 30, 2019</b>		
<b>Balance as of July 1, 2019</b>	\$ 1,212	\$ 19,956
Realized and Unrealized Net Gains (Losses):		
Included in Net Income	(38)	4,360
Transfers to Loans Held for Sale	—	(3,736)
Variation Margin Payments	—	11,331
<b>Balance as of September 30, 2019</b>	<b>\$ 1,174</b>	<b>\$ 31,911</b>
<b>Total Unrealized Net Gains (Losses) Included in Net Income Related to Assets Still Held as of September 30, 2019</b>	<b>\$ —</b>	<b>\$ 31,911</b>
<b>Nine Months Ended September 30, 2020</b>		
<b>Balance as of January 1, 2020</b>	\$ 1,126	22,573
Realized and Unrealized Net Gains (Losses):		
Net	(108)	15,372
Transfers to Loans Held for Sale	—	(13,521)
Variation Margin Payments	—	63,398
<b>Balance as of September 30, 2020</b>	<b>\$ 1,018</b>	<b>87,822</b>
<b>Total Unrealized Net Gains (Losses) Included in Net Income Related to Assets Still Held as of September 30, 2020</b>	<b>\$ —</b>	<b>\$ 87,822</b>
<b>Nine Months Ended September 30, 2019</b>		
<b>Balance as of January 1, 2019</b>	\$ 1,290	\$ 4,416
Realized and Unrealized Net Gains (Losses):		
Included in Net Income	(116)	9,602
Transfers to Loans Held for Sale	—	(7,750)
Variation Margin Payments	—	25,643
<b>Balance as of September 30, 2019</b>	<b>\$ 1,174</b>	<b>\$ 31,911</b>
<b>Total Unrealized Net Gains (Losses) Included in Net Income Related to Assets Still Held as of September 30, 2019</b>	<b>\$ —</b>	<b>\$ 31,911</b>

<sup>1</sup> Realized and unrealized gains and losses related to mortgage servicing rights are reported as a component of mortgage banking income in the Company's consolidated statements of income.

<sup>2</sup> Realized and unrealized gains and losses related to interest rate lock commitments are reported as a component of mortgage banking income in the Company's consolidated statements of income. Realized and unrealized gains and losses related to interest rate swap agreements are reported as a component of other noninterest income in the Company's consolidated statements of income.

For Level 3 assets and liabilities measured at fair value on a recurring or nonrecurring basis as of September 30, 2020, and December 31, 2019, the significant unobservable inputs used in the fair value measurements were as follows:

(dollars in thousands)	Valuation Technique	Description	September 30, 2020				December 31, 2019		
			Range	Weighted Average <sup>1</sup>	Fair Value	Weighted Average <sup>1</sup>	Fair Value		
Mortgage Servicing Rights		Constant Prepayment Rate	8.67%	-	14.77%	14.07%	\$ 21,888	10.76%	\$ 26,840
		Discount Rate	5.86%	-	6.35%	5.88%		7.33%	
Net Derivative Assets and Liabilities:									
Interest Rate Lock Commitments	Pricing Model	Closing Ratio	75.40%	-	99.00%	91.03%	\$ 3,316	92.24%	\$ 1,280
Interest Rate Swap Agreements	Discounted Cash Flow	Credit Factor	0.00%	-	0.49%	0.32%	\$ 84,506	0.20%	\$ 21,293

<sup>1</sup> Unobservable inputs for mortgage servicing rights and interest rate lock commitments were weighted by loan amount. Unobservable inputs for interest rate swap agreements were weighted by fair value.

The significant unobservable inputs used in the fair value measurement of the Company's mortgage servicing rights are the weighted-average constant prepayment rate and weighted-average discount rate. Significant increases (decreases) in any of those inputs in isolation could result in a significantly lower (higher) fair value measurement. Although the constant prepayment rate and the discount rate are not directly interrelated, they generally move in opposite directions of each other.

The Company estimates the fair value of mortgage servicing rights by using a discounted cash flow model to calculate the present value of estimated future net servicing income. The Company's Treasury Division enters observable and unobservable inputs into the model to arrive at an estimated fair value. To assess the reasonableness of the fair value measurement, the Treasury Division performs a back-test by comparing the model's results to historical prepayment data. The Treasury Division also compares the fair value of the Company's mortgage servicing rights to a value calculated by an independent third-party. Discussions are held with members from the Treasury, Mortgage Banking, and Controllers Divisions, along with the independent third-party to discuss and reconcile the fair value estimates and key assumptions used by the respective parties in arriving at those estimates. A subcommittee of the Company's Asset/Liability Management Committee is responsible for providing oversight over the valuation methodology and key assumptions.

The significant unobservable input used in the fair value measurement of the Company's IRLCs is the closing ratio, which represents the percentage of loans currently in a lock position which management estimates will ultimately close. Generally, the fair value of an IRLC is positive (negative) if the prevailing interest rate is lower (higher) than the IRLC rate. Therefore, an increase in the closing ratio (i.e., higher percentage of loans are estimated to close) will increase the gain or loss. The closing ratio is largely dependent on the loan processing stage that a loan is currently in and the change in prevailing interest rates from the time of the rate lock. The closing ratio is computed by the Company's secondary marketing system using historical data and the ratio is periodically reviewed by the Company for reasonableness.

The unobservable input used in the fair value measurement of the Company's interest rate swap agreements is the credit spread. This factor represents the risk that a counterparty is either unable or unwilling to settle a transaction in accordance with the underlying contractual terms. A significant increase (decrease) in the credit spread could result in a significantly lower (higher) fair value measurement. The credit spread is based upon the creditworthiness of the borrower and is input into a proprietary model that calculates fair value using probability of default, loss given default, and exposure at default.

**Assets and Liabilities Measured at Fair Value on a Nonrecurring Basis**

The Company may be required periodically to measure certain assets and liabilities at fair value on a nonrecurring basis in accordance with GAAP. These adjustments to fair value usually result from the application of lower-of-cost-or-fair value accounting or impairment write-downs of individual assets. The following table represents the assets measured at fair value on a nonrecurring basis as of September 30, 2020. There were no assets measured at fair value on a nonrecurring basis as of December 31, 2019.

(dollars in thousands)	Fair Value Hierarchy	Net Carrying Amount	Valuation Allowance
<b>September 30, 2020</b>			
Mortgage Servicing Rights - amortization method	Level 3	\$ 20,870	\$ (2,385)

The write-down of mortgage servicing rights accounted for under the amortization method was primarily due to changes in certain key assumptions used to estimate fair value. As previously mentioned, all of the Company's mortgage servicing rights are classified as Level 3 measurements due to the use of significant unobservable inputs, as well as significant management judgment and estimation.

**Fair Value Option**

The Company elects the fair value option for all residential mortgage loans held for sale. This election allows for a more effective offset of the changes in fair values of the loans held for sale and the derivative financial instruments used to financially hedge them without having to apply complex hedge accounting requirements. As noted above, the fair value of the Company's residential mortgage loans held for sale was determined based on quoted prices for similar loans in active markets.

The following table reflects the difference between the aggregate fair value and the aggregate unpaid principal balance of the Company's residential mortgage loans held for sale as of December 31, 2019. There were no loans held for sale as of September 30, 2020.

(dollars in thousands)	Aggregate Fair Value	Aggregate Unpaid Principal	Aggregate Fair Value Less Aggregate Unpaid Principal
<b>December 31, 2019</b>			
Loans Held for Sale	\$ 39,062	\$ 38,293	\$ 769

Changes in the estimated fair value of residential mortgage loans held for sale are reported as a component of mortgage banking income in the Company's consolidated statements of income. For the three and nine months ended September 30, 2020, and September 30, 2019, the net gains or losses from the change in fair value of the Company's residential mortgage loans held for sale were not material.

### Financial Instruments Not Recorded at Fair Value on a Recurring Basis

The following presents the carrying amount, fair value, and placement in the fair value hierarchy of the Company's financial instruments not recorded at fair value on a recurring basis as of September 30, 2020, and December 31, 2019. This table excludes financial instruments for which the carrying amount approximates fair value. For short-term financial assets such as cash and cash equivalents, the carrying amount is a reasonable estimate of fair value due to the relatively short time between the origination of the instrument and its expected realization. For non-marketable equity securities such as Federal Home Loan Bank and Federal Reserve Bank stock, the carrying amount is a reasonable estimate of fair value as these securities can only be redeemed or sold at their par value and only to the respective issuing government supported institution or to another member institution. For financial liabilities such as noninterest-bearing demand, interest-bearing demand, and savings deposits, the carrying amount is a reasonable estimate of fair value due to these products having no stated maturity.

(dollars in thousands)	Carrying Amount	Fair Value	Fair Value Measurements		
			Quoted Prices in Active Markets for Identical Assets or Liabilities (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)
<b>September 30, 2020</b>					
Financial Instruments - Assets					
Investment Securities Held-to-Maturity	\$ 3,198,830	\$ 3,288,668	\$ 62,714	\$ 3,225,954	\$ —
Loans <sup>1</sup>	11,397,713	12,009,113	—	—	12,009,113
Financial Instruments - Liabilities					
Time Deposits	1,721,977	1,729,433	—	1,729,433	—
Securities Sold Under Agreements to Repurchase	602,106	654,283	—	654,283	—
Other Debt <sup>2</sup>	50,000	51,648	—	51,648	—
<b>December 31, 2019</b>					
Financial Instruments - Assets					
Investment Securities Held-to-Maturity	\$ 3,042,294	\$ 3,062,882	\$ 275,663	\$ 2,787,219	\$ —
Loans <sup>1</sup>	10,664,885	10,873,208	—	—	10,873,208
Financial Instruments - Liabilities					
Time Deposits	1,802,431	1,800,773	—	1,800,773	—
Securities Sold Under Agreements to Repurchase	604,306	627,780	—	627,780	—
Other Debt <sup>2</sup>	75,000	75,581	—	75,581	—

<sup>1</sup> Carrying amount is net of unearned income and the Allowance.

<sup>2</sup> Excludes finance lease obligations.

### Note 15. Revenue Recognition

On January 1, 2018, the Company adopted ASU No. 2014-09 "Revenue from Contracts with Customers" (Topic 606) and all subsequent ASUs that modified Topic 606. The standard's core principle is that a company will recognize revenue when it transfers promised goods or services to customers in an amount that reflects the consideration to which the company expects to be entitled in exchange for those goods or services. Topic 606 does not apply to revenue associated with financial instruments, including revenue from loans and securities, which comprise the majority of the Company's revenue. In addition, certain noninterest income streams such as fees associated with mortgage servicing rights, financial guarantees, derivatives, and certain credit card fees are also not within the scope of the new guidance. Topic 606 is applicable to noninterest revenue streams such as trust and asset management income, deposit related fees, interchange fees, merchant income, and annuity and insurance commissions. However, the recognition of these covered revenue streams did not change significantly upon adoption of Topic 606. Substantially all of the Company's revenue is generated from contracts with customers. Noninterest revenue streams in-scope of Topic 606 are discussed below.

### *Trust and Asset Management*

Trust and asset management income is primarily comprised of fees earned from the management and administration of trusts and other customer assets. The Company's performance obligation is generally satisfied over time and the resulting fees are recognized monthly, based upon the month-end market value of the assets under management and the applicable fee rate. Payment is generally received a few days after month end through a direct charge to customers' accounts. The Company does not earn performance-based incentives. Optional services such as real estate sales and tax return preparation services are also available to existing trust and asset management customers. The Company's performance obligation for these transactional-based services is generally satisfied, and related revenue recognized, at a point in time (i.e., as incurred). Payment is received shortly after services are rendered.

### *Service Charges on Deposit Accounts*

Service charges on deposit accounts consist of account analysis fees (i.e., net fees earned on analyzed business and public checking accounts), monthly service fees, check orders, and other deposit account related fees. The Company's performance obligation for account analysis fees and monthly service fees is generally satisfied, and the related revenue recognized, over the period in which the service is provided. Check orders and other deposit account related fees are largely transaction based, and therefore, the Company's performance obligation is satisfied and related revenue recognized, at a point in time. Payment for service charges on deposit accounts is primarily received immediately or in the following month through a direct charge to customers' accounts.

### *Fees, Exchange, and Other Service Charges*

Fees, exchange, and other service charges are primarily comprised of debit card income, ATM fees, merchant services income, and other service charges. Debit card income is primarily comprised of interchange fees earned whenever the Company's debit cards are processed through card payment networks such as Visa. ATM fees are primarily generated when a Company cardholder uses a non-Company ATM or a non-Company cardholder uses a Company ATM. Merchant services income mainly represents fees charged to merchants to process their debit and credit card transactions, in addition to account management fees. Other service charges include revenue from processing wire transfers, bill pay service, cashier's checks, and other services. The Company's performance obligation for fees, exchange, and other service charges are largely satisfied, and related revenue recognized, when the services are rendered or upon completion. Payment is typically received immediately or in the following month.

### *Annuity and Insurance*

Annuity and insurance income primarily consists of commissions received on annuity product sales. The Company acts as an intermediary between the Company's customer and the insurance carrier. The Company's performance obligation is generally satisfied upon the issuance of the annuity policy. Shortly after the policy is issued, the carrier remits the commission payment to the Company, and the Company recognizes the revenue. The Company does not earn a significant amount of trailer fees on annuity sales. The majority of the trailer fees relates to variable annuity products and are calculated based on a percentage of market value at period end. Revenue is not recognized until the annuity's market value can be determined.

### *Other*

Other noninterest income consists of other recurring revenue streams such as commissions from sales of mutual funds and other investments, investment advisor fees from the Company's Managed Account Platform Services (MAPS) wealth management product, safety deposit box rental fees, and other miscellaneous revenue streams. Commissions from the sale of mutual funds and other investments are recognized on trade date, which is when the Company has satisfied its performance obligation. The Company also receives periodic service fees (i.e., trailers) from mutual fund companies typically based on a percentage of net asset value. Trailer revenue is recorded over time, usually monthly or quarterly, as net asset value is determined. Investment advisor fees from the MAPS wealth management product is earned over time and based on an annual percentage rate of the net asset value. The investment advisor fees are charged to the customer's account in advance on the first month of the quarter, and the revenue is recognized over the following three-month period. Safety deposit box rental fees are charged to the customer on an annual basis and recognized upon receipt of payment. The Company determined that since rentals and renewals occur fairly consistently over time, revenue is recognized on a basis consistent with the duration of the performance obligation.

The following presents noninterest income, segregated by revenue streams in-scope and out-of-scope of Topic 606, for the three and nine months ended September 30, 2020, and September 30, 2019.

(dollars in thousands)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2020	2019	2020	2019
<b>Noninterest Income</b>				
<i>In-scope of Topic 606:</i>				
Trust and Asset Management	\$ 10,752	\$ 10,930	\$ 32,217	\$ 33,076
Service Charges on Deposit Accounts	3,000	3,268	8,770	9,912
Fees, Exchange, and Other Service Charges	9,130	11,705	26,489	34,859
Annuity and Insurance	855	1,251	2,605	5,567
Other	2,131	2,224	6,697	7,200
Noninterest Income (in-scope of Topic 606)	25,868	29,378	76,778	90,614
Noninterest Income (out-of-scope of Topic 606)	15,866	17,129	62,373	45,022
<b>Total Noninterest Income</b>	<b>\$ 41,734</b>	<b>\$ 46,507</b>	<b>\$ 139,151</b>	<b>\$ 135,636</b>

#### *Contract Balances*

A contract asset balance occurs when an entity performs a service for a customer before the customer pays consideration (resulting in a contract receivable) or before payment is due (resulting in a contract asset). A contract liability balance is an entity's obligation to transfer a service to a customer for which the entity has already received payment (or payment is due) from the customer. The Company's noninterest revenue streams are largely based on transactional activity, or standard month-end revenue accruals such as asset management fees based on month-end market values. Consideration is often received immediately or shortly after the Company satisfies its performance obligation and revenue is recognized. The Company does not typically enter into long-term revenue contracts with customers, and therefore, does not experience significant contract balances. As of September 30, 2020, and December 31, 2019, the Company did not have any significant contract balances.

#### *Contract Acquisition Costs*

In connection with the adoption of Topic 606, an entity is required to capitalize, and subsequently amortize into expense, certain incremental costs of obtaining a contract with a customer if these costs are expected to be recovered. The incremental costs of obtaining a contract are those costs that an entity incurs to obtain a contract with a customer that it would not have incurred if the contract had not been obtained (for example, sales commission). The Company utilizes the practical expedient which allows entities to immediately expense contract acquisition costs when the asset that would have resulted from capitalizing these costs would have been amortized in one year or less. Upon adoption of Topic 606, the Company did not capitalize any contract acquisition cost.

