

**I MINA'BENTE NUEBI NA LIHESLATURAN GUÅHAN**  
**2008 (SECOND) Regular Session**

**Resolution No. 132 (LS)**

As amended.

Introduced by:

Edward J.B. Calvo  
Frank F. Blas, Jr.  
Ray Tenorio  
B. J.F. Cruz  
James V. Espaldon  
Mark Forbes  
Judith Paulette Guthertz  
Frank T. Ishizaki  
J. A. Lujan  
Tina Rose Muña Barnes  
A. B. Palacios, Sr.  
v. c. pangelinan  
R. J. Respicio  
David L.G. Shimizu  
J. T. Won Pat, Ed. D.

Relative to congratulating Ms. Laura-Lynn Dacanay, Senior Vice President/Guam and CNMI Region Manager, *First Hawaiian Bank (Guam)* within our island's distinguished Small Business Community, awarded the "2008 Financial Services Champion of the Year".

1           BE IT RESOLVED BY I MINA'BENTE NUEBI NA LIHESLATURAN  
2 **GUÅHAN:**

3           **WHEREAS,** Ms. Laura-Lynn Viegas was born to George and Grace  
4 Viegas in San Jose, California and grew up on Guam. She attributes her life's  
5 lessons - the meaning of hard work, the need to show initiative, not to expect

1 something by doing nothing, and that helping one another is the best and  
2 easiest way to accomplish one's goals, to her parents; and

3       **WHEREAS**, in the early 1970's, during summer break, Ms. Laura-Lynn  
4 Viegas accompanied her mother, who worked as a loan officer for a local  
5 credit union with three (3) Naval bases to service. Some could say she was  
6 destined to work in the Financial Industry; and

7       **WHEREAS**, in 1972, Ms. Laura-Lynn Viegas worked in the office of the  
8 family-owned small construction business with her mother during the  
9 summer, while her brother worked in the field. Her parents, at the end of  
10 summer, paid them the minimum wage based on the number of hours  
11 worked. They used their earnings for school clothes and supplies for the  
12 upcoming school year; and

13       **WHEREAS**, Ms. Viegas' parents were forced into bankruptcy as the  
14 island's economy changed, construction projects were sparse and they  
15 experienced the effects of having to start all over again. Undeterred, the  
16 family persevered and started a cabinet shop, retrofitting the kitchen cabinets  
17 on the military bases. Ms. Viegas, her brother and cousins provided the labor.  
18 It was then that she started to save money and sew her own clothes; and

19       **WHEREAS**, by the time Ms. Viegas was a Senior in high school, she  
20 cross-enrolled part-time as a Freshman at the University of Guam, using the  
21 money she saved to pay for tuition. She graduated from John F. Kennedy  
22 High School in 1978 and worked two (2) jobs as a Cashier and Front Desk  
23 Clerk and continued to attend college on a part-time basis; and

24       **WHEREAS**, Ms. Laura-Lynn Viegas started her career in banking as a

1 telephone switchboard and telex operator at the Chase Manhattan Bank, N.A.  
2 which was eventually sold to California Overseas Bank in 1981. She worked  
3 her way through the different departments of the bank assisting them with  
4 their workload, all with the attitude that the knowledge she gained by helping  
5 would be hers to keep. Ms. Viegas by this time was pregnant, married, in an  
6 abusive relationship, a battered wife and a new parent. She then filed for  
7 divorce in late 1981 and slowed down her studies to one (1) course at college,  
8 working full-time to support her small family; and

9       **WHEREAS**, having been taught another lesson by her father about  
10 initiative and expectation, Ms. Dacanay continued to climb up the ranks in  
11 banking. In 1984, she joined another company as a loan officer working to  
12 become the loan manager in 1986. She left in 1991 for a brief stint as an escrow  
13 officer and 1031-exchange facilitator and returned to finance six (6) months  
14 later when she joined the First Hawaiian family as their assistant branch  
15 manager of their finance company, First Hawaiian Creditcorp; and

