

At Your SERVICE

Frye Insurance Associates, Inc.

web site: www.fryeins.com



22nd Edition December 2016

◆ Frye Insurance Associates ◆ P.O. Box 5123 · Laytonsville, MD 20882-0123 · (301) 948-7366 · (301) 253-2053

Well, it's newsletter time for yet another year. We're delighted to send you something with entertainment & value sufficient to set us apart from all those glossy holiday magazines that are already starting to arrive. With the exception of October 4th when our building caught fire it was a rather good year. Yes there was the blizzard that disrupted things for a while and a few fairly severe storms scattered about. Hurricane Matthew wreaked a bit of havoc in parts of our area. And yes, our little building in beautiful downtown Laytonsville did catch fire due to an exterior electrical issue and there was considerable damage. Fortunately we all escaped safely and thanks to the Laytonsville Volunteer Fire Department the damage was far less severe than it could have been. That said, we were forced to relocate a few hundred yards down the street in what was the bank building at 6835 Olney-Laytonsville Road. We can easily walk to our old location and frankly, while we are functioning well at this temporary locale, we're all anxious to return to our "home" in the little barn red building. The target return date is April but we're hoping it's a bit sooner. Obviously we are well insured by the Erie and they have performed in their usual magnificent fashion. Yes I will lament the removal of our 1970's olive green paneling but we must move on. Now having been in the insurance business for nearly fifty years, I have seen a fire or two and some far worse than ours. But I have learned that there's something very personal about having your own. Even with lots of help, a great insurance company, fantastic employees & amazing support from all our friends & neighbors, it's still a very traumatic event. So here's some really sound advice. Don't have a fire. Just don't have one. If you see anything in, on, around, near or in your

house that looks like it might under the most remote circumstances possibly cause a fire, eliminate it. Have a wire somewhere that looks suspicious? Call an electrician. Fireplace been cleaned lately? Get it cleaned. Purchase fire extinguishers & keep them readily available. They're cheap. Finally, here is the most important thing we learned through this whole ordeal. Call us and review your policy at every renewal. Make certain that your coverage is adequate. Having a fire is bad enough but worrying about having enough coverage is a nightmare. Oh, and don't have a fire.

News! Extremely Important News:

Have we mentioned coverage for your underground pipes at no charge? All you have to do is give us a call so that we can make sure that you have the Erie homeowner policy that includes it. Claims involving digging up the water line from your house to the street for example are included in this coverage. These claims can be quite costly often in the range of \$10,000 or more.

Our Email Alerts:

Unlike some companies we don't use email as a marketing vehicle. When you receive a email alert from our agency it will most often pertain to an important weather related event such as an extreme cold snap or a storm that's headed our way. Our goal is to provide a few reminders that will help keep your family safe along with your property. They are always worth reading so don't be reluctant to open them or treat them as "clutter" or "junk".

My First Claim:

I started with Erie way back in 1967 as a small claims adjuster. For some reason I can remember the first claim I took over the phone. Back then a great many

homeowner policies were written with no deductible. The first claim check I issued was a grand total of \$3.50 for vandalism to a pumpkin on Halloween. True story!

Coconut Coverage:

According to a reasonably credible statistic approximately 150 people are killed each year by falling coconuts. Yes there is coverage available and at least one claim has been paid.

Turning Off The Water:

Does everyone in your home know how to turn off the water to the entire house? Do you know? Take some time to locate the main water valve and make certain that you and everyone of appropriate age in the house knows where it's located and how to turn it off. There's a certain level of panic that sets in when water is pouring out of something or leaking through the ceiling.

Adding A Car:

When calling to add a vehicle to your policy try to have the "VIN" (Vehicle Identification Number) as well as the name & address of the lienholder. Having this information available when you call allows us to complete the transaction without having to bother you with follow up calls or emails.

Insuring Your Wedding:

Insurance coverage for the variety of things that can go wrong at a wedding has been around for quite some time. Some companies have expanded the scope of coverage to include simply changing your mind. Yes, when the day arrives and you just can't overcome the urge to run away, the expenses incurred may now be insured.



THE AUTO CORNER

Always review your policy to make sure that the vehicles listed are up to date. Do not rely upon the salesperson to notify us of a new vehicle as they often fail to do so.

