



Insurance INSIGHTS

Information and ideas for customers of John F. McBride Insurance Agency • Spring/Summer 2013

CUSTOMER SERVICE

Claim satisfaction is our number one priority

You want your auto or home claim settled promptly, fairly... so do we

Several of the companies we represent offer direct telephone reporting of claims today, but we still want to hear from you and offer our assistance in the settlement process.

Call us or drop by for help

We encourage you to let us know immediately if you are reporting a claim to the company that insures your vehicle or your home. We will be glad to guide you through the process and let you know what information the company will ask for and need to assure a prompt and fair settlement.

If you need help during the claim process, don't hesitate to call us. We have the know-how and experience to answer any questions you have or to assist during the claim process itself.

Our staff gets an A+

Thanks to our agency associates, our claims satisfaction record ranks as superior. At the same time, we monitor the claim performance of the insurance companies we represent to make sure that their standards match our high standards.



for good, very good or excellent service; and an overall rating of 95% for both our staff and the companies we represent.

Reporting at your convenience

While many of our customers want to report their claims to us during regular business hours, a growing number prefer the ability to report claims after our regular daily business hours and on weekends. Several of our insurance companies make available 24/7 claim reporting — direct to the company. This new option streamlines the process and puts the settlement wheels in motion immediately.

Important: report every accident

You need to file a crash report (formerly known as a police report) for any auto claim that is \$1000 or over in damage. But no matter how small the claim looks, even if it looks like under \$1000, report the accident. This ensures that the claim is on file and the text of the report is fresh and accurate — just in case.

Future premiums may be affected

Of course, at-fault auto claims may be surcharged. In general, one claim may not affect your auto or homeowners rates on next year's policy. However, insurance companies closely review anyone with multiple claims within a five-year period.

When an "intangible" becomes tangible

When you experience a loss, the "intangible" promises in your auto or homeowner policy suddenly become very tangible! We understand the need for sensitive treatment and fast action. Fair and prompt payment of a loss settlement is our immediate goal.

Test Your Insurance I.Q.

Q. John, does my homeowner's policy cover other structures on our property?

A. Yes, BUT the standard limit of coverage is 10% of the amount of insurance on your main house. If your house is insured for \$200,000, your other structures are covered up to \$20,000. Other structures include: your garage, sheds, pool, fences et al. What would it cost you to replace "other structures?" You may want to increase your limit to fit their replacement cost. If so, contact us.

NOTE: If you haven't had a Home Insurance Replacement review recently, call us. We provide a free review service.

We invite you to submit questions for this regular column.

The Personal Touch

By John McBride, Jr.



- **Your email address can speed claim process.** Some of the companies we represent use email to immediately notify the insured about information that is needed when a claim is reported, and how their adjuster will handle contacts, etc. If we do not have your email address, we would appreciate getting it, not only for claim information but for timely notes from us about new coverages, new registry services and more.

- **Have a finished and furnished basement?** Check your homeowner policy to make sure you are covered for losses caused by sewer or drain backups. Call us if you are NOT covered. It's a low-cost endorsement to your policy that could save you a bundle.

- **Check the "freshness date" of your tires!** Check the string of numbers following DOT on the inside sidewall. The last four digits indicate the week and year of manufacture. For example, 2212 means the

tire was made in the 22nd week of 2012. Why check? Safety reasons. Rubber and other compounds deteriorate with age.

- **Protect yourself against underinsured drivers** and uninsured drivers. While the MA Department of Transportation reports that the state has a low 4% of uninsured motorists (the national average is 17%), a much higher percentage of drivers are underinsured. In these economic times, it makes sense to check the uninsured and underinsured limits on your auto policy. Call us for more information and recommendations.

- **Safe-keeping of your vital documents.** For a list of records to copy, go to the disaster-preparedness info on the site of the American Institute of Certified Public Accountants aicpa.org. For tips on how to replace documents lost in a fire, flood or other disaster, to the financial recovery page on the American Red Cross website redcross.org.

**You'll always get personal service with
McBride at your side!**



FACTS OF LIFE

What’s wrong with this picture?

It is tragic and traumatic when a family unexpectedly loses a loved one. If that loved one happens to be the principal breadwinner who had little or no life insurance protection, it likely means financial hardship and major sacrifices for every member of family are ahead.

Do you have all the life insurance you’ll probably ever buy? If your answer is “probably not” and you feel your family’s future could be jeopardized, we invite you to contact us and make a personal appointment with John McBride. John began his business career as a life insurance specialist with a major national company. He is well-qualified to help you determine what options may best meet your family’s needs. One popular option is our Term 10 Plus policy offered by Ohio National. It’s term insurance with low rates (check the chart below).



	\$100,000 face amt.		\$250,000 face amt.		\$500,000 face amt.	
AGE	Male	Female	Male	Female	Male	Female
18-30	\$9.17	\$8.90	\$11.57	\$10.90	\$14.69	\$13.80
40	\$9.88	\$ 9.61	\$13.35	\$12.68	\$18.25	\$17.36
50	\$15.04	\$13.35	\$26.26	\$22.03	\$44.95	\$36.49
60	\$30.53	\$22.52	\$64.97	\$44.95	\$122.38	\$82.33
70	\$80.28	\$49.40	\$189.35	\$112.14	\$371.13	\$216.72

Chart shows monthly premium for **Term 10 Plus** policy (Best Non-smoker Class)

To learn more about our life and long-term care insurance services, please call us at 978-663-3301.

BUYER ALERT Flooded cars flooding market



An estimated 200,000 to 250,000 cars were damaged by Hurricane Sandy, according to a spokesperson for Carfax. Carfax is a company that provides used car history reports for buyers and dealers. The firm estimates that one in five flood-damaged cars are on the road now. It is likely that a significant number of New Jersey and New York damaged vehicles will make their way into the Northeast.

Here are some “self-insurance” tips if you or a family member is in the market for a used car: ask how the seller got the vehicle; look for water lines in the trunk and engine compartment; check for condensation in the dashboard or headlights; look for signs of rust or brittle or cracking wires under the dash. Most important: ask a trusted mechanic to inspect the vehicle. This may cost a small fee, but it’s a good investment.

Finally, go to the free site <http://flood.carfax>. It has been set up to help potential buyers identify flood cars.

Did You Know?

“Gap” insurance can save \$\$\$!

Here’s the scenario: with a loan, you buy a new car. Bam! Your new car is totaled in an accident. Unfortunately, you do not have “Gap” insurance. If you had it, this endorsement to your car insurance would pay the difference between the actual cash value you receive for the totaled car and the amount left on your car loan. For a few dollars a year, you can add the coverage and avoid a substantial financial loss if the unexpected happens.



Call or e-mail us for details and a quote.

Reminders for renters

- Your landlord’s insurance does not cover your personal possessions or liability issues. We encourage you to look into low-cost Renters Policy.
- If you buy your Renters and Auto policies from the same insurer, you will qualify for a substantial account discount just like homeowners.

THANK YOU FOR REFERRING US TO A FRIEND!

About 60% of our new customers are the result of referrals from loyal clients like you. When you refer someone, ask him or her to mention your name when they contact us. We’d like to thank you personally!



It is understood that the publisher is not engaged in rendering legal, accounting or other professional service. If legal or other expert advice is required, the services of a professional should be sought. Insurance information is general in nature; for specific coverage provisions, review contractual policy provisions.

IN THIS ISSUE:
• Claim satisfaction is our #1 priority
• What’s wrong with this picture?
• Gap insurance saves \$\$\$
• Flooded cars flooding market

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