## Item 2. Management’s Discussion and Analysis of Financial Condition and Results of Operations

### Forward-Looking Statements

This report contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. These statements can be identified by the fact that they do not relate strictly to historical or current facts and may include statements concerning, among other things, the anticipated economic and business environment in our service area and elsewhere, credit quality and other financial and business matters in future periods, our future results of operations and financial position, our business strategy and plans and our objectives and future operations. We also may make forward-looking statements in our other documents filed with or furnished to the U.S. Securities and Exchange Commission (the “SEC”). In addition, our senior management may make forward-looking statements orally to analysts, investors, representatives of the media and others. Our forward-looking statements are based on numerous assumptions, any of which could prove to be inaccurate, and actual results may differ materially from those projected because of a variety of risks and uncertainties, including, but not limited to: 1) general economic conditions either nationally, internationally, or locally may be different than expected, and particularly, any event that negatively impacts the tourism industry in Hawaii; 2) the compounding effects of the COVID-19 pandemic, including reduced tourism in Hawaii, the duration and scope of government mandates or other limitations of or restrictions on travel, volatility in the international and national economy and credit markets, worker absenteeism, quarantines or other travel or health-related restrictions, the length and severity of the COVID-19 pandemic and the pace of recovery following the COVID-19 pandemic and the effect of government, business and individual actions intended to mitigate the effects of the COVID-19 pandemic; 3) unanticipated changes in the securities markets, public debt markets, and other capital markets in the U.S. and internationally, including, without limitation, the anticipated elimination of the London Interbank Offered Rate (“LIBOR”) as a benchmark interest rate; 4) competitive pressures in the markets for financial services and products; 5) the impact of legislative and regulatory initiatives, particularly the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010 (the “Dodd-Frank Act”) and Economic Growth, Regulatory Relief, Consumer Protection Act of 2018, CARES Act, and regulatory pronouncements around CARES Act; 6) changes in fiscal and monetary policies of the markets in which we operate; 7) the increased cost of maintaining or the Company’s ability to maintain adequate liquidity and capital, based on the requirements adopted by the Basel Committee on Banking Supervision and U.S. regulators; 8) actual or alleged conduct which could harm our reputation; 9) changes in accounting standards; 10) changes in tax laws or regulations, including Public Law 115-97, commonly known as the Tax Cuts and Jobs Act, or the interpretation of such laws and regulations; 11) changes in our credit quality or risk profile that may increase or decrease the required level of our reserve for credit losses; 12) changes in market interest rates that may affect credit markets and our ability to maintain our net interest margin; 13) the impact of litigation and regulatory investigations of the Company, including costs, expenses, settlements, and judgments; 14) any failure in or breach of our operational systems, information systems or infrastructure, or those of our merchants, third party vendors and other service providers; 15) any interruption or breach of security of our information systems resulting in failures or disruptions in customer account management, general ledger processing, and loan or deposit systems; 16) changes to the amount and timing of proposed common stock repurchases; and 17) natural disasters, public unrest, adverse weather, public health, disease outbreaks, and other conditions impacting us and our customers’ operations or negatively impacting the tourism industry in Hawaii. Given these risks and uncertainties, investors should not place undue reliance on any forward-looking statement as a prediction of our actual results. A detailed discussion of these and other risks and uncertainties that could cause actual results and events to differ materially from such forward-looking statements is included under the section entitled “Risk Factors” in Part II of this report and Part I of our Annual Report on Form 10-K for the year ended December 31, 2019, and subsequent periodic and current reports filed with the SEC. Words such as “believes,” “anticipates,” “expects,” “intends,” “targeted,” and similar expressions are intended to identify forward-looking statements but are not the exclusive means of identifying such statements. We undertake no obligation to update forward-looking statements to reflect later events or circumstances, except as may be required by law.

## Critical Accounting Policies

Our Consolidated Financial Statements were prepared in accordance with U.S. generally accepted accounting principles (“GAAP”) and follow general practices within the industries in which we operate. The most significant accounting policies we follow are presented in Note 1 to the Company’s Annual Report on Form 10-K for the year ended December 31, 2019. Application of these principles requires us to make estimates, assumptions, and judgments that affect the amounts reported in the Consolidated Financial Statements and accompanying notes. Most accounting policies are not considered by management to be critical accounting policies. Several factors are considered in determining whether or not a policy is critical in the preparation of the Consolidated Financial Statements. These factors include among other things, whether the policy requires management to make difficult, subjective, and complex judgments about matters that are inherently uncertain and because it is likely that materially different amounts would be reported under different conditions or using different assumptions. The accounting policies which we believe to be most critical in preparing our Consolidated Financial Statements are presented in the section titled “Critical Accounting Policies” in Management’s Discussion and Analysis of Financial Condition and Results of Operations included in the Company’s Annual Report on Form 10-K for the year ended December 31, 2019. Other than our methodology of estimating reserve for credit losses (mentioned below), there have been no changes in the Company’s application of critical accounting policies since December 31, 2019.

### *Reserve for Credit Losses*

A consequence of lending activities is that we may incur credit losses. The amount of such losses will vary depending upon the risk characteristics of the loan and lease portfolio as affected by economic conditions such as rising interest rates and the financial performance of borrowers.

The reserve for credit losses consists of the allowance for credit losses (the “Allowance”) and the reserve for unfunded commitments (the “Unfunded Reserve”). As a result of our January 1, 2020, adoption of ASU No. 2016-13, “*Measurement of Credit Losses on Financial Instruments*,” and its related amendments, our methodology for estimating the reserve for credit losses changed significantly from December 31, 2019. The standard replaced the “incurred loss” approach with an “expected loss” approach known as current expected credit loss (“CECL”). The CECL approach requires an estimate of the credit losses expected over the life of an exposure (or pool of exposures). It removes the incurred loss approach’s threshold that delayed the recognition of a credit loss until it was “probable” a loss event was “incurred.”

The estimate of expected credit losses under the CECL approach is based on relevant information about past events, current conditions, and reasonable and supportable forecasts that affect the collectability of the reported amounts. Historical loss experience is generally the starting point for estimating expected credit losses. We then consider whether the historical loss experience should be adjusted for asset-specific risk characteristics or current conditions at the reporting date that did not exist over the period from which historical experience was used. Finally, we consider forecasts about future economic conditions that are reasonable and supportable. The Unfunded Reserve represents the expected credit losses on off-balance sheet commitments such as unfunded commitments to extend credit and standby letters of credit. However, a liability is not recognized for commitments unconditionally cancellable by the Company. The Unfunded Reserve is determined by estimating future draws and applying the expected loss rates on those draws.

Management’s evaluation of the appropriateness of the reserve for credit losses is often the most critical of accounting estimates for a financial institution. Our determination of the amount of the reserve for credit losses is a critical accounting estimate as it requires significant reliance on the credit risk rating we assign to individual borrowers, the use of estimates and significant judgment as to the amount and timing of expected future cash flows on criticized loans, significant reliance on historical loss rates on homogenous portfolios, consideration of our quantitative and qualitative evaluation of economic factors, and the reliance on our reasonable and supportable forecasts. While our methodology in establishing the reserve for credit losses attributes portions of the Allowance and Unfunded Reserve to the commercial and consumer portfolio segments, the entire Allowance and Unfunded Reserve is available to absorb credit losses inherent in the total loan and lease portfolio and total amount of unfunded credit commitments, respectively.

The reserve for credit losses related to our commercial portfolio segment is generally most sensitive to the credit risk rating assigned to each borrower. Commercial loan risk ratings are evaluated based on each situation by experienced senior credit officers and are subject to periodic review by an independent internal team of credit specialists. The reserve for credit losses related to our consumer portfolio segment is generally most sensitive to economic assumptions and delinquency trends. The reserve for credit losses attributable to each portfolio segment also includes an amount for inherent risks not reflected in the historical analyses. Relevant factors include, but are not limited to, concentrations of credit risk (geographic, large borrower, and industry), economic trends and conditions, changes in underwriting standards, experience and depth of lending staff, trends in delinquencies, and the level of criticized loans.

Going forward, the impact of utilizing the CECL approach to calculate the reserve for credit losses will be significantly influenced by the composition, characteristics and quality of our loan portfolio, as well as the prevailing economic conditions and forecasts utilized. Material changes to these and other relevant factors may result in greater volatility to the reserve for credit losses, and therefore, greater volatility to our reported earnings. See Notes 1 and 4 to the Consolidated Financial Statements and the “Corporate Risk Profile - Credit Risk” section in Management’s Discussion and Analysis of Financial Condition and Results of Operations (“MD&A”) for more information on the Allowance and the Unfunded Reserve.

## Overview

Bank of Hawaii Corporation (the “Parent”) is a Delaware corporation and a bank holding company headquartered in Honolulu, Hawaii. The Parent’s principal operating subsidiary is Bank of Hawaii (the “Bank”).

The Bank, directly and through its subsidiaries, provides a broad range of financial services and products to businesses, consumers, and governments in Hawaii, Guam, and other Pacific Islands. References to “we,” “our,” “us,” or the “Company” refer to the Parent and its subsidiaries that are consolidated for financial reporting purposes.

The Company’s business strategy is to use our unique market knowledge, prudent management discipline and brand strength to deliver exceptional value to our stakeholders.

### *Hawaii Economy*

The year 2020 began with overall healthy economic conditions in Hawaii that were sharply impacted by a shut-down of tourism at the end of March in an attempt to isolate the State from additional travel-related transmission of COVID-19. The actions taken by the State of Hawaii beginning in March were imposed to mitigate the spread and lessen the public health impact of the COVID-19 virus in Hawaii. Although at risk industries of leisure and hospitality represents 19% of jobs and 10% of Hawaii’s GDP, Hawaii benefits from a wide range of industries that help to provide stability in the case of economic shocks. Federal government jobs, primarily military, have historically been a stabilizing part of Hawaii’s economy and represent about 20% of GDP. Construction activity, including the Honolulu Rail Project, and other non-visitor-related activities have continued despite COVID-19. Hawaii’s large retiree population also contributes to a stable economic base. Notwithstanding, the Hawaii economy will likely continue to face significant challenges in the near future.

We have taken and continue to take significant steps to help our customers who have been impacted by COVID-19. For our consumer customers, we are providing payment relief for residential mortgage, home equity, auto loan, auto lease and direct personal loans for up to six months. We are waiving associated late fees, while not reporting these payment deferrals as late payments to the credit bureaus for all customers who were current prior to the event. For our commercial customers that continue to make interest payments, we are providing six months of principal deferral, or alternatively, three months of interest or interest and principal deferral. As the COVID-19 pandemic continues to negatively impact the economy, the Company began offering an additional round of loan modifications to borrowers continuing to struggle as a result of COVID-19.

The Bank continues to responsibly lend to qualified consumer and commercial customers. We have been a participant in the SBA’s Small Business Paycheck Protection Program. As of October 22, 2020, the Bank had 4,503 PPP loans totaling \$544.5 million. The Bank is authorized to participate in the Federal Reserve Bank’s Main Street Lending Program.

The Bank has taken and continues to take additional steps to help minimize the financial impact of COVID-19 for its customers:

- Suspended ATM surcharge fees for other banks ATM users through June 30, 2020.
- Waived ATM fees for Bank debit cardholders who used their cards at non-Bank ATMs in the U.S. and U.S. Territories through July 21, 2020.
- Suspended early withdrawal penalties for time deposit accounts through June 30, 2020.
- 41 Bank branches across the state of Hawaii and the West Pacific region remain open to serve the community.
- Temporarily increased our mobile deposits limit from \$5,000 to \$10,000 per rolling five business days.
- Reserved the first branch hour of the day to serve our elderly (65 years and older) and those at-risk, as well as their caregivers or family members.
- Increased our call center capabilities by training and deputizing more than 100 branch, private banking and commercial staff members to provide additional support over the phone.
- Offered Small Dollar Emergency Relief Loan Program to assist customers who were financially impacted by COVID-19 with loans up to \$3,000.

#### *Earnings Summary*

Net income for the third quarter of 2020 was \$37.8 million, a decrease of \$14.2 million or 27% compared to the same period in 2019. Diluted earnings per share was \$0.95 for the third quarter of 2020, a decrease of \$0.34 or 26% compared to the same period in 2019.

The Company's lower earnings for the third quarter of 2020 were primarily due to the following:

- Provision for credit losses for the third quarter of 2020 was \$28.6 million, an increase of \$24.4 million compared to the same period in 2019. This increase was primarily due to management's best estimate of losses over the life of loans in our portfolio in accordance with the CECL approach, given the economic outlook and forecasts for COVID-19 pandemic driven market changes, as well as the impact of unprecedented intervention of fiscal, monetary and regulatory programs.
- Fees, exchange, and other service charges for the third quarter of 2020 was \$12.3 million, a decrease of \$2.6 million or 17% compared to the same period in 2019. This decrease was primarily due to lower ATM and credit card transaction volume.
- Service charges on deposit accounts for the third quarter of 2020 was \$6.0 million, a decrease of \$1.6 million or 21% compared to the same period in 2019. This decrease was primarily due to a decrease in overdraft fees coupled with a decrease in account analysis fees.
- Net equipment expense for the third quarter of 2020 was \$9.2 million, an increase of \$1.6 million or 21% compared to the same period in 2019. This increase was primarily due to higher depreciation expense.

This decrease was partially offset by the following:

- Total other expense for the third quarter of 2020 was \$12.8 million, a decrease of \$8.7 million or 40% compared to the same period in 2019. This decrease was primarily due to a \$6.0 million legal reserve recorded in September 2019 for what was then a tentative settlement of a class action lawsuit regarding the Company's overdraft practices. Business development and travel decreased by \$0.6 million. Merchant transactions and card processing fees decreased by \$0.5 million.
- The provision for income taxes for the third quarter of 2020 was \$9.5 million, a decrease of \$5.2 million or 36% compared to the same period in 2019 primarily due to lower pretax income. The effective tax rate for the third quarter of 2020 was 20.09%, compared to 22.08% for the same period in 2019.

- Total salaries and benefits expense for the third quarter of 2020 was \$52.0 million, a decrease of \$2.4 million or 4% compared to the same period in 2019, primarily due to a \$3.0 million decrease in incentive compensation coupled with a \$0.6 million decrease in share-based compensation.
- Net occupancy expense for the third quarter of 2020 was \$7.3 million, a decrease of \$1.5 million or 17% compared to the same period in 2019. This decrease was primarily due to a \$1.9 million gain on sale of a real estate property on the island of Oahu during the third quarter of 2020. This decrease was partially offset by a \$0.4 million increase in security guard services.

Net income for the first nine months of 2020 was \$111.5 million, a decrease of \$56.3 million or 34% compared to the same period in 2019. Diluted earnings per share was \$2.80 for the first nine months of 2020, a decrease of \$1.31 or 32% compared to the same period in 2019.

The Company's lower earnings for the first nine months of 2020 were primarily due to the following:

- Provision for credit losses for the first nine months of 2020 was \$102.6 million, an increase of \$91.4 million compared to the same period in 2019. This increase was primarily due to management's best estimate of losses over the life of loans in our portfolio in accordance with the CECL approach, given the economic outlook and forecasts for COVID-19 pandemic driven market changes, as well as the impact of unprecedented intervention of fiscal, monetary and regulatory programs.
- Fees, exchange, and other service charges for the first nine months of 2020 was \$34.9 million, a decrease of \$8.4 million or 19% compared to the same period in 2019. This decrease was primarily due to lower credit and debit card transaction volume. ATM surcharge fees were suspended for the second quarter of 2020. In addition, merchant income decreased due to lower sales volume.
- Net equipment expense for the first nine months of 2020 was \$25.9 million, an increase of \$4.5 million or 21% compared to the same period in 2019, primarily due to higher depreciation expense.
- Service charges on deposit accounts for the first nine months of 2020 was \$18.6 million, a decrease of \$3.7 million or 16% compared to the same period in 2019. This decrease was primarily due to a decrease in overdraft fees coupled with a decrease in account analysis fees.
- Annuity and insurance income for the first nine months of 2020 was \$2.7 million, a decrease of \$3.0 million or 52% compared to the same period in 2019 primarily due to a one-time commission received related to insurance products offered through a third-party administrator in the first quarter of 2019 and a decrease in annuity and life insurance products.
- Professional fees for the first nine months of 2020 was \$9.0 million, an increase of \$2.2 million or 32% compared to the same period in 2019, primarily due to an increase in corporate risk and legal fees.

This decrease was partially offset by the following:

- The provision for income taxes for the first nine months of 2020 was \$26.7 million, a decrease of \$17.6 million or 40% compared to the same period in 2019 primarily due to lower pretax income. The effective tax rate for the first nine months of 2020 was 19.34% compared to 20.89% for the same period in 2019.
- Investment securities gains (losses), net for the first nine months of 2020 was \$11.1 million compared to (\$3.1) million during the same period in 2019. The net gain was primarily due to the sale of 80,214 Visa Class B Shares during the second quarter of 2020.

- Total other expense for the first nine months of 2020 was \$40.0 million, a decrease of \$10.8 million or 21% compared to the same period in 2019 primarily due to the aforementioned \$6.0 million legal reserve recorded in September 2019 related to what was then a tentative settlement of a class action lawsuit regarding the Company's overdraft practices. Business development and travel decreased by \$1.2 million. Reserve for unfunded commitments decreased by \$1.2 million. Merchant transactions and card processing fees decreased by \$1.0 million. Amortization of solar energy partnership investments decreased by \$0.7 million. Delivery and postage services decreased by \$0.6 million.
- Total salaries and benefits expense for the first nine months of 2020 was \$157.1 million, a decrease of \$7.3 million or 4% compared to the same period in 2019 primarily due to an \$11.0 million decrease in incentive compensation coupled with a \$2.3 million decrease in share-based compensation due to forfeiture of unvested restricted stock grants and a lower number of restricted stock units being amortized. These decreases were partially offset by a \$5.0 million increase in separation expense coupled with a \$1.5 million increase in base salaries due to merit increases.
- Other noninterest income for the first nine months of 2020 was \$23.6 million, an increase of \$4.8 million or 26% primarily due to a \$6.2 million increase in fees related to our customer interest rate swap derivatives. This increase was partially offset by a \$1.1 million decrease in foreign currency transactions.
- Net interest income for the first nine months of 2020 was \$376.8 million, an increase of \$3.0 million or 1% compared to the same period in 2019. This increase was primarily due to a higher level of earning assets, including growth in our commercial lending portfolio. The higher level of earning assets was primarily funded by higher deposit balances. Net interest margin was 2.82% for the first nine months of 2020, a 23 basis point decrease from the same period in 2019. We experienced lower yields in both our investment securities portfolio and loan portfolios, which were offset by lower rates paid on our interest-bearing deposits, a reflection of the lower rate environment.

We maintained a strong balance sheet during the third quarter of 2020, with what we believe are appropriate reserves for credit losses and high levels of liquidity and capital.

- Total loans and leases were \$11.8 billion as of September 30, 2020, an increase of \$802.7 million or 7% from December 31, 2019, primarily due to growth in our commercial lending portfolio.
- The Allowance was \$203.5 million as of September 30, 2020, an increase of \$93.5 million or 85% from December 31, 2019. The Allowance represents 1.73% of total loans and leases outstanding as of September 30, 2020, and 1.00% of total loans and leases outstanding as of December 31, 2019. The level of our Allowance was commensurate with the Company's credit risk profile, future economic outlook, and forecasts utilized.
- The total carrying value of the investment securities portfolio was \$6.4 billion, an increase of \$727.8 million or 13% compared to December 31, 2019. Mortgage-backed securities issued by Ginnie Mae, Fannie Mae, and Freddie Mac are the largest concentration in our portfolio.
- Total deposits were \$17.7 billion as of September 30, 2020, an increase of \$2.0 billion or 12% from December 31, 2019, primarily due to an increase in commercial and consumer deposits.
- Total shareholders' equity was \$1.4 billion as of September 30, 2020, an increase of \$74.9 million or 6% from December 31, 2019. While we continued to return capital to our shareholders in the form of dividends, in March 2020, we suspended share repurchases in light of the COVID-19 pandemic. We believe the suspension is prudent given uncertainty regarding the length and severity of the COVID-19 pandemic. During the first nine months of 2020, we acquired 201,702 shares of our common stock at a total cost of \$17.9 million under our share repurchase program and from shares obtained from employees and/or directors in connection with income tax withholdings related to the vesting of restricted stock and shares purchased for a deferred compensation plan, less shares distributed from the deferred compensation plan.
- Cash dividends of \$80.5 million were distributed during the first nine months of 2020.