Liability Limits: We believe that EVERYONE should have at least one million dollars in liability protection! This is best accomplished with a Personal Catastrophe Policy however, we will be happy to discuss increasing the limits on your auto policy. Please call us! Remember, a claim that exceeds your limits can result in financial disaster!

Deductibles: Higher deductibles save money! Be prepared, however, to pay in the event of a claim. We will be happy to provide you with alternative deductible rates.

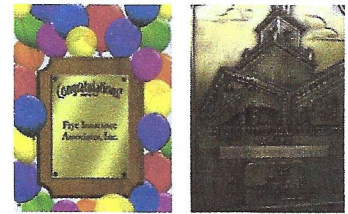
PIP/(Personal Injury Protection) - This coverage, which is mandated in Maryland, provides you with medical expenses and lost wages. The minimum required is \$2500 or you may carry as much as \$10,000. There is also a provision for waiving it completely for yourself. Let us know if you wish to make changes.

Your Uninsured/Underinsured Motorist Coverage is extremely important. When you receive your auto policy at renewal, make certain that the limits for this coverage are the same as the limits for your Bodily Injury Liability Coverage. Call us if you have any questions or if you detect a discrepancy.

Loss of Use or Rental Expense: Make certain that your policy will provide an adequate replacement if your vehicle is stolen or disabled as a result of an accident. For example, if your vehicle is a luxury sedan or large SUV you will probably want the replacement to be of like kind & size. Your Erie policy will now address this. Be sure to call our office to discuss and to make sure that you have the appropriate coverage.

Loaning Vehicles: Lending your car to someone is very risky. The problem is that YOUR COVERAGE is primary! There is a widespread misconception that auto insurance follows the driver. This is incorrect! The insurance follows the vehicle, therefore, an accident with someone else driving your vehicle with your permission is charged under your policy.

The recommended liability & uninsured motorist limits are general in nature. Your assets and financial condition may be such that you are in need of higher limits. We must rely upon you however, to so advise us. We are always available to help you address these concerns.



Quality Agency Awards...

Have we mentioned that we are two time recipients of Erie's most prestigious award? Well, yes I know we've mentioned it but actually it's a pretty big deal. It's presented annually to only one agency. Winning it once is an extraordinary honor, twice is rare. What does it mean to you? That we are competent, efficient, very good at keeping our policyholders happy and in general, operating the type of agency that makes the Erie proud.

Additions & Alterations To Your Home:

Your homeowner policy provides an additional \$5,000 for additions & other changes automatically. If you make changes that exceed \$5,000 you must notify us within 90 days. This is very important. Without such notification there is no coverage for damage to the new additions. Now keep in mind that this does not mean purchasing new carpet or new appliances. It applies to actual additions or changes to the structure. Call us if you need further clarification or if you wish to discuss. By the way, this is not something new.

The Annual Candle Warning...

It's official. We no longer have real candles in our home. The battery powered versions have become so realistic in appearance that they simply outweigh the potential risk of the open flame variety.



Sewer & Drain Coverage.....

While damage from water that leaks from your plumbing system is generally covered, SEWER & DRAIN backup is not automatically included in your homeowner policy. If you have questions or concerns about whether this is included in your policy feel free to give us a call. This is very important. Backup from a sewer or drain can cause serious damage not to mention a very unpleasant mess!



To avoid any interruption in service after our fire the Erie provided the "Catastrophe Van". This vehicle, complete with generator & computer stations allowed our staff to maintain a certain degree of normalcy within hours of the fire. We are extremely grateful to the folks at the Silver Spring & Hagerstown Branches of the Erie for the use of this unit. Normally these vehicles are used after severe weather events such as hurricanes and other situations involving serious property damage. We were fortunate that one happened to be available.

Some of our staff working inside the van just after the fire. In the foreground is Angela, then Tracie, Leanne & way down at the far end is Mindi.

Bicycle Safety...

With the days getting shorter you may find yourself driving more directly into the sun in the morning and in darkness when returning home at the end of the day. Collisions with pedestrians & bicyclists increase during this time of year. A little extra caution may be in order. From an insurance & legal perspective the motorist is most often held responsible in these accidents.

The Holidays Are Coming . . .