16       **WHEREAS**, Ms. Dacanay became the manager in 1992 and was  
17 promoted to assistant vice president in 1996, the same year she graduated  
18 from college. Creditcorp merged into "*First Hawaiian Bank*" in June 1998  
19 where Ms. Dacanay managed their residential mortgage department with  
20 three (3) long-time service employees of the bank. She was told by the  
21 previous manager she would never get the employees to change and the bank  
22 already had a reputation for taking too long to process loans, sometimes up to  
23 six (6) months. In just two (2) months, with the same staff, Ms. Dacanay was  
24 able to turn the processing time around to twenty eight (28) days; and

1           **WHEREAS**, at the same time, Ms. Dacanay drove the residential  
2 funding to over Eight Million Dollars (\$8,000,000.00) for the region, a new  
3 benchmark for "*First Hawaiian Bank's*" residential mortgage bookings in one  
4 (1) month. This also demonstrated to the company how Ms. Dacanay  
5 operates and does not hesitate to roll up her sleeves and dive in with her team  
6 to accomplish their goals. Her work ethic effectuated being moved around to  
7 different areas of the bank, depending on what needed to be reorganized to  
8 run more efficiently, and was again promoted in 1999 to Vice President; and

9           **WHEREAS**, Ms. Laura-Lynn Dacanay then reorganized the entire  
10 Commercial Banking Department and overseeing the private banking  
11 segment, the bank's top tier of customers, and was promoted to private  
12 banking and commercial team leader of the business-banking center in April  
13 2000. She and her team of bankers worked diligently restructuring loans and  
14 staying in touch with their business customers during the downturn of the  
15 island's economy, when many of the commercial loans at the bank were  
16 downgraded because of either insufficient loan to values or debt service  
17 ratios. This team effort resulted in stronger business relationships in the long  
18 run for "*First Hawaiian Bank;*" and

19           **WHEREAS**, Ms. Dacanay lead the team on Guam in the successful  
20 acquisition of Union Bank of California's Guam and Saipan operations in mid-  
21 2001, conducting due diligence on the loan purchases and retaining the jobs of  
22 over thirty (30) of their employees who transferred to "*First Hawaiian Bank.*"  
23 The acquisition allowed "*First Hawaiian Bank*" to establish its second branch in  
24 Saipan, in the business district of Oleai. Ms. Dacanay coordinated the

1 acquisition efforts with key staff to ensure that all customers would have a  
2 smooth transition, reaching out to all the business customers in particular  
3 with individual banker contracts. This extra touch gave the small business  
4 community the peace of mind that their business could continue to operate  
5 smoothly without any interruptions on the banking side due to the  
6 acquisition; and

7       **WHEREAS**, "*First Hawaiian Bank* " faced the challenge of establishing  
8 more than two (2) branches by a non-local bank and prevented the bank from  
9 retaining the Union Bank of Guam branches due to restrictions in Guam laws  
10 which also applied to off-site ATM's that were defined as branches. Ms.  
11 Laura-Lynn Dacanay pursued "*First Hawaiian Bank's*" challenge in court,  
12 which paved the way for the opening of the Tamuning Office of "*First*  
13 *Hawaiian Bank*" at the former Union Bank site six (6) months after the  
14 acquisition and opening nine (9) off-site ATM's on Guam; and

15       **WHEREAS**, by January 2002, Ms. Dacanay became the manager of the  
16 largest branch on Guam, the "*First Hawaiian*" Maite Banking Center,  
17 establishing a strong personal banking platform with dedicated bankers to  
18 assist their consumer customers. Ms. Dacanay sought new ways to assist the  
19 growing number of small businesses with their banking needs when the  
20 island's economy improved in 2006. She implemented changes to staffing and  
21 established a full-time dedicated personal banker for small businesses and  
22 coordinated the efforts with the loan center at the bank's main offices to  
23 support the new position, which has assisted "*First Hawaiian Bank*" in  
24 reaching its small business segment more effectively; and

1           **WHEREAS**, much of what Ms. Dacanay has done in the past few years  
2 were deemed as part of the responsibilities of the job she was assuming and  
3 considered on-the-job training for her. Despite the title she holds, Ms.  
4 Dacanay finds the time to reach out to the small business owners. Customers  
5 of "*First Hawaiian Bank*" find it refreshing to be able to talk to the top-level  
6 executive without feeling intimidated. This is part of what has attributed to  
7 the substantial growth of "*First Hawaiian Bank*" over the past year and a half  
8 since Ms. Dacanay became Region Manager; and

