



3809 Wilmington Pike, Suite 100
Kettering, Ohio 45429-5098
937-294-2600



JANUARY 2025

HAPPY NEW YEAR

Happy New Year, everyone! As we begin 2025, I'm both humbled and grateful to celebrate my 39th year with the agency. On behalf of my partners, Dan Bitler, my sister Colleen Greer, and our entire team, I want to extend our warmest wishes for a Happy and healthy New Year to all of you.

We cannot express enough how thankful we are for your continued trust in us to handle your insurance needs. Your loyalty and support of our amazing service team means everything to us. We truly value the opportunity to be there for you, whether by phone, email, text, or in person. It is an honor to serve you. The past few years have presented challenges, with rising rates and a tough market, but your patience and commitment have not gone unnoticed. We are deeply appreciative of your understanding, and we remain dedicated to providing the best advice and service to help you navigate this market.

Thank you again for your trust, loyalty, and partnership. Here's to a bright, successful, and prosperous year ahead!



-Kevin

CLAIMS CORNER

BRINGING YOU EXCEPTIONAL SERVICE

We take great pride in crafting comprehensive policies with trusted insurance carriers. When a claim arises, you deserve peace of mind knowing it will be handled efficiently and accurately. Below are the results from our 2024 Claims Survey.

9.5 Average Claims Experience Rating on 1-10 scale

98% of our clients said our communication during the claim was **Just Right**.

- It was very easy
- Everything was seamless. All contact was very smooth and consistent. There was no back and forth. I was very impressed.
- Great company, very responsive
- Fast response
- Quick response and helpful assistance from Lisha
- Effortless process
- You are already the best!!!
- I appreciate all your help and support.

When the unexpected happens, we want you to rest assured knowing that we're here to provide the right coverage to help you recover and get back on your feet.

JONES IN THE COMMUNITY

CHILDREN HAVE OPTIONS IN CARING ENVIRONMENTS



We participated in the Giving Tree for Choices (Children Have Options In Caring Environments) again this year. We were able to make a difference in a child's Christmas.



FRIENDS OF THE FOODBANK

Members of our team took a morning this fall to volunteer at the Foodbank of Dayton. We assembled 180 senior boxes for distribution.



JONES FUN FACTS

SPOOKY SEASON



We all had a great time again this year doing our costume contest for Halloween. The winner this year was Colleen as Cowgirl Barbie.



OUT TO THE BALL GAME

1

Dan Bitler and Leah Evans enjoyed an evening at the Cleveland Guardians game with our Western Reserve rep, Kim McNicol and her husband, Mike.

COUNTRY CLUB CHRISTMAS

2

A great time was had by all at our annual Christmas party at NCR Country Club. Merry Christmas to all!

WHAT OUR CLIENTS ARE SAYING

Thanks for all the information and for answering all my questions! And for taking care of my Mom this year. I appreciate it!

Trey, Thanks as well. You all are an amazing, professional & competent team. Excellent support during enrollment again this year.

-Annie