Our financial highlights are presented in Table 1.

**Financial Highlights**
**Table 1**

	Three Months Ended		Nine Months Ended	
	September 30,		September 30,	
(dollars in thousands, except per share amounts)	2020	2019	2020	2019
<b>For the Period:</b>				
<b>Operating Results</b>				
Net Interest Income	\$ 124,166	\$ 124,896	\$ 376,823	\$ 373,830
Provision for Credit Losses	28,600	4,250	102,600	11,250
Total Noninterest Income	41,734	46,507	139,151	135,636
Total Noninterest Expense	88,949	100,349	274,153	286,131
Net Income	37,840	52,052	111,490	167,770
Basic Earnings Per Share	0.95	1.30	2.81	4.14
Diluted Earnings Per Share	0.95	1.29	2.80	4.11
Dividends Declared Per Share	0.67	0.65	2.01	1.92
<b>Performance Ratios</b>				
Return on Average Assets	0.76%	1.17%	0.78%	1.29%
Return on Average Shareholders' Equity	11.01	16.02	11.08	17.58
Efficiency Ratio <sup>1</sup>	54.22	58.55	53.33	56.16
Net Interest Margin <sup>2</sup>	2.67	3.01	2.82	3.05
Dividend Payout Ratio <sup>3</sup>	70.53	50.00	71.53	46.38
Average Shareholders' Equity to Average Assets	6.93	7.32	7.06	7.31
<b>Average Balances</b>				
Average Loans and Leases	\$ 11,739,785	\$ 10,770,720	\$ 11,510,222	\$ 10,624,311
Average Assets	19,741,139	17,605,394	19,053,626	17,442,054
Average Deposits	17,270,206	15,330,691	16,591,640	15,156,275
Average Shareholders' Equity	1,367,756	1,289,417	1,344,402	1,275,753
<b>Market Price Per Share of Common Stock</b>				
Closing	\$ 50.52	\$ 85.93	\$ 50.52	\$ 85.93
High	61.94	88.20	95.53	88.20
Low	48.77	79.13	46.70	66.54
			<b>September 30,</b>	<b>December 31,</b>
			<b>2020</b>	<b>2019</b>
<b>As of Period End:</b>				
<b>Balance Sheet Totals</b>				
Loans and Leases			\$ 11,793,608	\$ 10,990,892
Total Assets			20,109,489	18,095,496
Total Deposits			17,738,883	15,784,482
Other Debt			60,502	85,565
Total Shareholders' Equity			1,361,739	1,286,832
<b>Asset Quality</b>				
Non-Performing Assets			\$ 18,626	\$ 20,117
Allowance for Credit Losses			203,496	110,027
Allowance to Loans and Leases Outstanding			1.73%	1.00%
<b>Capital Ratios</b>				
Common Equity Tier 1 Capital Ratio			12.09%	12.18%
Tier 1 Capital Ratio			12.09	12.18
Total Capital Ratio			13.35	13.28
Tier 1 Leverage Ratio			6.81	7.25
Total Shareholders' Equity to Total Assets			6.77	7.11
Tangible Common Equity to Tangible Assets <sup>4</sup>			6.63	6.95
Tangible Common Equity to Risk-Weighted Assets <sup>4</sup>			12.02	11.85
<b>Non-Financial Data</b>				
Full-Time Equivalent Employees			2,038	2,124
Branches			67	68
ATMs			358	387

<sup>1</sup> Efficiency ratio is defined as noninterest expense divided by total revenue (net interest income and total noninterest income).

<sup>2</sup> Net interest margin is defined as net interest income, on a taxable-equivalent basis, as a percentage of average earning assets.

<sup>3</sup> Dividend payout ratio is defined as dividends declared per share divided by basic earnings per share.

<sup>4</sup> Tangible common equity, a non-GAAP financial measure, is defined by the Company as shareholders' equity minus goodwill and intangible assets. Intangible assets are included as a component of other assets in the Consolidated Statements of Condition.

**Use of Non-GAAP Financial Measures**

The ratios “tangible common equity to tangible assets” and “tangible common equity to risk-weighted assets” are Non-GAAP financial measures. The Company believes these measurements are useful for investors, regulators, management and others to evaluate capital adequacy relative to other financial institutions. Although these Non-GAAP financial measures are frequently used by stakeholders in the evaluation of a financial institution, they have limitations as analytical tools, and should not be considered in isolation, or as a substitute for analyses of results as reported under GAAP. Table 2 provides a reconciliation of these Non-GAAP financial measures with their most closely related GAAP measures.

**GAAP to Non-GAAP Reconciliation****Table 2**

(dollars in thousands)	September 30, 2020	December 31, 2019
Total Shareholders' Equity	\$ 1,361,739	\$ 1,286,832
Less: Goodwill	31,517	31,517
<b>Tangible Common Equity</b>	<b>\$ 1,330,222</b>	<b>\$ 1,255,315</b>
Total Assets	\$ 20,109,489	\$ 18,095,496
Less: Goodwill	31,517	31,517
<b>Tangible Assets</b>	<b>\$ 20,077,972</b>	<b>\$ 18,063,979</b>
<b>Risk-Weighted Assets, determined in accordance with prescribed regulatory requirements</b>	<b>\$ 11,068,888</b>	<b>\$ 10,589,061</b>
Total Shareholders' Equity to Total Assets	6.77%	7.11%
<b>Tangible Common Equity to Tangible Assets (Non-GAAP)</b>	<b>6.63%</b>	<b>6.95%</b>
Tier 1 Capital Ratio	12.09%	12.18%
<b>Tangible Common Equity to Risk-Weighted Assets (Non-GAAP)</b>	<b>12.02%</b>	<b>11.85%</b>

## Analysis of Statements of Income

Average balances, related income and expenses, and resulting yields and rates are presented in Table 3. An analysis of the change in net interest income, on a taxable-equivalent basis, is presented in Table 4.

### Average Balances and Interest Rates - Taxable-Equivalent Basis

**Table 3**

	Three Months Ended September 30, 2020			Three Months Ended September 30, 2019			Nine Months Ended September 30, 2020			Nine Months Ended September 30, 2019		
	Average Balance	Income/ Expense	Yield/ Rate	Average Balance	Income/ Expense	Yield/ Rate	Average Balance	Income/ Expense	Yield/ Rate	Average Balance	Income/ Expense	Yield/ Rate
(dollars in millions)												
<b>Earning Assets</b>												
Interest-Bearing Deposits in Other Banks	\$ 2.6	\$ —	0.45%	\$ 3.1	\$ —	1.19%	\$ 2.2	\$ —	0.76%	\$ 3.0	\$ —	1.49%
Funds Sold	584.2	0.1	0.10	121.1	0.7	2.12	428.3	0.8	0.24	161.7	2.8	2.31
Investment Securities												
Available-for-Sale												
Taxable	2,918.6	14.3	1.96	2,647.9	17.1	2.59	2,745.7	45.1	2.19	2,086.5	43.0	2.75
Non-Taxable	25.8	0.3	4.22	42.6	0.5	4.45	30.1	1.0	4.37	135.3	3.8	3.73
Held-to-Maturity												
Taxable	3,257.7	15.7	1.93	2,873.7	18.5	2.57	3,084.4	51.0	2.21	3,199.9	59.9	2.50
Non-Taxable	54.1	0.4	2.66	65.2	0.4	2.72	54.4	1.1	2.66	163.5	3.8	3.08
<b>Total Investment Securities</b>	<b>6,256.2</b>	<b>30.7</b>	<b>1.96</b>	<b>5,629.4</b>	<b>36.5</b>	<b>2.59</b>	<b>5,914.6</b>	<b>98.2</b>	<b>2.21</b>	<b>5,585.2</b>	<b>110.5</b>	<b>2.64</b>
Loans Held for Sale	15.9	0.1	3.24	24.3	0.2	3.94	20.8	0.5	3.35	18.5	0.6	4.06
Loans and Leases <sup>1</sup>												
Commercial and Industrial	1,917.0	14.1	2.93	1,383.8	14.4	4.14	1,763.9	45.2	3.43	1,375.9	44.6	4.33
Commercial Mortgage	2,722.3	21.7	3.18	2,423.7	26.2	4.28	2,631.9	69.2	3.51	2,373.9	76.9	4.33
Construction	234.0	2.1	3.60	126.0	1.6	5.10	234.3	7.1	4.04	133.8	5.2	5.22
Commercial Lease Financing	110.7	0.5	1.82	161.8	1.0	2.57	111.0	1.6	1.88	160.9	3.0	2.45
Residential Mortgage	3,988.7	36.7	3.68	3,809.6	36.5	3.83	3,941.3	109.5	3.70	3,740.5	108.0	3.85
Home Equity	1,625.2	14.1	3.45	1,689.2	16.1	3.79	1,656.8	43.6	3.51	1,691.4	48.4	3.83
Automobile	708.3	6.4	3.59	707.0	6.4	3.59	710.2	19.0	3.57	688.0	18.6	3.62
Other <sup>2</sup>	433.6	7.6	6.96	469.6	8.5	7.16	460.8	23.9	6.93	459.9	24.8	7.21
<b>Total Loans and Leases</b>	<b>11,739.8</b>	<b>103.2</b>	<b>3.50</b>	<b>10,770.7</b>	<b>110.7</b>	<b>4.09</b>	<b>11,510.2</b>	<b>319.1</b>	<b>3.70</b>	<b>10,624.3</b>	<b>329.5</b>	<b>4.14</b>
Other	33.3	0.2	1.81	35.0	0.3	2.66	33.9	0.5	1.95	35.2	0.8	2.89
<b>Total Earning Assets <sup>3</sup></b>	<b>18,632.0</b>	<b>134.3</b>	<b>2.88</b>	<b>16,583.6</b>	<b>148.4</b>	<b>3.56</b>	<b>17,910.0</b>	<b>419.1</b>	<b>3.12</b>	<b>16,427.9</b>	<b>444.2</b>	<b>3.61</b>
Cash and Due From Banks	234.3			231.5			271.7			237.9		
Other Assets	874.8			790.3			871.9			776.3		
<b>Total Assets</b>	<b>\$ 19,741.1</b>			<b>\$ 17,605.4</b>			<b>\$ 19,053.6</b>			<b>\$ 17,442.1</b>		
<b>Interest-Bearing Liabilities</b>												
Interest-Bearing Deposits												
Demand	\$ 3,465.5	\$ 0.4	0.04%	\$ 2,950.2	\$ 1.1	0.15%	\$ 3,268.1	\$ 1.9	0.08%	\$ 2,930.9	\$ 4.0	0.18%
Savings	6,886.0	1.7	0.10	6,122.0	8.8	0.57	6,693.9	11.0	0.22	5,962.9	24.4	0.55
Time	1,568.3	3.8	0.97	1,851.0	8.2	1.75	1,712.2	15.2	1.19	1,807.6	23.6	1.75
<b>Total Interest-Bearing Deposits</b>	<b>11,919.8</b>	<b>5.9</b>	<b>0.20</b>	<b>10,923.2</b>	<b>18.1</b>	<b>0.66</b>	<b>11,674.2</b>	<b>28.1</b>	<b>0.32</b>	<b>10,701.4</b>	<b>52.0</b>	<b>0.65</b>
Short-Term Borrowings	—	—	—	27.1	0.1	2.13	38.3	0.2	0.52	46.8	0.9	2.40
Securities Sold Under Agreements to												
Repurchase	602.9	3.6	2.35	513.8	4.3	3.24	603.4	11.6	2.54	507.5	13.4	3.50
Other Debt	60.5	0.3	2.22	110.6	0.7	2.62	62.6	1.4	2.90	113.7	2.2	2.58
<b>Total Interest-Bearing Liabilities</b>	<b>12,583.2</b>	<b>9.8</b>	<b>0.31</b>	<b>11,574.7</b>	<b>23.2</b>	<b>0.79</b>	<b>12,378.5</b>	<b>41.3</b>	<b>0.44</b>	<b>11,369.4</b>	<b>68.5</b>	<b>0.80</b>
<b>Net Interest Income</b>		<b>\$ 124.5</b>			<b>\$ 125.2</b>			<b>\$ 377.8</b>			<b>\$ 375.7</b>	
Interest Rate Spread			2.57%			2.77%			2.68%			2.81%
Net Interest Margin			2.67%			3.01%			2.82%			3.05%
Noninterest-Bearing Demand Deposits	5,350.4			4,407.5			4,917.4			4,454.9		
Other Liabilities	439.7			333.8			413.3			342.0		
Shareholders' Equity	1,367.8			1,289.4			1,344.4			1,275.8		
<b>Total Liabilities and Shareholders' Equity</b>	<b>\$ 19,741.1</b>			<b>\$ 17,605.4</b>			<b>\$ 19,053.6</b>			<b>\$ 17,442.1</b>		

<sup>1</sup> Non-performing loans and leases are included in the respective average loan and lease balances. Income, if any, on such loans and leases is recognized on a cash basis.

<sup>2</sup> Comprised of other consumer revolving credit, installment, and consumer lease financing.

<sup>3</sup> Interest income includes taxable-equivalent basis adjustments, based upon a federal statutory tax rate of 21%, of \$0.3 million and \$1.0 million for the three and nine months ended September 30, 2020, and \$0.3 million and \$1.9 million for the three and nine months ended September 30, 2019.

**Analysis of Change in Net Interest Income - Taxable-Equivalent Basis**
**Table 4**

(dollars in millions)	Nine Months Ended September 30, 2020 Compared to September 30, 2019		
	Volume <sup>1</sup>	Rate <sup>1</sup>	Total
<b>Change in Interest Income:</b>			
Funds Sold	\$ 2.0	\$ (4.0)	\$ (2.0)
Investment Securities			
Available-for-Sale			
Taxable	12.0	(9.9)	2.1
Non-Taxable	(3.4)	0.6	(2.8)
Held-to-Maturity			
Taxable	(2.1)	(6.8)	(8.9)
Non-Taxable	(2.2)	(0.5)	(2.7)
Total Investment Securities	4.3	(16.6)	(12.3)
Loans Held for Sale	0.1	(0.2)	(0.1)
Loans and Leases			
Commercial and Industrial	11.1	(10.5)	0.6
Commercial Mortgage	7.8	(15.5)	(7.7)
Construction	3.3	(1.4)	1.9
Commercial Lease Financing	(0.8)	(0.6)	(1.4)
Residential Mortgage	5.6	(4.1)	1.5
Home Equity	(0.9)	(3.9)	(4.8)
Automobile	0.6	(0.2)	0.4
Other <sup>2</sup>	—	(0.9)	(0.9)
Total Loans and Leases	26.7	(37.1)	(10.4)
Other	(0.1)	(0.2)	(0.3)
<b>Total Change in Interest Income</b>	<b>33.0</b>	<b>(58.1)</b>	<b>(25.1)</b>
<b>Change in Interest Expense:</b>			
Interest-Bearing Deposits			
Demand	0.4	(2.5)	(2.1)
Savings	2.7	(16.1)	(13.4)
Time	(1.2)	(7.2)	(8.4)
Total Interest-Bearing Deposits	1.9	(25.8)	(23.9)
Short-Term Borrowings	(0.1)	(0.6)	(0.7)
Securities Sold Under Agreements to Repurchase	2.3	(4.1)	(1.8)
Other Debt	(1.1)	0.3	(0.8)
<b>Total Change in Interest Expense</b>	<b>3.0</b>	<b>(30.2)</b>	<b>(27.2)</b>
<b>Change in Net Interest Income</b>	<b>\$ 30.0</b>	<b>\$ (27.9)</b>	<b>\$ 2.1</b>

<sup>1</sup> The change in interest income and expense not solely due to changes in volume or rate has been allocated on a pro-rata basis to the volume and rate columns.

<sup>2</sup> Comprised of other consumer revolving credit, installment, and consumer lease financing.

**Net Interest Income**

Net interest income is affected by the size and mix of our balance sheet components as well as the spread between interest earned on assets and interest paid on liabilities. Net interest margin is defined as net interest income, on a taxable-equivalent basis, as a percentage of average earning asset

Net interest income was \$124.2 million for the third quarter of 2020, a decrease of \$0.7 million or 1% compared to the same period in 2019. On a taxable-equivalent basis, net interest income was \$124.5 million for the third quarter of 2020, an increase of \$0.7 million or 1% compared to the same period in 2019. Net interest income was \$376.8 million for the first nine months of 2020, an increase of \$3.0 million or 1% compared to the same period in 2019. On a taxable-equivalent basis, net interest income was \$377.8 million for the first nine months of 2020, an increase of \$2.1 million or 1% compared to the same period in 2019. This increase was primarily due to a higher level of earning assets, including growth in our commercial lending portfolio. The higher level of earning assets was primarily funded by higher deposit balances. Net interest margin was 2.67% in the third quarter of 2020, a 34 basis point decrease from the same period in 2019. Net interest margin was 2.82% for the first nine months of 2020, decrease of 23 basis points compared to the same period in 2019. We experienced lower yields in both our investment securities portfolio and loan portfolio, which were offset by lower rates paid on our interest-bearing deposits, a reflection of the lower rate environment. In particular, the yields for floating-rate commercial loans and investment securities were impacted by the lower prevailing rates. Our investment securities portfolio yields also decreased due to purchases of lower yielding securities in the current lower rate environment. These decreases were partially offset by lower funding costs.

