

Claims service sets SECURA apart

“I didn’t want to let another day pass without thanking you again for the terrific job you did in helping us with our vehicle issues. You always called me back when you promised, you were extremely professional, and I could tell that you really knew what you were talking about. We were lucky to get someone of your caliber handling our issues. Thanks again, we sincerely appreciate it.”

— **Sandra Continenza**
Personal Lines policyholder
February 2010

“Your coordination and quick approval of the necessary work on our water-damaged basement was appreciated during a time when our home was a mess. My wife was very impressed with your visit to assess the damage to our basement and also two of the trees in our yard. Your settlement was generous, more than compensating us for labor to clean up the trees, pay for basement restoration services, and purchase a reliable battery-powered back-up sump pump that will help prevent any future costly water problems in our basement during power outages. SECURA Insurance will always be our first choice for home and business insurance. Other companies advertise to get more sales, but SECURA is the one that delivers to the policyholder at claim time.”

— **Mark Lindemer**
Personal and Commercial Lines policyholder
July 2011

“We sustained some wind damage to our house and called our SECURA agent to see how to get a claim started. SECURA contacted us promptly. Our claims representative did an exceptional job reviewing our estimate for the repair and getting our check processed so we could get the repairs done. It has been a pleasure doing business with your company and I’d like to compliment you. We now know SECURA cares by the way our claim was processed.”

— **Douglas Van Doran**
Personal Lines policyholder
October 2010

“This is to let you know how pleased we are with our claims service. A hail storm hit our area April 6. The adjusters arrived April 8 and all claims were taken care of by mid-afternoon April 9, with all policyholders pleased. I’ve already been contacted by a commercial account and two farmers — none of whom we currently insure — who want their coverage with SECURA because of your claims service. Thanks again. It’s a pleasure to work with SECURA.”

— **Dennis Van Gorp**
Van Gorp Insurors, Ltd.
May 2010



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“I wanted to send an e-mail complimenting my experience with SECURA Insurance. My home received damage from a recent hailstorm. I’ve had several insurance companies over the years but have been with SECURA for some time now. From the moment of my first call to customer service, I received exemplary treatment. Everyone involved in my claim has been very courteous and professional, but my claims representative even surpassed that. His quick response time, either by phone or e-mail, explaining in detail how the claims are paid, and knowing what damage to look for was just awesome!! I have already spoken with many of my neighbors who experienced the same damage, bragging about my overall experience with SECURA. I will definitely remain a SECURA customer.”

— **Brian Cherry**

Personal Lines policyholder
November 2010

“This is incredible service! I went in yesterday afternoon and got a quote. Today, I got this claim approval, the parts arrive tomorrow, and Monday I get the truck fixed. SECURA is awesome!”

— **Stan Kaufman**

Personal Lines policyholder
July 2010

“We just wanted to say thank you for the prompt service that we received from SECURA. We have heard so many horror stories about insurance companies taking their time getting an adjuster to your home and not wanting to pay for damages, but we are so relieved that this was not the case with SECURA. Our adjuster called us shortly after I had talked with my agent the morning after the storm. He came and assessed the damages within hours. He also kept us updated on the progress of our claim and when to expect the payment from SECURA. You can guarantee that we will recommend our friends if they are in need of a great insurance company.”

— **Brian and Tina Ruether**

Personal Lines policyholders
April 2011

“I want to thank you so very much for the sensitive, considerate, and kind manner in which you handled my claim. You were professional at the highest degree and created a stress-free resolution to an unexpected and upsetting event. You have shown quite a gift for people skills, and I was so happy to be the beneficiary of your talents. I have always had respect for SECURA. With this experience of ‘umbrella’ type service, that respect has grown very high. I am looking forward to many more years of an association with SECURA Insurance and their wonderful representatives.”

— **Sharon Pearlman**

Personal Lines policyholder
March 2011

