

## CLAIMS CORNER

### COVID-19 made an insured's car sick...

Due to the recent quarantine our insured was not driving his vehicle. When the ban was lifted he ventured out to explore the open road, but discovered his car wasn't ready to go. It turns out that some local wildlife had been dining on his vehicle's wiring. Because the insured carries Comprehensive and Rental Reimbursement coverage, insurance paid the \$4,200 claim.



Keeping up with the *Jones*

## JULY 2020

### COMPUTER FRAUD IS ON THE RISE

With many of us working from home, we are performing the majority of our work through our computers and e-mail. Our agency has seen a spike in fraudulent money transfer claims from businesses. Having a system of confirming requests will substantially reduce the risk of fraudulent activity.

#### **Beware of Imposters & Don't believe your email or caller ID –**

Scammers can easily make an email or phone call appear to be someone you trust, like a government official, a family member, a charity, or a company you do business with. If you get any request to make a change to your account, send money, or give out personal information in response to an unexpected request simply call the person back at the number you know is good, and verify their request.

#### **Recent Scams**

- Employee sending an email to HR to amend their account and routing number.
- Owner sent email to accounts payable to cut a check or wire money to pay an invoice.
- Vendor requested payment via e-mail that is past due, with a different address listed.
- Phone call from a vendor requesting to update bank account information.

We encourage you to have a simple rule at home and at work that says that any request received via phone, e-mail, or text, for financial or personal information will be authenticated before processing. Call the person or institution back at a phone number you can trust. Never use the phone number in the email, phone call or text. Anytime someone requests a Wire Transfer this should be red flag

If you are a business owner, there are coverages we can provide to minimize your risk such as computer fraud, funds transfer fraud, and social engineering fraud. Please contact us to discuss how we can add these coverages to protect you from employee mistakes.



Want to see more about our agency?  
Check out all the fun things  
we are doing on Facebook.  
[Facebook.com/rkjonesins](https://www.facebook.com/rkjonesins)



## JONES FUN FACTS

### ZOOM MEETINGS



One of our online staff meetings from the month of March.

### SOCIAL DISTANCE MEETINGS



A socially distant staff meeting when we returned to the office in May.

### GRADUATION



Beth Duffy and family celebrating the graduation of her son, Adam, from The Ohio State University.

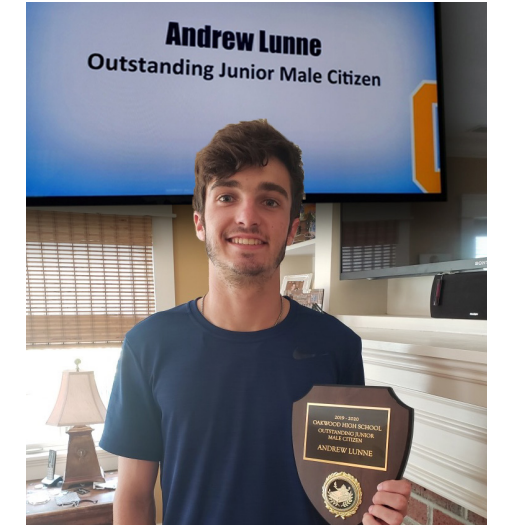
## JONES IN THE COMMUNITY

### OUTSTANDING PART 1



Jackie Jones received Fairbrook Elementary School's "Outstanding Educator" while tackling the new challenge of teaching all of her students virtually.

### OUTSTANDING PART 2



Andrew Lunne (Kevin & Colleen's nephew) received the "Outstanding Junior Male Citizen" Award for this past school year.

## WHAT OUR CLIENTS ARE SAYING

Hi Dan, I wanted to thank you so much for helping Ashley with her truck insurance. You went above and beyond to help expedite the coverage and make it happen so she can get her registration done for this month. Thank you for all that you do in serving your clients.

*Susan*

Kevin, thank you for your note. I know you will take care of my personal insurance. I have, for the longest time, wanted to come back to you and now was the time to switch. Thank you so much for taking care of things for me. I really appreciate it.

*Carol*

You're always right on top of the latest insurance options and updates. Appreciate the timely reminders on all our insurance needs. Thanks for doing a great job!

*Larry A. -  
Customer since 2005*

## OUR HOME OFFICES