Yields on our earning assets decreased by 68 basis points in the third quarter of 2020 and by 49 basis points in the first nine months of 2020 compared to the same periods in 2019 primarily due to the lower rate environment. Yield decreases in our construction, commercial mortgage, and commercial and industrial loans were primarily due to lower yields on floating rate loans. Yields on our construction loans decreased by 150 basis points in the third quarter of 2020 and by 118 basis points in the first nine months of 2020 compared to the same periods in 2019 primarily due to lower yields on floating-rate loans, and new loans with lower rates in comparison to loans that were paid off or transferred to commercial mortgage upon completion. Yields on our commercial mortgage loans decreased by 110 basis points in the third quarter of 2020 and by 82 basis points in the first nine months of 2020 compared to the same periods in 2019. Similar to our construction loans, commercial mortgage loan yields were negatively impacted by lower yields on floating-rate loans, and new loans with lower rates than loans that were paid off. Yields on our commercial and industrial loans decreased by 121 basis points in the third quarter of 2020 and by 90 basis points in the first nine months of 2020 compared to the same periods in 2019 primarily due to lower yields on floating-rate loans coupled with PPP loans yielding 1%. These decreases were partially offset by interest recoveries in the current year and the amortization of PPP loan fees. Yields on our funds sold decreased by 202 basis points in the third quarter of 2020 and by 207 basis points in the first nine months of 2020 compared to the same periods in 2019 primarily due to federal fund rate decreases. In addition, yields on our investment securities portfolio decreased by 63 basis points in the third quarter of 2020 and by 43 basis points in the first nine months of 2020 compared to the same periods in 2019 primarily due to purchases of lower yielding securities and lower yields on floating-rate securities.

Interest rates paid on our interest-bearing liabilities decreased by 48 basis points in the third quarter of 2020 and by 36 basis points in the first nine months of 2020 compared to the same periods in 2019. Decreases to our funding costs are primarily due to lower rates paid on our interest-bearing deposits. Securities sold under agreements to repurchase decreased by 89 basis points in both the third quarter of 2020 and in the first nine months of 2020, primarily due to the restructuring of ten repurchase agreements with private institutions with an aggregate total repurchase price of \$275.0 million in September 2019. These repurchase agreements had a weighted-average interest rate of 4.36%. The restructuring of the agreements extended the maturity dates to 2024 and lowered the weighted-average interest rate to 2.94% effective in September 2019. In July 2020, we terminated three of our repurchase agreements, with an aggregate total of \$200.0 million, with one private institution. These repurchase agreements were scheduled to mature in June 2022 and had a weighted-average interest rate of 2.742%. These terminated repurchase agreements were replaced with one \$200.0 million repurchase agreement with the same private institution. The new repurchase agreement matures in July 2025 and has an interest rate of 1.835%. The decrease in our funding costs were partially offset by higher average balances in our interest bearing deposits. The average balance of savings deposits increased by \$764.0 million or 12% in the third quarter of 2020 and by \$731.0 million or 12% in the first nine months of 2020 compared to the same periods in 2019. The average balance of demand deposits increased by \$515.3 million or 17% in the third quarter of 2020 and by \$337.2 million or 12% in the first nine months of 2020 compared to the same periods in 2019. Other debt, which is comprised primarily of Federal Home Loan Bank ("FHLB") advances, decreased by 40 basis points in the third quarter of 2020 and by 32 basis points in the first nine months of 2020 compared to the same periods in 2019. These increases were primarily due to FHLB advances with relatively low rates maturing in December 2019 and January 2020. During the second quarter of 2020, we restructured two existing FHLB advances totaling \$50.0 million. The restructuring of advances extended the maturity from December 2020 to May 2024 and lowered the weighted-average interest rate from 3.04% to 1.21%.

Average balances of our earning assets increased by \$2.0 billion or 12% in the third quarter of 2020 and by \$1.5 billion or 9% in the first nine months of 2020 compared to the same periods in 2019 primarily due to loan growth as the average balances of our loan and lease portfolio increased by \$1.0 billion in the third quarter of 2020 and by \$885.9 million in the first nine months of 2020 compared to the same periods in 2019. The average balance of funds sold increased by \$463.1 million in the third quarter of 2020 and by \$266.6 million in the first nine months of 2020 compared to the same periods in 2019. The average balance of investment securities increased by \$626.8 million in the third quarter of 2020 and by \$329.4 million in the first nine months of 2020 compared to the same periods in 2019. The average balance of our commercial and industrial portfolio increased by \$533.2 million in the third quarter of 2020 and by \$388.0 million in the first nine months of 2020 compared to the same periods in 2019 primarily due to origination of new loans under the Paycheck Protection Program. The average balance of our commercial mortgage portfolio increased by \$298.6 million in the third quarter of 2020 and by \$258.0 million in the first nine months of 2020 compared to the same periods in 2019 as a result of continued demand from new and existing customers. The average balance in our residential mortgage portfolio increased by \$179.1 million in the third quarter of 2020 and by \$200.8 million in the first nine months of 2020 compared to the same periods in 2019 primarily due to higher loan originations partially offset by an increase in payoff activity. The average balance of our home equity portfolio decreased by \$64.0 million in the third quarter of 2020 and by \$34.6 million in the first nine months of 2020 compared to the same periods in 2019 as a result of increased payoff activities.

Average balances of our interest-bearing liabilities increased by \$1.0 billion or 9% in the third quarter of 2020 and by \$1.0 billion or 9% in the first nine months of 2020 compared to the same periods in 2019 primarily due to growth in our demand and savings products. Average balance in our core deposit products increased by \$1.3 billion in the third quarter of 2020 and by \$1.1 billion in the first nine months of 2020 compared to the same periods in 2019. Average balances of securities sold under agreements to repurchase increased by \$89.1 million in the third quarter of 2020 and by \$95.9 million in the first nine months of 2020 compared to the same periods in 2019 primarily due to additional repurchase agreements during September 2019. Other debt decreased by \$50.1 million in the third quarter of 2020 and by \$51.1 million in the first nine months of 2020 compared to the same periods in 2019 primarily due to the maturity of FHLB advances.

#### *Provision for Credit Losses*

The provision for credit losses (the “Provision”) reflects our internal calculation and judgment of the appropriate amount of the Allowance. The adoption of ASU No. 2016-13, “*Measurement of Credit Losses on Financial Instruments*” or “CECL” has significantly changed the methodology of how we measure credit losses (see Note 1 to the Consolidated Financial Statements for more information). We maintain the Allowance at levels we believe are appropriate to cover our estimate of expected credit losses over the life of loans in the portfolio as of the end of the reporting period. The Allowance is determined through detailed quarterly analyses of the loan and lease portfolio. The Allowance is based on our loss experience, changes in the economic environment, reasonable and supportable forecasts, as well as an ongoing assessment of credit quality and environmental factors not reflective in historical loss rates. Additional factors that are considered in determining the amount of the Allowance are the level of net charge-offs, non-performing assets, risk-rating migration, as well as changes in our portfolio size and composition. We recorded a Provision of \$28.6 million in the third quarter of 2020 compared to a \$4.3 million Provision during the same period in 2019. For the first nine months of 2020, we recorded a Provision of \$102.6 million compared to \$11.3 million in the same period of 2019. These increases were primarily due to management’s best estimate of losses over the life of loans in our portfolio in accordance with the CECL approach, given the economic outlook and forecasts for COVID-19 pandemic driven market changes, as well as the impact of unprecedented intervention of fiscal, monetary and regulatory programs. For further discussion on the Allowance, see “Corporate Risk Profile - Reserve for Credit Losses” in this Management’s Discussion and Analysis of Financial Condition and Results of Operations.

### Noninterest Income

Noninterest income decreased by \$4.8 million or 10% in the third quarter of 2020, and increased by \$3.5 million or 3% for the first nine months of 2020 compared to the same periods in 2019.

#### Noninterest Income

**Table 5**

(dollars in thousands)	Three Months Ended September 30,			Nine Months Ended September 30,		
	2020	2019	Change	2020	2019	Change
Trust and Asset Management	\$ 10,752	\$ 10,930	\$ (178)	\$ 32,217	\$ 33,076	\$ (859)
Mortgage Banking	4,047	4,864	(817)	11,020	10,487	533
Service Charges on Deposit Accounts	6,027	7,592	(1,565)	18,575	22,239	(3,664)
Fees, Exchange, and Other Service Charges	12,296	14,900	(2,604)	34,913	43,360	(8,447)
Investment Securities Gains (Losses), Net	(1,121)	(1,469)	348	11,125	(3,080)	14,205
Annuity and Insurance	881	1,278	(397)	2,692	5,662	(2,970)
Bank-Owned Life Insurance	1,806	1,647	159	5,035	5,136	(101)
Other Income	7,046	6,765	281	23,574	18,756	4,818
<b>Total Noninterest Income</b>	<b>\$ 41,734</b>	<b>\$ 46,507</b>	<b>\$ (4,773)</b>	<b>\$ 139,151</b>	<b>\$ 135,636</b>	<b>\$ 3,515</b>

Trust and asset management income is comprised of fees earned from the management and administration of trusts and other customer assets. These fees are largely based upon the market value of the assets we manage and the fee rate charged to customers. Total trust assets under administration were \$10.1 billion and \$10.5 billion as of September 30, 2020, and, September 30, 2019, respectively. Trust and asset management income decreased by \$0.2 million or 2% in the third quarter of 2020 and by \$0.9 million or 3% for the first nine months of 2020 compared to the same periods in 2019 primarily due to decreases in market value, number of accounts, and tax service fees.

Mortgage banking income is highly influenced by mortgage interest rates, the housing market, the amount of our loan sales, and our valuation of mortgage servicing rights. Mortgage banking income decreased by \$0.8 million or 17% in the third quarter of 2020 and increased by \$0.5 million or 5% for the first nine months of 2020 compared to the same periods in 2019. This decrease in third quarter of 2020 was primarily due to a \$0.5 valuation impairment to our mortgage servicing rights. The increase for the nine months of 2020 was primarily due to increased sales of conforming saleable loans from current production offset with a valuation impairment to our servicing rights.

Service charges on deposit accounts decreased by \$1.6 million or 21% in the third quarter of 2020 and by \$3.7 million or 16% for the first nine months of 2020 compared to the same periods in 2019. These decreases were primarily due to a decrease in overdraft fees coupled with a decrease in account analysis fees.

Fees, exchange, and other service charges, which are primarily comprised of debit and credit card income, fees from ATMs, merchant service activity, and other loan fees and service charges, decreased by \$2.6 million or 17% in the third quarter of 2020 and by \$8.4 million or 19% for the first nine months of 2020 compared to the same periods in 2019. These decreases were primarily due to lower debit and credit card transaction volume and the Bank's suspension of ATM surcharge fees from April 1, 2020, through June 30, 2020. In addition, merchant income decreased due to lower sales volume.

Investment securities gains (losses), net totaled (\$1.1) million in the third quarter of 2020 compared to (\$1.5) million during the same period in 2019. In September 2019, Visa announced a reduction of the conversion ratio of its Class B shares from 1.6298 to 1.6228 effective September 27, 2019. As a result, the Company recorded a \$0.5 million liability in September 2019, which represented the amount due to the buyers of our Visa Class B shares at that time. This liability was paid in the following period. Investment securities gains (losses), net totaled \$11.1 million compared to (\$3.1) million for the first nine months of 2020 compared to the same period in 2019. The net gain in the first nine months of 2020 was primarily due to the sale of 80,214 Visa Class B Shares which was partially offset by fees paid to the counterparties of our prior Visa Class B share sale transactions. The net losses in the first nine months of 2019 were primarily due to fees paid to the counterparties of our prior Visa Class B share sale transactions. We received these Class B shares in 2008 as part of Visa's initial public offering. These shares are transferable only under limited circumstances until they can be converted into the publicly traded Class A shares. This conversion will not occur until the settlement of certain litigation which is indemnified by Visa members such as the Company. Visa funded an escrow account from its initial public offering to settle these litigation claims. Should this escrow account be insufficient to cover these litigation claims, Visa is entitled to fund additional amounts to the escrow account by reducing each member bank's Class B conversion ratio to unrestricted Class A shares. Concurrent with certain sales of Visa Class B shares we entered into an agreement with the buyer that requires payment to the buyer in the event Visa further reduces the conversion ratio.

Annuity and insurance income decreased by \$0.4 million or 31% in the third quarter of 2020 compared to the same period in 2019. This decrease was primarily due to a decrease in annuity and life insurance products. Annuity and insurance income decreased by \$3.0 million or 52% for the first nine months of 2020 primarily due to a one-time commission received related to insurance products offered through a third-party administrator in the first quarter of 2019 and the aforementioned decrease in annuity and life insurance products.

Bank-owned life insurance increased by \$0.2 million or 10% in the third quarter of 2020 compared to the same period in 2019 primarily due to an increase in death benefits received. Bank-owned life insurance decreased by \$0.1 million or 2% for the first nine months of 2020 compared to the same period in 2019 primarily due to a decrease in death benefits received.

Other noninterest income increased by \$0.3 million or 4% in the third quarter of 2020 compared to the same period in 2019 primarily due to an \$0.8 million distribution from a low income housing partnership. This increase was partially offset by a \$0.5 million decrease in fees related to our customer interest rate swap derivatives. Other noninterest income increased by \$4.8 million or 26% for the first nine months of 2020 compared to the same period in 2019 primarily due to a \$6.2 million increase in fees related to our customer interest rate swap derivatives. This increase was partially offset by a \$1.1 million decrease in foreign currency transactions and foreclosure gains of \$0.2 million.

### Noninterest Expense

Noninterest expense decreased by \$10.4 million or 10% in the third quarter of 2020 and by \$11.0 million or 4% for the first nine months of 2020 compared to the same periods in 2019.

Table 6 presents the components of noninterest expense.

Noninterest Expense (dollars in thousands)	Three Months Ended September 30,			Nine Months Ended September 30,		
	2020	2019	Change	2020	2019	Change
Salaries	\$ 34,046	\$ 33,458	\$ 588	\$ 100,271	\$ 98,772	\$ 1,499
Incentive Compensation	2,683	5,681	(2,998)	6,069	17,049	(10,980)
Share-Based Compensation	1,442	2,025	(583)	4,754	7,098	(2,344)
Commission Expense	1,800	1,760	40	4,821	4,394	427
Retirement and Other Benefits	4,164	4,185	(21)	13,316	13,872	(556)
Payroll Taxes	2,624	2,519	105	9,949	9,409	540
Medical, Dental, and Life Insurance	3,422	3,908	(486)	11,394	12,299	(905)
Separation Expense	1,770	809	961	6,555	1,549	5,006
<b>Total Salaries and Benefits</b>	<b>51,951</b>	<b>54,345</b>	<b>(2,394)</b>	<b>157,129</b>	<b>164,442</b>	<b>(7,313)</b>
Net Occupancy	7,281	8,803	(1,522)	24,997	24,976	21
Net Equipment	9,223	7,637	1,586	25,874	21,365	4,509
Data Processing	4,691	4,676	15	13,895	13,929	(34)
Professional Fees	2,743	2,184	559	9,012	6,814	2,198
FDIC Insurance	1,282	1,257	25	4,296	3,816	480
Other Expense:						
Delivery and Postage Services	1,636	1,966	(330)	5,387	5,958	(571)
Mileage Program Travel	1,172	1,196	(24)	3,341	3,554	(213)
Merchant Transaction and Card Processing Fees	1,025	1,572	(547)	3,205	4,191	(986)
Advertising	1,985	1,449	536	5,394	4,155	1,239
Amortization of Solar Energy Partnership Investments	716	940	(224)	2,148	2,820	(672)
Other	6,244	14,324	(8,080)	20,475	30,111	(9,636)
<b>Total Other Expense</b>	<b>12,778</b>	<b>21,447</b>	<b>(8,669)</b>	<b>39,950</b>	<b>50,789</b>	<b>(10,839)</b>
<b>Total Noninterest Expense</b>	<b>\$ 89,949</b>	<b>\$ 100,349</b>	<b>\$ (10,400)</b>	<b>\$ 275,153</b>	<b>\$ 286,131</b>	<b>\$ (10,978)</b>

Total salaries and benefits expense decreased by \$2.4 million or 4% in the third quarter of 2020 compared to the same period in 2019 primarily due to a \$3.0 million decrease in incentive compensation coupled with a \$0.6 million decrease in share-based compensation due to forfeiture of unvested restricted stock grants and with a lower number of restricted stock units being amortized. These decreases were partially offset by a \$1.0 million increase in separation expense. Total salaries and benefits expense decreased by \$7.3 million or 4% for the first nine months of 2020 compared to the same period in 2019 primarily due to an \$11.0 million decrease in incentive compensation coupled with a \$2.3 million decrease in share-based compensation due to forfeiture of unvested restricted stock grants and a lower number of restricted stock units being amortized. These decreases were partially offset by a \$5.0 million increase in separation expense coupled with a \$1.5 million increase in base salaries due to merit increases.

Net occupancy decreased by \$1.5 million or 17% in the third quarter of 2020 compared to the same period in 2019. This decrease was primarily due to a \$1.9 million gain on sale of real estate property on the island of Oahu during the third quarter of 2020. This decrease was partially offset by a \$0.4 million increase in security guard services. Net occupancy was relatively unchanged in the first nine months of 2020 compared to the same period in 2019.

Net equipment increased by \$1.6 million or 21% in the third quarter of 2020 and by \$4.5 million or 21% for the first nine months of 2020 compared to the same periods in 2019. These increases were due to higher depreciation expense.

Professional fees increased by \$0.6 million or 26% in the third quarter of 2020 and by \$2.2 million or 32% for the first nine months of 2020 compared to the same periods in 2019 primarily due to an increase in corporate risk and legal fees.

FDIC insurance remained relatively unchanged in the third quarter of 2020 compared to the same period in 2019. FDIC insurance increased by \$0.5 million or 13% for the first nine months of 2020 compared to the same period in 2019 due to an increase in FDIC assessment rates and assessment base.

