

Why Use an Independent Insurance Agent

Some people think it doesn't really matter where they buy their insurance.

But this misconception could be costing them money, service and protection. Buying insurance isn't like buying bread or milk. Insurance is an important safety net for your family, your home, your car or your business. Don't treat the purchase lightly!

There is a difference in where you buy your protection. Many people don't realize there are three sources for insurance:

- Captive Agents, who can sell you the insurance of only one company.
- Telephone Representatives, who can offer you the insurance of one company, and only on the telephone.
- Independent Insurance Agents, who represent multiple insurance companies, and research these firms to find you the best combination of price, coverage and service.

An independent insurance agent:

- Is a licensed professional with strong customer and community ties.
- Consults with you to understand your needs before recommending coverage for your situation.
- Gives you excellent service and competitive prices, because your agent can access coverage from more than one insurance company.
- Does not serve just one company, so you can keep your agent as your insurance and service needs change.
- Is a value hunter who looks after your wallet in finding the best combination of price, coverage and service.
- Offers one-stop shopping for a full range of insurance products for home, renters, auto, business, life and health.

Choose Independence – There Is A Difference!

What is Trusted Choice®?

Trusted Choice is a nationwide team of independent insurance agents dedicated to making your insurance-buying experience the very best it can be. Trusted Choice agents are bound by a **Pledge of Performance** committing them to treating you as a person, not a policy.

Trusted Choice insurance agencies represent multiple insurance companies to offer you a variety of coverage choices so you can customize a plan to help meet your specific needs. Most importantly, they can assist you in times of need.

In short, Trusted Choice is the smart way to buy insurance.

To find a Trusted Choice agent to meet your insurance needs, use the online locator at www.TrustedChoice.com.



Trusted Choice Pledge of Performance

Our Pledge to You!

Trusted Choice agencies are insurance and financial services firms whose access to multiple companies and commitment to quality service enable us to offer our clients competitive pricing, a broad choice of products and unparalleled advocacy.

As a Trusted Choice agency, we are dedicated to you and are committed to treating you as a person, not a policy. This commitment means we shall:

- Work with you to identify the insurance and financial services that are right for you, your family or your business, and use our access to multiple companies to deliver those products.
- Guide you through the claims process for a prompt and fair resolution of your claim.
- Help solve problems related to your coverage or account.
- Explain the coverages and options available to you through our agency, at your request.
- Return your phone calls and e-mails promptly and respond to your requests in a timely manner.
- Provide 24/7 services for our customers, offering any or all of the following: emergency phone numbers, Internet account access, e-mail and call center services.
- Use our experience and multiple company relationships to customize your coverage as needed.
- Commit our staff to continuing education so they may be more knowledgeable in serving you.
- Treat you with respect and courtesy.
- Conduct our business in an ethical manner.

We pledge this to you, our clients, and ask that you let us know if we fail to meet our commitment, so we may take corrective action.

www.TrustedChoice.com