9           **WHEREAS**, Ms. Laura-Lyn Dacanay's success would not have been  
10 possible without the love and support from her husband and daughter and  
11 the guidance of her parents throughout her life. She married Henry Dacanay  
12 and has one (1) daughter, Melanie. Ms. Dacanay and her husband own and  
13 operate a small business renting party equipment, starting as a one-man  
14 operation in 1989 and now with a staff of nine (9); and

15           **WHEREAS**, Laura-Lynn and Henry Dacanay's daughter, graduated  
16 from two (2) culinary schools and works with her father in the office learning  
17 the administrative side of the business. As a strong advocate for small  
18 businesses, Ms. Dacanay's legacy continues - Melanie also has a small  
19 business of her own, as a personal chef, with the encouragement of her  
20 parents, and some good financial advice from her mom; and

21           **WHEREAS**, Ms. Laura-Lynn Dacanay is the Chairperson for the Guam  
22 Chamber of Commerce and chairs the Family Selection Committee for the  
23 Habitat for Humanity. She is an advisor on the Strategic Economic  
24 Development Council in Saipan, the Guam Visitors Bureau's 5-Year Strategic

1 Plan Task Force, the USO Advisory Council and the Anderson Civilian  
2 Advisory Council. Ms. Dacanay holds memberships in the Guam Hotel and  
3 Restaurant Association and the Guam Board of Realtors Association; and

4 **WHEREAS**, Ms. Laura-Lynn Dacanay's first banking job allowed her to  
5 further her knowledge of banking in so many areas, assisting departments by  
6 continually asking questions to understand not only what she was doing but  
7 also why she was doing it. Her can-do attitude has taken the young, former  
8 battered wife, then single parent, to rise up against all odds and become an  
9 inspiration to those who have had a chance to work with her; and

10 **WHEREAS**, Ms. Laura-Lynn Dacanay has moved up in the banking  
11 industry starting her career as a telephone switchboard and telex operator  
12 with absolutely no knowledge of banking, to running the largest banking  
13 operation on Guam. From her humble beginnings, which included being  
14 taught several valuable lessons while growing up, Ms. Laura-Lynn Dacanay  
15 has continued to meet every challenge that she has encountered; and

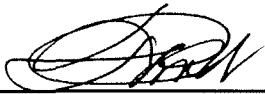
16 **WHEREAS**, Ms. Laura-Lynn Dacanay now manages "*First Hawaiian*  
17 *Bank's*" Guam and Commonwealth of the Northern Mariana Islands (CNMI)  
18 Branches, a position she has held since July 2006 and was promoted to Senior  
19 Vice President in December 2006, to no surprise of the staff or our island  
20 community; now, therefore, be it

21 **RESOLVED**, that *I Mina'Bente Nuebi Na Liheslaturan Guåhan* does  
22 hereby, on behalf of the people of Guam, congratulate Ms. Laura-Lynn  
23 Dacanay, Senior Vice President/Guam and CNMI Region Manager, "*First*  
24 *Hawaiian Bank (Guam)*, within our island's distinguished small business

1 community awarded the “2008 Financial Services Champion of the Year”, and  
2 does further extend to her a sincere *Un Dångkolo Na Si Yu'os Ma'åse'* for the  
3 outstanding contributions she has made for the betterment of our Island  
4 Community; and be it further

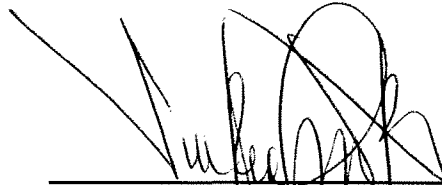
5 **RESOLVED**, that the Speaker certify, and the Secretary of the  
6 Legislature attest to, the adoption hereof, and that copies of the same be  
7 thereafter transmitted to Ms. Laura-Lynn Dacanay; and to the Honorable Felix  
8 P. Camacho, *I Maga'lahaen Guåhan*.

**DULY AND REGULARLY ADOPTED BY I MINA'BENTE NUEBI NA  
LIHESLATURAN GUÅHAN ON THE 13<sup>TH</sup> DAY OF MARCH 2008.**



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**JUDITH T. WON PAT, Ed.D.**  
Speaker



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**TINA ROSE MUÑA BARNES**  
Senator and  
Secretary of the Legislature