Total other expense decreased by \$8.7 million or 40% in the third quarter of 2020 compared to the same period in 2019 primarily due to a \$6.0 million legal reserves recorded in September 2019 for what was then a tentative settlement of a class action lawsuit regarding the Company's overdraft practices. This decrease was combined with decreases in business development and travel (\$0.6 million), merchant transactions and card processing fees (\$0.5 million), delivery and postage services (\$0.3 million), insurance (\$0.3 million), special events (\$0.3 million), sponsorships and fundraisers (\$0.3 million), reserve for unfunded commitments (\$0.2 million), and amortization of solar energy partnership investments (\$0.2 million). Total other expense decreased by \$10.8 million or 21% for the first nine months of 2020 compared to the same period in 2019 primarily due to the aforementioned \$6.0 million legal reserve recorded in September 2019. This decrease was combined with decreases in business development and travel (\$1.2 million), reserve for unfunded commitments (\$1.2 million), merchant transactions and card processing fees (\$1.0 million), amortization of solar energy partnership investments (\$0.7 million), and delivery and postage services (\$0.6 million).

#### *Provision for Income Taxes*

Table 7 presents our provision for income taxes and effective tax rates.

(dollars in thousands)	<b>Table 7</b>			
	<b>Three Months Ended September 30,</b>		<b>Nine Months Ended September 30,</b>	
	<b>2020</b>	<b>2019</b>	<b>2020</b>	<b>2019</b>
Provision for Income Taxes	\$ 9,511	\$ 14,752	\$ 26,732	\$ 44,315
Effective Tax Rates	20.09%	22.08%	19.34%	20.89%

The effective tax rate for the third quarter of 2020 was 20.09%, down from 22.08% for the same period in 2019. The lower effective tax rate in the third quarter of 2020 compared to the same period in 2019 was primarily due to lower pretax book income relative to similar amount of total tax adjustments in both years. Additionally, the Bank invested in three new low-income housing investments in 2020 which increases the benefit we expect to see in the investment in low-income housing. The tax rate in the third quarter of 2020 was also favorably impacted by an additional low income housing investment resulting in an increase in the amount of credit.

The effective tax rate for the first nine months of 2020 was 19.34%, down from 20.89% for the same period in 2019. The lower effective tax rate for the first nine months of 2020 compared to 2019 was primarily due to the aforementioned lower pretax book income compared to a relatively consistent amount of tax adjustments.

#### **Analysis of Statements of Condition**

##### *Investment Securities*

The carrying value of our investment securities portfolio was \$6.4 billion and \$5.7 billion as of September 30, 2020, and December 31, 2019, respectively. As of September 30, 2020, our investment securities portfolio was comprised of securities with an average base duration of approximately 3.5 years.

We continually evaluate our investment securities portfolio in response to established asset/liability management objectives, changing market conditions that could affect profitability, and the level of interest rate risk to which we are exposed. These evaluations may cause us to change the level of funds we deploy into investment securities, change the composition of our investment securities portfolio, and change the proportion of investments made into the available-for-sale and held-to-maturity investment categories.

Mortgage-backed securities issued by Ginnie Mae, Fannie Mae, and Freddie Mac are the largest concentration in our portfolio. As of September 30, 2020, our portfolio of Ginnie Mae, Fannie Mae, and Freddie Mac mortgage-backed securities were primarily comprised of securities issued in 2008 or later. As of September 30, 2020, these mortgage-backed securities were all AAA-rated, with a low probability of a change in their credit ratings in the near future. As of September 30, 2020, our available-for-sale investment securities portfolio was comprised of securities with an average base duration of approximately 3.6 years.

Gross unrealized gains in our investment securities portfolio were \$165.3 million as of September 30, 2020, and \$51.1 million as of December 31, 2019. Gross unrealized losses in our investment securities were \$4.0 million as of September 30, 2020, and \$19.2 million as of December 31, 2019. The overall increase in net unrealized gains was primarily due to the decrease in interest rates during 2020. The gross unrealized losses were due in part to our corporate bond portfolio consisting of debt securities issued by large multinational banks. The unrealized losses primarily resulted from an increase in credit spreads due to the economic uncertainty related to COVID-19. However, such credit spreads have tightened significantly from their widest levels experienced in the first quarter of 2020. In addition, such banks have built up substantial capital buffers since the financial crisis of 2008 which mitigates the likelihood of credit losses. As of September 30, 2020, there have been no payment defaults nor do we currently expect any future payment defaults. Furthermore, we do not intend to sell these securities, and it is not more likely than not that we will be required to sell the investment securities before recovery of their amortized cost basis, which may be at maturity.

The remainder of our debt securities in unrealized loss positions as of September 30, 2020, consisted of debt securities issued by U.S. government agencies or U.S. government-sponsored enterprises. These securities carry the explicit and/or implicit guarantee of the U.S. government, are widely recognized as “risk free,” and have a long history of zero credit loss. Total gross unrealized losses were primarily attributable to changes in interest rates, relative to when the investment securities were purchased, and not due to the credit quality of the investment securities. We do not intend to sell the investment securities that were in an unrealized loss position and it is not more likely than not that we will be required to sell the investment securities before recovery of their amortized cost basis, which may be at maturity.

#### Loans Held for Sale

Loans held for sale as of September 30, 2020, decreased by \$39.1 million from December 31, 2019, reflecting a strategic shift to retain saleable loans within our portfolio.

#### Loans and Leases

Table 8 presents the composition of our loan and lease portfolio by major categories.

<b>Loan and Lease Portfolio Balances</b>	<b>Table 8</b>	
(dollars in thousands)	<b>September 30, 2020</b>	<b>December 31, 2019</b>
<b>Commercial</b>		
Commercial and Industrial	\$ 1,908,482	\$ 1,379,152
Commercial Mortgage	2,745,611	2,518,051
Construction	250,943	194,170
Lease Financing	111,831	122,454
<b>Total Commercial</b>	<b>5,016,867</b>	<b>4,213,827</b>
<b>Consumer</b>		
Residential Mortgage	4,044,228	3,891,100
Home Equity	1,605,486	1,676,073
Automobile	709,937	720,286
Other <sup>1</sup>	417,090	489,606
<b>Total Consumer</b>	<b>6,776,741</b>	<b>6,777,065</b>
<b>Total Loans and Leases</b>	<b>\$ 11,793,608</b>	<b>\$ 10,990,892</b>

<sup>1</sup> Comprised of other revolving credit, installment, and lease financing.

Total loans and leases as of September 30, 2020, increased by \$802.7 million or 7% from December 31, 2019, primarily due to growth in our commercial lending portfolio.

Commercial loans and leases as of September 30, 2020, increased by \$803.0 million or 19% from December 31, 2019. Commercial and industrial loans increased by \$529.3 million or 38% from December 31, 2019, primarily due to origination of new loans under the Paycheck Protection Program. As of September 30, 2020, the Company had 4,504 PPP loans outstanding, with an outstanding principal balance of \$544.5 million. Commercial mortgage loans increased by \$227.6 million or 9% from December 31, 2019, primarily due to continued demand from new and existing customers. Construction loans increased by \$56.8 million or 29% from December 31, 2019, primarily due to an increase in construction activity in our market. Lease financing decreased by \$10.6 million or 9% from December 31, 2019, primarily due to a lessee exercising its early buy-out option on a leveraged lease in the first quarter of 2020.

Consumer loans and leases as of September 30, 2020, decreased by \$0.3 million or less than 1% from December 31, 2019. Residential mortgage loans increased by \$153.1 million or 4% from December 31, 2019, primarily due to higher loan originations, partially offset by an increase in payoff activity. Other consumer loans decreased by \$72.5 million or 15% from December 31, 2019, primarily due to pay off activity in our installment loans. Home equity decreased by \$70.6 million or 4% from December 31, 2019, as a result of increased payoff activities. Automobile loans decreased by \$10.3 million or 1% from December 31, 2019. Automobile loans decreased primarily as a result of multiple COVID-19 shelter-in-place and safer-at-home orders by the State of Hawaii and Guam resulting in dealership closures and limited automobile sales.

Table 9 presents the composition of our loan and lease portfolio by geographic area and by major categories.

**Geographic Distribution of Loan and Lease Portfolio**
**Table 9**

(dollars in thousands)	Hawaii	U.S. Mainland <sup>1</sup>	Guam	Other Pacific Islands	Total
<b>September 30, 2020</b>					
Commercial					
Commercial and Industrial	\$ 1,656,865	\$ 148,836	\$ 89,404	\$ 13,377	\$ 1,908,482
Commercial Mortgage	2,359,977	139,338	246,296	—	2,745,611
Construction	250,943	—	—	—	250,943
Lease Financing	71,472	39,913	446	—	111,831
<b>Total Commercial</b>	<b>4,339,257</b>	<b>328,087</b>	<b>336,146</b>	<b>13,377</b>	<b>5,016,867</b>
Consumer					
Residential Mortgage	3,970,952	—	72,330	946	4,044,228
Home Equity	1,566,761	102	38,543	80	1,605,486
Automobile	542,367	—	143,293	24,277	709,937
Other <sup>2</sup>	343,134	—	50,748	23,208	417,090
<b>Total Consumer</b>	<b>6,423,214</b>	<b>102</b>	<b>304,914</b>	<b>48,511</b>	<b>6,776,741</b>
<b>Total Loans and Leases</b>	<b>\$ 10,762,471</b>	<b>\$ 328,189</b>	<b>\$ 641,060</b>	<b>\$ 61,888</b>	<b>\$ 11,793,608</b>
<b>December 31, 2019</b>					
Commercial					
Commercial and Industrial <sup>3</sup>	\$ 1,182,923	\$ 99,884	\$ 87,101	\$ 9,244	\$ 1,379,152
Commercial Mortgage	2,144,627	131,425	241,531	468	2,518,051
Construction	194,170	—	—	—	194,170
Lease Financing <sup>3</sup>	71,659	50,225	570	—	122,454
<b>Total Commercial</b>	<b>3,593,379</b>	<b>281,534</b>	<b>329,202</b>	<b>9,712</b>	<b>4,213,827</b>
Consumer					
Residential Mortgage	3,818,529	—	71,493	1,078	3,891,100
Home Equity	1,636,627	122	38,999	325	1,676,073
Automobile	553,388	—	147,790	19,108	720,286
Other <sup>2</sup>	404,262	—	59,250	26,094	489,606
<b>Total Consumer</b>	<b>6,412,806</b>	<b>122</b>	<b>317,532</b>	<b>46,605</b>	<b>6,777,065</b>
<b>Total Loans and Leases</b>	<b>\$ 10,006,185</b>	<b>\$ 281,656</b>	<b>\$ 646,734</b>	<b>\$ 56,317</b>	<b>\$ 10,990,892</b>

<sup>1</sup> For secured loans and leases, classification as U.S. Mainland is made based on where the collateral is located. For unsecured loans and leases, classification as U.S. Mainland is made based on the location where the majority of the borrower's business operations are conducted.

<sup>2</sup> Comprised of other revolving credit, installment, and lease financing.

<sup>3</sup> Certain prior period information has been reclassified to conform to current presentation

Our commercial and consumer lending activities are concentrated primarily in Hawaii and the Pacific Islands. Our commercial loan and lease portfolio to borrowers based on the U.S. Mainland includes legacy lease financing and participation in shared national credits for customers whose operations and assets extend beyond Hawaii.

Our Hawaii loan and lease portfolio increased by \$756.3 million or 8% from December 31, 2019.

### Other Assets

Table 10 presents the major components of other assets.

<b>Other Assets</b>	<b>Table 10</b>	
(dollars in thousands)	<b>September 30, 2020</b>	<b>December 31, 2019</b>
Federal Home Loan Bank and Federal Reserve Bank Stock	\$ 33,297	\$ 34,093
Derivative Financial Instruments	107,349	28,931
Low-Income Housing and Other Equity Investments	123,565	84,618
Deferred Compensation Plan Assets	48,184	41,464
Prepaid Expenses	16,935	15,140
Accounts Receivable	18,654	20,180
Deferred Taxes	9,993	—
Other	71,775	48,248
<b>Total Other Assets</b>	<b>\$ 429,752</b>	<b>\$ 272,674</b>

Total other assets increased by \$157.1 million or 58% from December 31, 2019. The increase was due to a \$78.4 million increase in derivative financial instruments, which was primarily due to fair value increases of our interest rate swap agreement assets, which are impacted by prevailing interest rates. Low-income housing and other equity investments increased by \$38.9 million due to additional funding of existing projects. Other assets increased by \$23.5 million primarily due to an increase in collateral pledged on our uncleared interest rate swap agreements in liability positions due to the lower rate environment. Deferred taxes increased by \$10.0 million primarily due to temporary differences between financial reporting and income tax basis of the allowance for credit losses.

### Deposits

Table 11 presents the composition of our deposits by major customer categories.

<b>Deposits</b>	<b>Table 11</b>	
(dollars in thousands)	<b>September 30, 2020</b>	<b>December 31, 2019</b>
Consumer	\$ 8,903,808	\$ 8,118,494
Commercial	7,159,531	6,324,214
Public and Other	1,675,544	1,341,774
<b>Total Deposits</b>	<b>\$ 17,738,883</b>	<b>\$ 15,784,482</b>

Total deposits were \$17.7 billion as of September 30, 2020, an increase of \$2.0 billion or 12% from December 31, 2019. This increase was primarily due to an increase in commercial and consumer deposits. Commercial deposits increased by \$835.3 million or 13% primarily due to an \$862.4 million increase in core deposits offset by a \$27.1 million decrease in time deposits. Consumer deposits increased by \$785.3 million or 10% due to an increase in core deposits and time deposits of \$774.5 million and \$10.8 million, respectively. In addition, public and other deposits increased by \$333.8 million or 25% due to an increase in public demand deposits of \$397.9 million, partially offset by a decrease in time deposits of \$64.2 million.

Table 12 presents the composition of our savings deposits.

<b>Savings Deposits</b>	<b>Table 12</b>	
(dollars in thousands)	<b>September 30, 2020</b>	<b>December 31, 2019</b>
Money Market	\$ 2,637,465	\$ 2,519,414
Regular Savings	4,126,426	3,845,907
<b>Total Savings Deposits</b>	<b>\$ 6,763,891</b>	<b>\$ 6,365,321</b>

*Securities Sold Under Agreements to Repurchase*

Table 13 presents the composition of our securities sold under agreements to repurchase.

**Securities Sold Under Agreements to Repurchase****Table 13**

(dollars in thousands)	<b>September 30, 2020</b>		<b>December 31, 2019</b>	
Private Institutions	\$	600,000	\$	600,000
Government Entities		2,106		4,306
<b>Total Securities Sold Under Agreements to Repurchase</b>	<b>\$</b>	<b>602,106</b>	<b>\$</b>	<b>604,306</b>

Securities sold under agreements to repurchase was \$602.1 million as of September 30, 2020, relatively unchanged from December 31, 2019. As of September 30, 2020, the weighted-average maturity was 372 days for our repurchase agreements with government entities and 4.3 years for our repurchase agreements with private institutions. Some of our repurchase agreements with private institutions may be terminated at earlier specified dates by the private institution or in some cases by either the private institution or the Company. If all such agreements were to terminate at the earliest possible date, the weighted-average maturity for our repurchase agreements with private institutions would decrease to 3.7 years. As of September 30, 2020, the weighted-average interest rate for outstanding agreements with government entities and private institutions was 1.07% and 2.39%, respectively, with all rates being fixed. Each of our repurchase agreements is accounted for as a collateralized financing arrangement (i.e., a secured borrowing) and not as a sale and subsequent repurchase of securities.

In July 2020, we terminated three of our repurchase agreements, with an aggregate total of \$200.0 million, with one private institution. These repurchase agreements were scheduled to mature in June 2022 and had a weighted-average interest rate of 2.742%. These terminated repurchase agreements were replaced with one \$200.0 million repurchase agreement with the same private institution. The new repurchase agreement matures in July 2025 and has an interest rate of 1.835%.

*Other Debt*

Table 14 presents the composition of our other debt.

**Other Debt****Table 14**

(dollars in thousands)	<b>September 30, 2020</b>		<b>December 31, 2019</b>	
Federal Home Loan Bank Advances	\$	50,000	\$	75,000
Capital Lease Obligations		10,502		10,565
<b>Total</b>	<b>\$</b>	<b>60,502</b>	<b>\$</b>	<b>85,565</b>

Other debt was \$60.5 million as of September 30, 2020, a decrease of \$25.1 million or 29% from December 31, 2019. This decrease was primarily due to a \$25.0 million FHLB advance which matured during the first quarter of 2020. As of September 30, 2020, our FHLB advances had a weighted-average interest rate of 1.19% with maturity dates during 2024. These advances were primarily for asset/liability management purposes. As of September 30, 2020, our remaining unused line of credit with the FHLB was \$2.9 billion.

**Analysis of Business Segments**

Our business segments are defined as Consumer Banking, Commercial Banking, and Treasury and Other. Effective January 1, 2020, we changed our segments based on management structure and strategic focus which is placing a greater emphasis on customer segment vs. product type.

Table 15 summarizes net income from our business segments. Additional information about segment performance is presented in Note 10 to the Consolidated Financial Statements.

**Business Segment Net Income****Table 15**

(dollars in thousands)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2020	2019	2020	2019
Consumer Banking	\$ 27,981	\$ 26,096	\$ 71,118	\$ 86,997
Commercial Banking	30,340	25,770	93,725	75,329
<b>Total</b>	58,321	51,866	164,843	162,326
Treasury and Other	(20,481)	186	(53,353)	5,444
<b>Consolidated Total</b>	\$ 37,840	\$ 52,052	\$ 111,490	\$ 167,770

*Consumer Banking*

Net income increased by \$1.9 million or 7% in the third quarter of 2020 compared to the same period in 2019 primarily due to decreases in noninterest expense and the Provision, partially offset by decreases in noninterest income and net interest income. The decrease in noninterest expense was primarily due to an increase in legal reserve in the third quarter of 2019 related to what was then a tentative settlement of a class action lawsuit regarding the Company's overdraft practices. The decrease in the Provision was primarily due to lower net charge-offs in our auto loan and installment loan portfolios. The decrease in noninterest income was primarily due to volume-based decreases in overdraft income, ATM income, credit card income, and annuity and insurance income. In addition, the segment recognized a \$0.6 million valuation impairment to mortgage servicing rights accounted for using the amortization method. The decrease in net interest income was primarily due to lower average rates in the segment's deposit portfolio, partially offset by higher average balances in the deposit portfolio.

