



# JANUARY 2020

## CHOICES, CHOICES, CHOICES

We know you get overwhelmed with letters, emails, and commercials every day from someone who can save you money on your insurance. Our industry has you believing that if you shop your insurance, you can almost always find a cheaper price, but most of the time a lower price means you are cutting coverage. Price is important, but what good is the insurance if it doesn't provide the coverage you expected.



Your home is one of your biggest investments, and you don't buy the cheapest home to save money, so why buy the cheapest policy to protect it. Robert K. Jones Insurance is a great investment in making sure if the unexpected happens you will have the coverage and advocates needed to get things back in order quickly and correctly.

Thank you for making us your choice in your insurance needs. We value your business, and will continue to make sure we are the area's leader in providing the right solutions for our clients.

**Robert K. Jones Insurance Agency is the best solution on making sure your family and business are protected.**

- We answer the phone when you call, and there is no holding or waiting for the next representative.
- We are available by text. Reach us at 937-294-2600.
- We want to get to know you and your family, so we can uncover gaps. We want to know what is important to you, and how do you like to communicate with us.
- We review your policies at renewal, and provide personalized recommendations that directly affect your policy.
- We know local contractors and body shops, and can make recommendations on who can get to your home or auto after a claim. Do you know who to call if there is damage to your home?
- We contact and file claims on your behalf with other insurance carriers. If you are in an accident, and not at fault, we are going to help call on your behalf, and track down the other party without filing a claim on your record.
- We are your advocate, when a claim may not be going as expected. We can escalate to a manager, and discuss the coverage with the company. We can find the right solution to make sure we are keeping the coverage promises made. The 800#'s you have the adjuster, and no one to help you when things may not be going as expected.

### CLAIMS CORNER

#### Emergency Ride

While vacationing in Florida the transmission went out on personal vehicle. Their policy provided coverage for emergency transportation expenses while over 100 miles away from home. They were reimbursed for their rental car while their vehicle was being repaired.



#### Car Coverage

Vehicle was broken into. Insured's purse and accessories were stolen. Her condo policy paid replacement cost and she was paid \$4,250 to replace her stolen items. Items in your car are covered by your home, condo, or renters policy.

## JONES FUN FACTS

### HAPPY RETIREMENT



Linda Christy retired in December after 21 years of service at Jones Insurance. Thank you for your commitment to your clients.

### DINNER WITH MARIANNE



Partners, spouses and significant others enjoyed their annual dinner at The Oakwood Club with Marianne.

## JONES IN THE COMMUNITY

### SEASON OF GIVING



For the 3rd year in a row, we participated in the Choices annual gift drive to show kids that someone is thinking of them this Christmas season.

### BUSINESS SCHOOL



Kevin volunteered and spoke to business classes for the Oakwood Schools Foundation Board.

### CHRISTMAS TIME



The Jones Insurance annual Christmas party at Treasure Island.

### “ WHAT OUR CLIENTS ARE SAYING ”

**“You guys are the best. Efficient, friendly, kind and helpful. Thanks for all you do.”**

*David D. - customer since 2013*

**“Communication is key for me. Jones Insurance is outstanding. Because Dan’s team does what they do – I don’t have to think about Insurance.”**

*Mary K. - Customer since 2018*

**“Robert K. Jones Insurance treats us like family! Love them!”**

*Jeff B.*

### FILLING SHOES



We volunteered with Shoes 4 The Shoeless at Northridge High School. We fitted and provided shoes for over 170 kids that were affected by the Memorial Day tornadoes.