Net income decreased by \$15.9 million or 18% in the first nine months of 2020 compared to the same period in 2019 primarily due to decreases in noninterest income and net interest income, partially offset by a decrease in noninterest expense. The decrease in noninterest income was primarily due to the temporary suspension of various ATM fees in the second quarter of 2020, as well as from volume-based reductions in overdraft income, credit card income, annuity and life insurance income, and debit card income due to lower transaction volume. In addition, the segment recognized a \$2.4 million valuation impairment to mortgage servicing rights accounted for using the amortization method which largely offset the increased gain on sale due to increased sales of conforming saleable loans from current production. The segment also received a one-time commission in the first quarter of 2019 related to insurance products offered through a third-party administrator. The decrease in net interest income was primarily due to lower average rates in the segment's deposit portfolio, partially offset by higher average balances in the deposit portfolio. The decrease in noninterest expense was primarily due to an increase in legal reserve in the third quarter of 2019 related to what was then a tentative settlement of a class action lawsuit regarding the Company's overdraft practices.

*Commercial Banking*

Net income increased by \$4.6 million or 18% in the third quarter of 2020 compared to the same period in 2019 primarily due to a decrease in noninterest expense coupled with an increase in net interest income and partially offset by a reduction in noninterest income. The decrease in noninterest expense was primarily due to lower allocated expenses related to support units. The increase in net interest income was due growth in the segment's loan portfolio, primarily in the C&I category, partially offset by lower rates on loans and deposits. The decrease in noninterest income is primarily due to lower deposit account fees and a reduction in customer derivative program revenue.

Net income increased by \$18.4 million or 24% for the first nine months of 2020 compared to the same period in 2019 primarily due to a decrease in noninterest expense coupled with an increase in interest income and noninterest income. The decrease in noninterest expense was primarily due to lower allocated expenses related to support units. The increase in net interest income was due to growth in the segment's loan portfolio, primarily in the C&I category, partially offset by lower rates on loans and deposits. The increase in noninterest income is primarily due to an increase in customer derivative program revenue, partially offset by lower deposit account fees.

### *Treasury and Other*

Net income decreased by \$20.7 million in the third quarter of 2020 compared to the same period in 2019 primarily due to an increase in the Provision partially offset by a lower provision for income taxes. The increase in the Provision was due to the changes in economic conditions driven by the impact of the COVID-19 pandemic, partially offset by the benefits of government stimulus programs. The provision for income taxes in this business segment represents the residual amount to arrive at the total tax expense for the Company. The overall effective tax rate decreased to 20.09% in the third quarter of 2020 compared to 22.08% in the third quarter of 2019.

Net income decreased by \$58.8 million for the first nine months of 2020 compared to the same period in 2019 primarily due to an increase in the Provision, partially offset by a decrease in provision for taxes and an increase in noninterest income. The increase in the Provision was due to the changes in economic conditions driven by the impact of the COVID-19 pandemic, partially offset by the benefits of government stimulus programs. The Provision for taxes in this business segment represents the residual amount to arrive at the total Provision for the Company. The overall effective tax rate decreased to 19.34% in the first nine months of 2020 compared to 20.89% in the same period in 2019. The increase in non-interest income was due to the sale of VISA Class B shares in the second quarter of 2020.

Other organizational units (Technology, Operations, Marketing, Human Resources, Finance, Credit and Risk Management, and Corporate and Regulatory Administration) included in Treasury and Other provide a wide range of support to the Company's other income earning segments. Expenses incurred by these support units are charged to the business segments through an internal cost allocation process.

### **Corporate Risk Profile**

#### *Credit Risk*

As of September 30, 2020, our overall credit risk profile was affected by the economic downturn resulting from the COVID-19 pandemic. Despite the current challenges facing the Hawaii economy, the underlying risk profile of our lending portfolio continued to remain strong during the first nine months of 2020.

We actively manage exposures with deteriorating asset quality to reduce levels of potential loss exposure and closely monitor our reserves and capital to address both anticipated and unforeseen issues. Risk management activities include detailed analysis of portfolio segments and stress tests of certain segments to ensure that reserve and capital levels are appropriate. We perform frequent loan and lease-level risk monitoring and risk rating reviews, which provide opportunities for early interventions to allow for credit exits or restructuring, loan and lease sales, and voluntary workouts and liquidations.

*Non-Performing Assets and Accruing Loans and Leases Past Due 90 Days or More*

Table 16 presents information on non-performing assets (“NPAs”) and accruing loans and leases past due 90 days or more.

<b>Non-Performing Assets and Accruing Loans and Leases Past Due 90 Days or More</b>	<b>Table 16</b>	
(dollars in thousands)	<b>September 30, 2020</b>	<b>December 31, 2019</b>
<b>Non-Performing Assets</b>		
Non-Accrual Loans and Leases		
Commercial		
Commercial and Industrial	\$ 475	\$ 830
Commercial Mortgage	8,615	9,244
Total Commercial	9,090	10,074
Consumer		
Residential Mortgage	3,543	4,125
Home Equity	3,661	3,181
Total Consumer	7,204	7,306
Total Non-Accrual Loans and Leases	16,294	17,380
Foreclosed Real Estate	2,332	2,737
<b>Total Non-Performing Assets</b>	<b>\$ 18,626</b>	<b>\$ 20,117</b>
<b>Accruing Loans and Leases Past Due 90 Days or More</b>		
Consumer		
Residential Mortgage	\$ 6,607	\$ 1,839
Home Equity	2,571	4,125
Automobile	156	949
Other <sup>1</sup>	258	1,493
Total Consumer	9,592	8,406
<b>Total Accruing Loans and Leases Past Due 90 Days or More</b>	<b>\$ 9,592</b>	<b>\$ 8,406</b>
<b>Restructured Loans on Accrual Status and Not Past Due 90 Days or More</b>	<b>\$ 58,650</b>	<b>\$ 63,103</b>
<b>Total Loans and Leases</b>	<b>\$ 11,793,608</b>	<b>\$ 10,990,892</b>
Ratio of Non-Accrual Loans and Leases to Total Loans and Leases	0.14%	0.16%
Ratio of Non-Performing Assets to Total Loans and Leases and Foreclosed Real Estate	0.16%	0.18%
Ratio of Commercial Non-Performing Assets to Total Commercial Loans and Leases and Commercial Foreclosed Real Estate	0.18%	0.24%
Ratio of Consumer Non-Performing Assets to Total Consumer Loans and Leases and Consumer Foreclosed Real Estate	0.14%	0.15%
Ratio of Non-Performing Assets and Accruing Loans and Leases Past Due 90 Days or More to Total Loans and Leases and Foreclosed Real Estate	0.24%	0.26%
<b>Changes in Non-Performing Assets</b>		
<b>Balance as of December 31, 2019</b>	<b>\$ 20,117</b>	
Additions	8,548	
Reductions		
Payments	(6,780)	
Return to Accrual Status	(2,294)	
Sales of Foreclosed Real Estate	(406)	
Charge-offs/Write-downs	(559)	
Total Reductions	(10,039)	
<b>Balance as of September 30, 2020</b>	<b>\$ 18,626</b>	

<sup>1</sup> Comprised of other revolving credit, installment, and lease financing.

NPAs consist of non-accrual loans and leases, and foreclosed real estate. Changes in the level of non-accrual loans and leases typically represent increases for loans and leases that reach a specified past due status, offset by reductions for loans and leases that are charged-off, paid down, sold, transferred to foreclosed real estate, or are no longer classified as non-accrual because they have returned to accrual status.

Total NPAs were \$18.6 million as of September 30, 2020, a decrease of \$1.5 million or 8% from December 31, 2019. The ratio of our NPAs to total loans and leases and foreclosed real estate was 0.16% as of September 30, 2020, and 0.18% as of December 31, 2019.

Commercial mortgage non-accrual loans were \$8.6 million as of September 30, 2020, a decrease of \$0.6 million or 7% from December 31, 2019.

Residential mortgage non-accrual loans were \$3.5 million as of September 30, 2020, a decrease of \$0.6 million or 14% from December 31, 2019, primarily due to returns to accrual status and payoffs partially offset by the addition of \$2.3 million of loans. As of September 30, 2020, our residential mortgage non-accrual loans were comprised of 12 loans with a weighted average current loan-to-value ratio of 86%.

Foreclosed real estate represents property acquired as the result of borrower defaults on loans. Foreclosed real estate is recorded at fair value, less estimated selling costs, at the time of foreclosure. On an ongoing basis, properties are appraised as required by market conditions and applicable regulations. Foreclosed real estate decreased by \$0.4 million or 15% from December 31, 2019, due to the sale of one residential property.

#### *Loans and Leases Past Due 90 Days or More and Still Accruing Interest*

Loans and leases in this category are 90 days or more past due, as to principal or interest, and are still accruing interest because they are well secured and in the process of collection. Loans and leases past due 90 days or more and still accruing interest were \$9.6 million as of September 30, 2020, a \$1.2 million or 14% increase from December 31, 2019. The increase was primarily in residential mortgage loans, which was offset by a decrease in home equity, other, and automobile loans portfolios.

Table 17 presents information on loans with terms that have been modified in a TDR.

#### **Loans Modified in a Troubled Debt Restructuring**

**Table 17**

(dollars in thousands)	September 30, 2020	December 31, 2019
<b>Commercial</b>		
Commercial and Industrial	\$ 20,606	\$ 21,278
Commercial Mortgage	7,700	6,830
Construction	—	1,190
<b>Total Commercial</b>	<b>28,306</b>	<b>29,298</b>
<b>Consumer</b>		
Residential Mortgage	15,862	17,939
Home Equity	3,116	3,085
Automobile	14,257	17,086
Other <sup>1</sup>	1,444	1,650
<b>Total Consumer</b>	<b>34,679</b>	<b>39,760</b>
<b>Total</b>	<b>\$ 62,985</b>	<b>\$ 69,058</b>

<sup>1</sup> Comprised of other revolving credit, installment, and lease financing.

Loans modified in a TDR decreased by \$6.1 million or 9% from December 31, 2019. Commercial and industrial remains our largest TDR loan class.

The Company began offering short-term loan and lease modifications to assist borrowers during the COVID-19 national emergency. These modifications generally involve principal and/or interest payment deferrals for up to six months. As the COVID-19 pandemic continues to negatively impact the economy, the Company began offering an additional round of loan modifications to borrowers continuing to struggle as a result of COVID-19. Similar to the initial modifications granted, the additional round of loan modifications are granted specifically under Section 4013 of the CARES Act and generally involve principal and/or interest payment deferrals for up to an additional six months for commercial and consumer loans, and principal-only deferrals for up to an additional 12 months for selected commercial loans. The CARES Act, along with a joint agency statement issued by banking agencies, provide that modifications made in response to COVID-19 are not required to be accounted for as a TDR. Accordingly, the Company does not account for such modifications as TDRs.

As of September 30, 2020, these COVID-19 related loan and lease modifications totaled \$836.7 million (674 loans and leases) for the commercial segment and \$691.2 million (16,104 loans and leases) for the consumer segment. See Note 1 *Summary of Significant Accounting Policies* and Note 4 *Loans and Leases and the Allowance for Credit Losses* for more information.

### Reserve for Credit Losses

Table 18 presents the activity in our reserve for credit losses.

Reserve for Credit Losses	Three Months Ended September 30,		Nine Months Ended September 30,	
	2020	2019	2020	2019
(dollars in thousands)				
<b>Balance at Beginning of Period</b>	\$ 175,958	\$ 114,494	\$ 116,849	\$ 113,515
<b>CECL Adoption (Day 1) Impact</b>	—	—	(5,072)	—
<b>Loans and Leases Charged-Off</b>				
Commercial				
Commercial and Industrial	(171)	(239)	(1,520)	(815)
Commercial Mortgage	—	—	—	(1,616)
Consumer				
Residential Mortgage	—	(7)	(84)	(62)
Home Equity	(43)	(215)	(316)	(655)
Automobile	(489)	(1,696)	(6,103)	(5,140)
Other <sup>1</sup>	(1,644)	(3,598)	(9,784)	(9,424)
<b>Total Loans and Leases Charged-Off</b>	(2,347)	(5,755)	(17,807)	(17,712)
<b>Recoveries on Loans and Leases Previously Charged-Off</b>				
Commercial				
Commercial and Industrial	231	318	2,044	1,220
Commercial Mortgage	—	—	40	—
Consumer				
Residential Mortgage	414	649	795	1,228
Home Equity	727	428	2,024	1,762
Automobile	1,313	660	2,865	2,449
Other <sup>1</sup>	1,119	714	2,645	2,046
<b>Total Recoveries on Loans and Leases Previously Charged-Off</b>	3,804	2,769	10,413	8,705
<b>Net Loans and Leases Recovered (Charged-Off)</b>	1,457	(2,986)	(7,394)	(9,007)
<b>Provision for Credit Losses</b>	28,600	4,250	102,600	11,250
<b>Provision for Unfunded Commitments</b>	(202)	—	(1,170)	—
<b>Balance at End of Period <sup>2</sup></b>	\$ 205,813	\$ 115,758	\$ 205,813	\$ 115,758
<b>Components</b>				
Allowance for Credit Losses	\$ 203,496	\$ 108,936	\$ 203,496	\$ 108,936
Reserve for Unfunded Commitments	2,317	6,822	2,317	6,822
<b>Total Reserve for Credit Losses</b>	\$ 205,813	\$ 115,758	\$ 205,813	\$ 115,758
<b>Average Loans and Leases Outstanding</b>	\$ 11,739,785	\$ 10,770,720	\$ 11,510,222	\$ 10,624,311
Ratio of Net Loans and Leases Charged-Off (Recovered) to Average Loans and Leases Outstanding (annualized)	(0.05)%	0.11%	0.09%	0.11%
Ratio of Allowance for Credit Losses to Loans and Leases Outstanding	1.73%	1.00%	1.73%	1.00%

<sup>1</sup> Comprised of other revolving credit, installment, and lease financing.

<sup>2</sup> Included in this analysis is activity related to the Company's reserve for unfunded commitments, which is separately recorded in other liabilities in the consolidated statements of condition.

We maintain a reserve for credit losses that consists of two components, the Allowance and a reserve for unfunded commitments (the "Unfunded Reserve"). The reserve for credit losses provides for the risk of credit losses expected in the loan and lease portfolio and is based on loss estimates derived from a comprehensive quarterly evaluation. The evaluation reflects analyses of individual borrowers for impairment coupled with analysis of historical loss experience in various loan pools that have been grouped based on similar risk characteristics, supplemented as necessary by credit judgment that considers observable trends, conditions, reasonable and supportable forecasts, and other relevant environmental and economic factors. The level of the Allowance is adjusted by recording an expense or recovery through the Provision. The level of the Unfunded Reserve is adjusted by recording an expense or recovery in other noninterest expense. See Note 1 to the Consolidated Financial Statements for more information.

### *CECL Adoption*

Upon adoption of CECL, the Company recorded a \$1.7 million decrease to the Allowance on January 1, 2020. This “Day 1” adjustment decreased the Allowance as of January 1, 2020, to \$108.3 million or 0.99% of total loans and leases outstanding, compared with an Allowance of \$110.0 million or 1.00% of total loans and leases outstanding as of December 31, 2019. This decrease was primarily due to an \$18.8 million decrease to the Allowance of the commercial portfolio. This decrease was largely the result of the Company’s use of updated historical loss rates with refined segmentation based on portfolio class (commercial & industrial, commercial mortgage, construction and lease financing) in calculating the Allowance baseline, compared to the loss rate factors used in the incurred approach. The decrease to the Allowance of the commercial portfolio was largely offset by a \$17.1 million increase to the Allowance of the consumer portfolio, which was primarily due to the impact of longer duration portfolio segments. Our one-year reasonable and supportable forecast reflected a generally stable asset quality and economic outlook.

Upon adoption of CECL, the Company recorded a \$3.3 million decrease to the Unfunded Reserve. This “Day 1” adjustment decreased the Unfunded Reserve as of January 1, 2020, to \$3.5 million, compared to \$6.8 million as of December 31, 2019. The decrease was primarily reflected in the commercial portfolio, due largely to the same reasons explained for the decrease in the Allowance for the commercial portfolio.

Going forward, the impact of utilizing the CECL approach to calculate the reserve for credit losses will be significantly influenced by the composition, characteristics and credit risk in the loan portfolio, the prevailing economic conditions and forecasts utilized, and other external and internal factors. Material changes to these and other relevant factors may result in greater volatility to the reserve for credit losses, and therefore, greater volatility to our reported earnings.

### *Allowance for Credit Losses*

As of September 30, 2020, the Allowance was \$203.5 million or 1.73% of total loans and leases outstanding (1.81% excluding PPP loans), compared with an Allowance of \$108.3 million or 0.99% of total loans and leases outstanding as of January 1, 2020, (after the CECL Day 1 adjustment). The increase in the Allowance and the ratio of Allowance to loans and leases outstanding was primarily due to management’s best estimate of losses over the life of loans in our portfolio in accordance with the CECL approach, given the economic outlook and forecasts for COVID-19 pandemic driven market changes, as well as the impact of unprecedented intervention of fiscal, monetary and regulatory programs. The CECL approach requires an estimate of the credit losses expected over the life of an exposure (or pool of exposures). It removes the incurred loss approach’s threshold that delayed the recognition of a credit loss until it was probable a loss event was incurred.

Net recoveries on loans and leases were \$1.5 million or 0.05% of total average loans and leases, on an annualized basis, in the third quarter of 2020 compared to net charge-offs of \$3.0 million or 0.11% of total average loans and leases, on an annualized basis, in the third quarter of 2019. Net charge-offs in our consumer portfolios were \$8.0 million for the first nine months of 2020 compared to \$7.8 million for the same period in 2019. Net recoveries in our commercial portfolios were \$0.6 million for the first nine months of 2020 compared to net charge-offs of \$1.2 million for the same period in 2019.

Although we determine the amount of each component of the Allowance separately, the Allowance as a whole was considered appropriate by management as of September 30, 2020, based on our ongoing analysis of expected credit losses, credit risk profiles, economic conditions, coverage ratios, and other relevant factors.

### *The Reserve for Unfunded Commitments*

The Unfunded Reserve was \$2.3 million as of September 30, 2020, a decrease of \$1.2 million or 34% from January 1, 2020, (after the CECL Day 1 adjustment) due to the updated historical loss rates and segmentation.

## Market Risk

Market risk is the potential of loss arising from adverse changes in interest rates and prices. We are exposed to market risk as a consequence of the normal course of conducting our business activities. Our market risk management process involves measuring, monitoring, controlling, and mitigating risks that can significantly impact our statements of income and condition. In this management process, market risks are balanced with expected returns in an effort to enhance earnings performance, while limiting volatility.

Our primary market risk exposure is interest rate risk.

### *Interest Rate Risk*

The objective of our interest rate risk management process is to maximize net interest income while operating within acceptable limits established for interest rate risk and maintaining adequate levels of funding and liquidity. The potential cash flows, sales, or replacement value of many of our assets and liabilities, especially those that earn or pay interest, are sensitive to changes in the general level of interest rates. This interest rate risk arises primarily from our core business activities of extending loans and accepting deposits. Our investment securities portfolio is also subject to significant interest rate risk.

Many factors affect our exposure to changes in interest rates such as general economic and financial conditions, customer preferences, historical pricing relationships, and repricing characteristics of financial instruments. Our earnings are affected not only by general economic conditions but also by the monetary and fiscal policies of the U.S. and its agencies, particularly the Federal Reserve Bank (the “FRB”). The monetary policies of the FRB can influence the overall growth of loans, investment securities, and deposits and the level of interest rates earned on assets and paid for liabilities.

In managing interest rate risk, we, through the Asset/Liability Management Committee (“ALCO”), measure short and long-term sensitivities to changes in interest rates. The ALCO, which is comprised of members of executive management, utilizes several techniques to manage interest rate risk, which include:

- adjusting the balance sheet mix or altering the interest rate characteristics of assets and liabilities;
- changing product pricing strategies;
- modifying characteristics of the investment securities portfolio; and
- using derivative financial instruments.

Our use of derivative financial instruments, as detailed in Note 12 to the Consolidated Financial Statements, has generally been limited. This is due to natural on-balance sheet hedges arising out of offsetting interest rate exposures from loans and investment securities with deposits and other interest-bearing liabilities. In particular, the investment securities portfolio is utilized to manage the interest rate exposure and sensitivity to within the guidelines and limits established by the ALCO. We utilize natural and offsetting economic hedges in an effort to reduce the need to employ off-balance sheet derivative financial instruments to hedge interest rate risk exposures. Expected movements in interest rates are also considered in managing interest rate risk. Thus, as interest rates change, we may use different techniques to manage interest rate risk.

A key element in our ongoing process to measure and monitor interest rate risk is the utilization of an asset/liability simulation model that attempts to capture the dynamic nature of the statement of condition. The model is used to estimate and measure the statement of condition sensitivity to changes in interest rates. These estimates are based on assumptions about the behavior of loan and deposit pricing, prepayment rates on mortgage-based assets, and principal amortization and maturities on other financial instruments. The model’s analytics include the effects of standard prepayment options on mortgages and customer withdrawal options for deposits. While such assumptions are inherently uncertain, we believe that our assumptions are reasonable.

We utilize net interest income simulations to analyze short-term income sensitivities to changes in interest rates. Table 19 presents, for the twelve months subsequent to September 30, 2020, and December 31, 2019, an estimate of the change in net interest income that would result from a gradual and immediate change in interest rates, moving in a parallel fashion over the entire yield curve, relative to the measured base case scenario. The base case scenario assumes the statement of condition and interest rates are generally unchanged. Based on our net interest income simulation as of September 30, 2020, net interest income is expected to increase as interest rates rise. This is due in part to our strategy to maintain a relatively short investment portfolio duration. In addition, rising interest rates would drive higher rates on loans and investment securities, as well as induce a slower pace of premium amortization on certain securities within our investment portfolio. However, lower interest rates would likely cause a decline in net interest income as lower rates would lead to lower yields on loans and investment securities, as well as drive higher premium amortization on existing investment securities. Based on our net interest income simulation as of September 30, 2020, net interest income sensitivity to changes in interest rates for the twelve months subsequent to September 30, 2020, was slightly more sensitive in comparison to the sensitivity profile for the twelve months subsequent to December 31, 2019.

**Net Interest Income Sensitivity Profile**
**Table 19**

(dollars in thousands)	Impact on Future Annual Net Interest Income					
	September 30, 2020		December 31, 2019			
<b>Gradual Change in Interest Rates (basis points)</b>						
+200	\$	21,549	4.5%	\$	17,560	3.4%
+100		10,373	2.2		8,869	1.7
-100		(3,297)	(0.7)		(9,311)	(1.8)
<b>Immediate Change in Interest Rates (basis points)</b>						
+200	\$	57,629	12.0%	\$	41,827	8.2%
+100		30,370	6.3		23,594	4.6
-100		(9,176)	(1.9)		(30,034)	(5.9)

To analyze the impact of changes in interest rates in a more realistic manner, non-parallel interest rate scenarios are also simulated. These non-parallel interest rate scenarios indicate that net interest income may decrease from the base case scenario should the yield curve flatten or become inverted for a period of time. Conversely, if the yield curve were to steepen, net interest income may increase.

*Other Market Risks*

In addition to interest rate risk, we are exposed to other forms of market risk in our normal business transactions. Foreign currency and foreign exchange contracts expose us to a small degree of foreign currency risk. These transactions are primarily executed on behalf of customers. Our trust and asset management income are at risk to fluctuations in the market values of underlying assets, particularly debt and equity securities. Also, our share-based compensation expense is dependent on the fair value of our stock options, restricted stock units, and restricted stock at the date of grant. The fair value of stock options, restricted stock units, and restricted stock is impacted by the market price of the Parent's common stock on the date of grant and is at risk to changes in equity markets, general economic conditions, and other factors.

**Liquidity Risk Management**

The objective of our liquidity risk management process is to manage cash flow and liquidity in an effort to provide continuous access to sufficient, reasonably priced funds. Funding requirements are impacted by loan originations and refinancings, deposit balance changes, liability issuances and settlements, and off-balance sheet funding commitments. We consider and comply with various regulatory guidelines regarding required liquidity levels and periodically monitor our liquidity position in light of the changing economic environment and customer activity. Based on periodic liquidity assessments, we may alter our asset, liability, and off-balance sheet positions. The ALCO monitors sources and uses of funds and modifies asset and liability positions as liquidity requirements change. This process, combined with our ability to raise funds in money and capital markets and through private placements, provides flexibility in managing the exposure to liquidity risk.

In an effort to satisfy our liquidity needs, we actively manage our assets and liabilities. We have access to immediate liquid resources in the form of cash which is primarily on deposit with the FRB. Potential sources of liquidity also include investment securities in our available-for-sale securities portfolio and our ability to sell loans in the secondary market. Our held-to-maturity securities, while not intended for sale, may also be utilized in repurchase agreements to obtain funding. Our core deposits have historically provided us with a long-term source of stable and relatively lower cost source of funding. Additional funding is available through the issuance of long-term debt or equity.

Maturities and payments on outstanding loans and investment securities also provide a steady flow of funds. Liquidity is further enhanced by our ability to pledge loans to access secured borrowings from the FHLB and FRB. As of September 30, 2020, we had additional borrowing capacity of \$2.9 billion from the FHLB and \$1.4 billion from the FRB based on the amount of collateral pledged.

We continued our focus on maintaining a strong liquidity position throughout the first nine months of 2020. As of September 30, 2020, cash and cash equivalents were \$1.0 billion, the carrying value of our available-for-sale investment securities was \$3.2 billion, and total deposits were \$17.7 billion. As of September 30, 2020, our available-for-sale investment securities portfolio was comprised of securities with an average base duration of approximately 3.6 years.

## **Capital Management**

We actively manage capital, commensurate with our risk profile, to enhance shareholder value. We also seek to maintain capital levels for the Company and the Bank at amounts in excess of the regulatory “well-capitalized” thresholds. Periodically, we may respond to market conditions by implementing changes to our overall balance sheet positioning to manage our capital position.

The Company and the Bank are each subject to regulatory capital requirements administered by the federal banking agencies. Failure to meet minimum capital requirements could cause certain mandatory and discretionary actions by regulators that, if undertaken, would likely have a material effect on our financial statements. Under capital adequacy guidelines and the regulatory framework for prompt corrective action, the Company and the Bank must meet specific capital guidelines that involve quantitative and qualitative measures. These measures were established by regulation intended to ensure capital adequacy. As of September 30, 2020, the Company and the Bank were considered “well-capitalized” under this regulatory framework. The Company’s regulatory capital ratios are presented in Table 20 below. There have been no conditions or events since September 30, 2020, that management believes have changed either the Company’s or the Bank’s capital classifications.

As of September 30, 2020, shareholders’ equity was \$1.4 billion, an increase of \$74.9 million or 6% from December 31, 2019. For the first nine months of 2020, net income of \$111.5 million, common stock issuances of \$7.4 million, share-based compensation of \$5.3 million, and other comprehensive income of \$45.5 million were partially offset by cash dividends paid of \$80.5 million and common stock repurchased of \$17.9 million. In the first nine months of 2020, we repurchased 156,358 shares under our share repurchase program. These shares were repurchased at an average cost per share of \$89.32 and a total cost of \$14.0 million. From the beginning of our share repurchase program in July 2001 through September 30, 2020, we repurchased a total of 57.1 million shares of common stock and returned a total of \$2.3 billion to our shareholders at an average cost of \$40.51 per share.

Remaining buyback authority under our share repurchase program was \$113.1 million as of September 30, 2020. In March 2020, we suspended share repurchases in light of the COVID-19 pandemic. We believe the suspension, while conservative, is prudent given uncertainty regarding the length and severity of the COVID-19 pandemic. The actual amount and timing of future share repurchases, if any, will depend on market and economic conditions, regulatory rules, applicable SEC rules, and various other factors.

In October 2020, the Parent’s Board of Directors declared a quarterly cash dividend of \$0.67 per share on the Parent’s outstanding shares. The dividend will be payable on December 14, 2020, to shareholders of record at the close of business on November 30, 2020.

Table 20 presents our regulatory capital and ratios as of September 30, 2020, and December 31, 2019.

<b>Regulatory Capital and Ratios</b>	<b>Table 20</b>	
(dollars in thousands)	<b>September 30, 2020</b>	<b>December 31, 2019</b>
<b>Regulatory Capital</b>		
Shareholders' Equity	\$ 1,361,739	\$ 1,286,832
Add: CECL Transitional Amount	19,877	—
Less: Goodwill <sup>1</sup>	28,718	28,718
Postretirement Benefit Liability Adjustments	(37,634)	(38,757)
Net Unrealized Gains (Losses) on Investment Securities <sup>2</sup>	52,033	7,645
Other	(198)	(198)
<b>Common Equity Tier 1 Capital</b>	<b>1,338,697</b>	<b>1,289,424</b>
<b>Tier 1 Capital</b>	<b>1,338,697</b>	<b>1,289,424</b>
Allowable Reserve for Credit Losses	138,966	116,849
<b>Total Regulatory Capital</b>	<b>\$ 1,477,663</b>	<b>\$ 1,406,273</b>
<b>Risk-Weighted Assets</b>	<b>\$ 11,068,888</b>	<b>\$ 10,589,061</b>
<b>Key Regulatory Capital Ratios</b>		
Common Equity Tier 1 Capital Ratio	12.09%	12.18%
Tier 1 Capital Ratio	12.09	12.18
Total Capital Ratio	13.35	13.28
Tier 1 Leverage Ratio	6.81	7.25

<sup>1</sup> Calculated net of deferred tax liabilities.

<sup>2</sup> Includes unrealized gains and losses related to the Company's reclassification of available-for-sale investment securities to the held-to-maturity category.

We have elected to apply the modified transition provision related to the impact of the CECL accounting standard on regulatory capital, as provided by the US banking agencies' March 2020 interim final rule. Under the modified CECL transition provision, the regulatory capital impact of the Day 1 adjustment to the allowance for credit losses (after-tax), upon the January 1, 2020, CECL adoption date, has been deferred, and will phase in to regulatory capital at 25% per year commencing January 1, 2022. For the ongoing impact of CECL, we are allowed to defer the regulatory capital impact of the allowance for credit losses in an amount equal to 25% of the change in the allowance for credit losses (pre-tax) recognized through earnings for each period between January 1, 2020, and December 31, 2021. The cumulative adjustment to the allowance for credit losses between January 1, 2020, and December 31, 2021, will also phase in to regulatory capital at 25% per year commencing January 1, 2022.

### Regulatory Initiatives Affecting the Banking Industry

#### Basel III

Under final FRB and FDIC approved rules implementing the Basel Committee on Banking Supervision's capital guidelines for U.S. banks minimum requirements increased for both the quantity and quality of capital held by the Company. The Basel III capital standards substantially revised the risk based capital requirements applicable to bank holding companies and their depository institution subsidiaries, including the definitions and the components of Tier 1 capital and total capital, the method of evaluating risk-weighted assets, institutions of a capital conservation buffer, and other matters affecting regulatory capital ratios. Strict eligibility criteria for regulatory capital instruments were also implemented under the rules.

The phase-in period for the final rules became effective for the Company on January 1, 2015, with full compliance with all of the final rules' requirements phased in over a multi-year schedule, which was fully phased in on January 1, 2019. As of September 30, 2020, the Company's capital levels remained characterized as "well-capitalized" under the new rules.

Management continues to monitor regulatory developments and their potential impact to the Company's liquidity requirements.

### *Stress Testing*

Enactment of the Economic Growth, Regulatory Relief, and Consumer Protection Act in May 2018 significantly altered several provisions of the Dodd-Frank Act, including how stress tests are run. Bank holding companies with assets of less than \$100 billion, such as the Company, are no longer subject to company-run stress testing requirements in section 165(i)(2) of the Dodd-Frank Act, including publishing a summary of results. At this time, the Company continues to run internal stress tests as a component of our comprehensive risk management and capital planning process.

### *CARES Act*

On March 27, 2020, President Trump signed the Coronavirus Aid, Relief, and Economic Security (“CARES”) Act into law. The CARES Act established several new temporary U.S. Small Business Administration (“SBA”) loan programs to assist U.S. small businesses through the COVID-19 pandemic. One of the new loan programs is the Paycheck Protection Program, an expansion of the SBA’s 7(a) loan program and the Economic Injury Disaster Loan Program.

The PPP provides loans to small businesses who were affected by economic conditions as a result of COVID-19 to provide cash-flow assistance to employers who maintain their payroll (including healthcare and certain related expenses), mortgage interest, rent, leases, utilities and interest on existing debt during this emergency. Eligible borrowers need to make a good faith certification that the uncertainty of current economic conditions make requesting assistance necessary to support ongoing operations. Pursuant to the provisions of Section 1106 of the CARES Act, borrowers may apply to the Bank for loan forgiveness of all or a portion of the loan, subject to certain eligibility requirements and conditions.

The Bank is an SBA lender and began accepting applications under the CARES Act via its online application process on April 3, 2020. As of October 22, 2020, the Bank had 4,503 PPP loans totaling \$544.5 million.

### **Operational Risk**

Operational risk represents the risk of loss resulting from our operations, including, but not limited to, the risk of fraud by employees or persons outside the Company, errors relating to transaction processing and technology, failure to adhere to compliance requirements, and the risk of cyber attacks. We are also exposed to operational risk through our outsourcing arrangements, and the effect that changes in circumstances or capabilities of our outsourcing vendors can have on our ability to continue to perform operational functions necessary to our business. The risk of loss also includes the potential legal actions that could arise as a result of an operational deficiency or as a result of noncompliance with applicable regulatory standards, adverse business decisions or their implementation, and customer attrition due to potential negative publicity. Operational risk is inherent in all business activities, and management of this risk is important to the achievement of Company goals and objectives.

Our Operating Risk Committee (the “ORC”) provides oversight and assesses the most significant operational risks facing the Company. We have developed a framework that provides for a centralized operating risk management function through the ORC, supplemented by business unit responsibility for managing operational risks specific to their business units. Our internal audit department also validates the system of internal controls through ongoing risk-based audit procedures and reports on the effectiveness of internal controls to executive management and the Audit and Risk Committee of the Board of Directors.

We continuously strive to strengthen our system of internal controls to improve the oversight of operational risk. While our internal controls have been designed to minimize operational risks, there is no assurance that business disruption or operational losses will not occur. On an ongoing basis, management reassesses operational risks, implements appropriate process changes, and invests in enhancements to our systems of internal controls.

## **Off-Balance Sheet Arrangements, Credit Commitments, and Contractual Obligations**

### *Off-Balance Sheet Arrangements*

We hold interests in several unconsolidated VIEs. These unconsolidated VIEs are primarily low-income housing partnerships and solar energy partnerships. Variable interests are defined as contractual ownership or other interests in an entity that change with fluctuations in an entity's net asset value. The primary beneficiary consolidates the VIE. We have determined that the Company is not the primary beneficiary of these entities. As a result, we do not consolidate these VIEs. See Note 1 to the Consolidated Financial Statements for more information. See Note 1 to the Consolidated Financial Statements for more information.

### *Credit Commitments and Contractual Obligations*

Our credit commitments and contractual obligations have not changed materially since previously reported in our Annual Report on Form 10-K for the year ended December 31, 2019.

## **Future Application of Accounting Pronouncements**

### *Accounting Standards Pending Adoption*

In December 2019, the FASB issued ASU No. 2019-12, "*Simplifying the Accounting for Income Taxes.*" This ASU simplifies the accounting for income taxes by eliminating certain exceptions to the guidance in ASC 740 related to the approach for intraperiod tax allocation, the methodology for calculating income taxes in an interim period and the recognition of deferred tax liabilities for outside basis differences. The new guidance also simplifies aspects of the accounting for franchise taxes and enacted changes in tax laws or rates and clarifies the accounting for transactions that result in a step-up in the tax basis of goodwill. Finally, it clarifies that single-member limited liability companies and similar disregarded entities that are not subject to income tax are not required to recognize an allocation of consolidated income tax expense in their separate financial statements, but they could elect to do so. ASU 2019-12 is effective for interim and annual reporting periods beginning after December 15, 2020, early adoption is permitted. The Company is currently evaluating this ASU to determine any potential impact to the Company's Consolidated Financial Statements.

In March 2020, the FASB issued ASU No. 2020-04, "*Facilitation of the Effects of Reference Rate Reform on Financial Reporting.*" This ASU provides temporary optional expedients and exceptions to GAAP guidance on contract modifications and hedge accounting to ease the financial reporting burdens of the expected market transition from LIBOR and other interbank offered rates to alternative reference rates, such as SOFR. For instance, entities can (1) elect not to apply certain modification accounting requirements to contracts affected by reference rate reform, if certain criteria are met. An entity that makes this election would not have to remeasure the contracts at the modification date or reassess a previous accounting determination. Entities can also (2) elect various optional expedients that would allow them to continue applying hedge accounting for hedging relationships affected by reference rate reform, if certain criteria are met. Finally, entities can (3) make a one-time election to sell and/or reclassify held-to-maturity ("HTM") debt securities that reference an interest rate affected by reference rate reform. ASU 2020-04 is effective March 12, 2020, through December 31, 2022. The Company will elect (1) above for all contract modifications that meet the stated criteria. As the Company currently does not utilize hedge accounting, (2) above is currently not applicable. The Company currently does not have HTM debt securities that reference an interest rate, such as LIBOR, affected by reference rate reform, and therefore, (3) above is currently not applicable.

See Note 1 to the Consolidated Financial Statements for the accounting standards adopted in 2020.

### **Item 3. Quantitative and Qualitative Disclosures About Market Risk**

See “Market Risk” of this Management’s Discussion and Analysis of Financial Condition and Results of Operations.

### **Item 4. Controls and Procedures**

#### *Disclosure Controls and Procedures*

The Company’s management, including the Chief Executive Officer and Chief Financial Officer, conducted an evaluation of the effectiveness of the Company’s disclosure controls and procedures (as defined in Rules 13a-15(e) and 15d-15(e) under the Securities Exchange Act of 1934, as amended (the “Exchange Act”)) as of September 30, 2020. The Company’s disclosure controls and procedures are designed to ensure that information required to be disclosed by the Company in the reports that it files or submits under the Exchange Act is recorded, processed, summarized, and reported within the time periods specified in the U.S. Securities and Exchange Commission’s rules and forms, and that such information is accumulated and communicated to the Company’s management, including the Company’s Chief Executive Officer and Chief Financial Officer, to allow timely decisions regarding required disclosure. Based on this evaluation, the Chief Executive Officer and Chief Financial Officer concluded that the Company’s disclosure controls and procedures were effective as of September 30, 2020.

#### *Changes in Internal Control over Financial Reporting*

There were no changes in the Company’s internal control over financial reporting (as defined in Rules 13a-15(f) and 15d-15(f) under the Exchange Act) that occurred during the quarter ended September 30, 2020, that have materially affected or are reasonably likely to materially affect the Company’s internal control over financial reporting.

## **Part II - Other Information**

### **Item 1. Legal Proceedings**

Information regarding legal proceedings is incorporated by reference from “Contingencies” in Note 13 to our Consolidated Financial Statements (unaudited) set forth in Part I of this report.

#### **Item 1A. Risk Factors**

There are no material changes from the risk factors set forth under Part I, Item 1A. “Risk Factors” in the Company’s Annual Report on Form 10-K for the year ended December 31, 2019, except as described below.

*Changes in business and economic conditions, in particular those of Hawaii, Guam and other Pacific Islands, are expected to lead to lower revenue, lower asset quality, and lower earnings.*

Our business and earnings are closely tied to the economies of Hawaii and the Pacific Islands. These local economies rely heavily on tourism, the U.S. military, real estate, construction, government, and other service-based industries. Lower visitor arrivals or spending, real or threatened acts of war or terrorism, public unrest, increases in energy costs, the availability of affordable air transportation, climate change, natural disasters and adverse weather, public health issues including Asian air pollution and the spread of the COVID-19 virus, and Federal, State of Hawaii and local government budget issues may impact consumer and corporate spending.

The impacts of various travel restrictions, stay-at-home orders and quarantine requirements for visitors to Hawaii has had a dramatic negative impact on tourism. These events have contributed to a significant deterioration in general economic conditions in our markets which will adversely impact us and our customers’ operations. It is uncertain how long these conditions will last or how significant the impacts will be in Hawaii and the Pacific Islands.

Recent deterioration of economic conditions, locally, nationally, or internationally could adversely affect the quality of our assets, credit losses, and the demand for our products and services, which could lead to lower revenues and lower earnings. The level of visitor arrivals and spending, housing prices, and unemployment rates are some of the metrics that we continually monitor. We also monitor the value of collateral, such as real estate, that secures the loans we have made. The borrowing power of our customers could also be negatively impacted by a decline in the value of collateral.

*The COVID-19 pandemic has disrupted the Hawaii economy and our business, and the extent and severity of the impact on our business and our financial results are highly uncertain and cannot be predicted.*

The COVID-19 pandemic has had and is expected to continue to have a material adverse effect on our operations and financial performance. The duration of the COVID-19 pandemic and its effects still cannot be determined with a reasonable level of certainty.

Novel viruses such as COVID-19 increase concerns related to illness when traveling and gathering in large numbers. In response, the majority of the nation’s state and local jurisdictions imposed “shelter-in-place” orders, quarantines, executive orders or similar government orders and restrictions in order to control the spread of COVID-19. Some jurisdictions have re-imposed restrictions after previously lifting them or have delayed further lifting of restrictions. On March 23, 2020, the governor of Hawaii, signed a stay-at-home order and prohibited large gatherings. The order contained exceptions for certain essential activities. Furthermore, the stay-at-home order mandated all individuals arriving or returning to Hawaii by air be subject to a mandatory 14-day self-quarantine.

The State of Hawaii’s stay-at-home order was originally set to expire on April 30, 2020, but was extended through May 31, 2020. The order was subsequently changed to a safer-at-home order extended through July 31, 2020. Subsequent orders were issued in August, September, and October of 2020 with different requirements and restrictions for different islands within Hawaii. The stay-at-home order and safer-at-home orders, along with the mandatory 14-day self-quarantine travel restrictions, have resulted in a dramatic decline in tourism in Hawaii. Additionally, tourism has declined as various public events, attractions and venues have been closed or cancelled. We cannot predict when these closures will end and cancellations diminish or when tourism levels in Hawaii will recover. This decline in tourism has, and is expected to continue to have, a negative impact to the Hawaii economy and our financial results.

Though some of the original restrictions have been relaxed, the mandatory 14-day self-quarantine travel restriction has been extended indefinitely. Beginning October 15, 2020, arriving passengers and interisland travelers may avoid the self-quarantine requirements by providing proof of a recent negative test result for COVID-19. At this time Oahu is not requiring additional testing upon arrival but other islands are pursuing additional restrictions such as arrival testing. Whether, and by how much, this will increase visitor arrivals and restore the tourism industry in Hawaii is uncertain. In addition, these measures may be lifted and reinstated by the government as the infection rates of COVID-19 in Hawaii change, causing uncertainty and deterring travel to Hawaii.

Travel restrictions and mandatory quarantines related to the COVID-19 pandemic may have an extended impact on tourism in Hawaii. Because many of our customers, both commercial and consumer, derive at least some of their income from tourism, this dramatic drop in tourism affects them directly, as well as the Hawaii economy as a whole. A downturn in the Hawaii economy and widespread impact to our customers' income have a negative impact on our operations. We are unable to predict the extent to which the pandemic and related impacts will continue to adversely affect our business, results of operations, financial condition, regulatory capital, and liquidity ratios.

The COVID-19 pandemic, the institution of physical distancing, and shelter-in-place requirements resulted in temporary closures of many businesses. As a result, the demand for our products and services has been and may continue to be significantly impacted. The COVID-19 pandemic could prompt credit losses in our loan portfolios and increase our allowance for credit losses, particularly as businesses remain closed and as more customers draw on lines of credit or seek additional loans to help finance their businesses. Our operations may also be disrupted if significant portions of our workforce are unable to work effectively, due to illness, quarantines, government actions, or other restrictions in connection with the COVID-19 pandemic. We have already temporarily closed certain of our branches and offices and many employees are now working remotely. Though we have re-opened some of our branches, others remain closed. Similarly, though some employees have returned to the office, many continue to work remotely and it is anticipated that staffing levels at our headquarters will remain lower than pre-pandemic levels for some time.

In response to the COVID-19 pandemic, we temporarily suspended residential property foreclosure sales, evictions, and involuntary automobile repossessions. We offered other expanded assistance to customers such as fee waivers, payment deferrals or forbearances, on automobile loans and leases, mortgages, home equity loans and lines, as well as commercial, small business and personal loans. We continue to work with our customers as many of the initial assistance programs have expired. The extent to which the COVID-19 pandemic impacts our business, results of operations, financial condition, regulatory capital, and liquidity ratios, will depend on the scope and duration of the COVID-19 pandemic, actions taken by governmental authorities, the availability of federal, state, or local funding programs, actions taken by other third parties in response to the COVID-19 pandemic, and the pace of recovery when the COVID-19 pandemic subsides, all of which are highly uncertain.

**Item 2. Unregistered Sales of Equity Securities and Use of Proceeds**

The Parent's repurchases of its common stock during the third quarter of 2020 were as follows:

**Issuer Purchases of Equity Securities**

<b>Period</b>	<b>Total Number of Shares Purchased <sup>1</sup></b>	<b>Average Price Paid Per Share</b>	<b>Total Number of Shares Purchased as Part of Publicly Announced Plans or Programs</b>	<b>Approximate Dollar Value of Shares that May Yet Be Purchased Under the Plans or Programs <sup>2</sup></b>
July 1 - 31, 2020	1,694	\$ 61.04	—	\$ 113,073,521
August 1 - 31, 2020	—	—	—	113,073,521
September 1 - 30, 2020	244	49.75	—	113,073,521
<b>Total</b>	<b>1,938</b>	<b>\$ 59.62</b>	<b>—</b>	

<sup>1</sup> During the third quarter of 2020, 1,938 shares were acquired from employees in connection with income tax withholdings related to the vesting of restricted stock and acquired by the trustee of a trust established pursuant to the Bank of Hawaii Corporation Director Deferred Compensation Plan (the "DDCP") directly from the Parent in satisfaction of the Company's obligations to participants under the DDCP. The issuance of these shares was made in reliance upon the exemption from the registration requirements of the Securities Act of 1933, as amended (the "Securities Act") by Section 4(a)(2) thereof. The trustee under the trust and the participants under the DDCP are "Accredited Investors", as defined in Rule 501(a) under the Securities Act. These transactions did not involve a public offering and occurred without general solicitation or advertising. The shares were purchased at the closing price of the Parent's common stock on the dates of purchase.

<sup>2</sup> The share repurchase program was first announced in July 2001. The program has no set expiration or termination date. The actual amount and timing of future share repurchases, if any, will depend on market and economic conditions, regulatory rules, applicable SEC rules, and various other factors. On March 17, 2020, we suspended share repurchases in light of the COVID-19 pandemic.

## Item 6. Exhibits

A list of exhibits to this Form 10-Q is set forth on the Exhibit Index and is incorporated herein by reference.

### Exhibit Index

Exhibit Number	
31.1	<a href="#">Certification of Chief Executive Officer Pursuant to Rule 13a-14(a) of the Securities Exchange Act of 1934, as Amended, Adopted Pursuant to Section 302 of the Sarbanes Oxley Act of 2002</a>
31.2	<a href="#">Certification of Chief Financial Officer Pursuant to Rule 13a-14(a) of the Securities Exchange Act of 1934, as Amended, Adopted Pursuant to Section 302 of the Sarbanes Oxley Act of 2002</a>
32	<a href="#">Certification of Chief Executive Officer and Chief Financial Officer Pursuant to 18 U.S.C. Section 1350, as Adopted Pursuant to Section 906 of the Sarbanes-Oxley Act of 2002</a>
101.INS	Inline XBRL Instance Document - the instance document does not appear in the Interactive Data File because its XBRL tags are embedded within the Inline XBRL document
101.SCH	Inline XBRL Taxonomy Extension Schema Document
101.CAL	Inline XBRL Taxonomy Extension Calculation Linkbase Document
101.DEF	Inline XBRL Taxonomy Extension Definition Linkbase Document
101.LAB	Inline XBRL Taxonomy Extension Label Linkbase Document
101.PRE	XBRL Taxonomy Extension Presentation Linkbase Document
104	The cover page for the Company's Quarterly Report on the Form 10-Q has been formatted in Inline XBRL and contained in Exhibit 101



**Certification of Chief Executive Officer Pursuant to  
Rule 13a-14(a) of the Securities Exchange Act of 1934, as Amended,  
Adopted Pursuant to Section 302 of the Sarbanes-Oxley Act of 2002**

I, Peter S. Ho, certify that:

1. I have reviewed this quarterly report on Form 10-Q of Bank of Hawaii Corporation;
2. Based on my knowledge, this report does not contain any untrue statement of a material fact or omit to state a material fact necessary to make the statements made, in light of the circumstances under which such statements were made, not misleading with respect to the period covered by this report;
3. Based on my knowledge, the financial statements, and other financial information included in this report, fairly present in all material respects the financial condition, results of operations and cash flows of the registrant as of, and for, the periods presented in this report;
4. The registrant's other certifying officer and I are responsible for establishing and maintaining disclosure controls and procedures (as defined in Exchange Act Rules 13a-15(e) and 15d-15(e)) and internal control over financial reporting (as defined in Exchange Act Rules 13a-15(f) and 15d-15(f)) for the registrant and have:
  - a) Designed such disclosure controls and procedures, or caused such disclosure controls and procedures to be designed under our supervision, to ensure that material information relating to the registrant, including its consolidated subsidiaries, is made known to us by others within those entities, particularly during the period in which this report is being prepared;
  - b) Designed such internal control over financial reporting, or caused such internal control over financial reporting to be designed under our supervision, to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles;
  - c) Evaluated the effectiveness of the registrant's disclosure controls and procedures and presented in this report our conclusions about the effectiveness of the disclosure controls and procedures, as of the end of the period covered by this report based on such evaluation; and
  - d) Disclosed in this report any change in the registrant's internal control over financial reporting that occurred during the registrant's most recent fiscal quarter (the registrant's fourth fiscal quarter in the case of an annual report) that has materially affected, or is reasonably likely to materially affect, the registrant's internal control over financial reporting; and
5. The registrant's other certifying officer and I have disclosed, based on our most recent evaluation of internal control over financial reporting, to the registrant's auditors and the audit and risk committee of the registrant's board of directors:
  - a) All significant deficiencies and material weaknesses in the design or operation of internal control over financial reporting which are reasonably likely to adversely affect the registrant's ability to record, process, summarize and report financial information; and
  - b) Any fraud, whether or not material, that involves management or other employees who have a significant role in the registrant's internal control over financial reporting.

Date: October 30, 2020

/s/ Peter S. Ho

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Peter S. Ho  
Chairman of the Board,  
Chief Executive Officer, and  
President

**Certification of Chief Financial Officer Pursuant to  
Rule 13a-14(a) of the Securities Exchange Act of 1934, as Amended,  
Adopted Pursuant to Section 302 of the Sarbanes-Oxley Act of 2002**

I, Dean Y. Shigemura, certify that:

1. I have reviewed this quarterly report on Form 10-Q of Bank of Hawaii Corporation;
2. Based on my knowledge, this report does not contain any untrue statement of a material fact or omit to state a material fact necessary to make the statements made, in light of the circumstances under which such statements were made, not misleading with respect to the period covered by this report;
3. Based on my knowledge, the financial statements, and other financial information included in this report, fairly present in all material respects the financial condition, results of operations and cash flows of the registrant as of, and for, the periods presented in this report;
4. The registrant's other certifying officer and I are responsible for establishing and maintaining disclosure controls and procedures (as defined in Exchange Act Rules 13a-15(e) and 15d-15(e)) and internal control over financial reporting (as defined in Exchange Act Rules 13a-15(f) and 15d-15(f)) for the registrant and have:
  - a) Designed such disclosure controls and procedures, or caused such disclosure controls and procedures to be designed under our supervision, to ensure that material information relating to the registrant, including its consolidated subsidiaries, is made known to us by others within those entities, particularly during the period in which this report is being prepared;
  - b) Designed such internal control over financial reporting, or caused such internal control over financial reporting to be designed under our supervision, to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles;
  - c) Evaluated the effectiveness of the registrant's disclosure controls and procedures and presented in this report our conclusions about the effectiveness of the disclosure controls and procedures, as of the end of the period covered by this report based on such evaluation; and
  - d) Disclosed in this report any change in the registrant's internal control over financial reporting that occurred during the registrant's most recent fiscal quarter (the registrant's fourth fiscal quarter in the case of an annual report) that has materially affected, or is reasonably likely to materially affect, the registrant's internal control over financial reporting; and
5. The registrant's other certifying officer and I have disclosed, based on our most recent evaluation of internal control over financial reporting, to the registrant's auditors and the audit and risk committee of the registrant's board of directors:
  - a) All significant deficiencies and material weaknesses in the design or operation of internal control over financial reporting which are reasonably likely to adversely affect the registrant's ability to record, process, summarize and report financial information; and
  - b) Any fraud, whether or not material, that involves management or other employees who have a significant role in the registrant's internal control over financial reporting.

Date: October 30, 2020

/s/ Dean Y. Shigemura

Dean Y. Shigemura

Chief Financial Officer

**Certification of Chief Executive Officer and Chief Financial Officer  
Pursuant to 18 U.S.C. Section 1350, as Adopted Pursuant to  
Section 906 of the Sarbanes-Oxley Act of 2002**

We hereby certify pursuant to 18 U.S.C. Section 1350, as adopted pursuant to Section 906 of the Sarbanes-Oxley Act of 2002, that the Quarterly Report on Form 10-Q of Bank of Hawaii Corporation (the "Company") for the quarter ended September 30, 2020 (the "Report"):

- fully complies with the requirements of Section 13(a) or 15(d), as applicable, of the Securities Exchange Act of 1934, as amended; and
- the information contained in the Report fairly presents, in all material respects, the financial condition and results of operations of the Company.

Date: October 30, 2020

/s/ Peter S. Ho

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Peter S. Ho  
Chairman of the Board,  
Chief Executive Officer, and  
President

/s/ Dean Y. Shigemura

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Dean Y. Shigemura  
Chief Financial Officer

A signed original of this written statement required by Section 906 has been provided to the Company and will be retained by the Company and furnished to the Securities and Exchange Commission or its staff upon request.