The Holiday Season will be here before you know it. So here's the annual reminder list that will help keep your family safe and your house standing after the festivities:

Light Strings: They're cheap! Don't use the old ones!

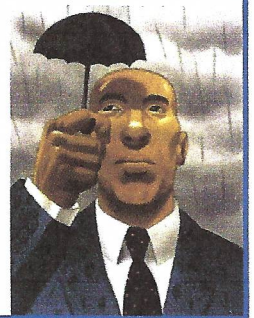
Extension Cords: Also cheap! Please, no tape.

Candles: Cheap but dangerous! Please, please, don't go out or to bed with them burning. **THEY DO CAUSE FIRES!**

Cut Trees: Keep them watered and away from any flame! Remember, "When the needles turn brown, take them down".

Don't Have a Personal Catastrophe Policy?... You Should!

Make no mistake about it there are folks out there who will gladly sue you into bankruptcy! Therefore, you need a Personal Catastrophe Policy. There are few absolutes in the world but the fact of the matter is that everyone should have this level of protection. The minimum limit is \$1,000,000 however depending upon your assets, you may need a higher amount. The policy adds liability protection to your auto, home, rental or seasonal properties, boats etc.. At an average cost of \$150 per year, it is one of the best values in insurance. Call or email us for a quotation. Don't hesitate on this one.



Protecting Your Home

If you are like most of us, your home is one of your largest investments. Listed below are some available endorsements which can add valuable features to your policy. In the event of a loss, these may often determine whether the claim is paid and the amount of coverage available:

Insure your home and all property at 100% of its full value! Not 80%, not 90% but 100%. If you have a serious fire or some other type of loss which causes severe damage to your home, believe me, your premium will become one of the most insignificant issues in your life. We have stood in the ashes of \$200,000+ homes and can assure you that the cost of the policy is never discussed. **IF YOU HAVE DOUBTS ABOUT YOUR CURRENT COVERAGE, GIVE US A CALL.** We'll be happy to help you make certain that you are fully insured.

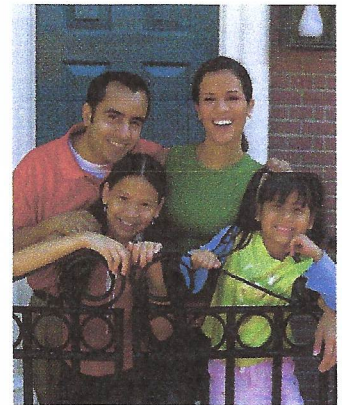
Keep the value of your jewelry updated. We suggest having the more expensive items reappraised at least every three years. But, be sure to review everything each year when you receive your renewal policy to make certain that we're up to date. We suggest that you speak with your jeweler.

The ordinance or law endorsement! Have you ever given any thought to the following situation? Your house is destroyed or even partially destroyed by fire. You have sufficient coverage to rebuild, however, guess what? Local zoning laws now require that you add a sprinkler system to the house or perhaps the new zoning requirement mandates that your house cannot be reconstructed on the same foundation but must be moved a few feet from its original location. Who pays? You do unless you have "ordinance or law coverage." The cost of this coverage is about 10% of your basic premium. A good value! Please be sure to review your policy to make certain you have the coverage you requested and that is required to meet your needs. Call us if you have any questions or concerns.

If you add to your home or if you construct an outbuilding or garage, be sure to let us know. Remember, while the policy provides full replacement cost you must notify us within 90 days of the start of any such improvements.

ONE FINAL WORD. DON'T BE FOOLED! Homeowner policies are not all alike. Some would tell you otherwise but the fact of the matter is that trying to save a few dollars in cost may result in a claim that is NOT COVERED! If you're tempted to shop, check with us before you go elsewhere. If you've found a better deal, we'll tell you. Recently, we've heard some outrageous stories about some insurance folks who either don't know their product or perhaps are simply desperate to make a sale at the consumer's expense.

Identity Recovery Coverage: We now offer coverage for "Identity Recovery". This may be added to your Erie Homeprotector Policy for only \$20! The limit of \$25,000 is intended to help restore your good credit. By the way, we did have a claim reported during 2007.



Other Things You Should Consider

You may increase or add a floater for the items listed below. While your policy already provides some coverage; you may wish to increase the amounts.

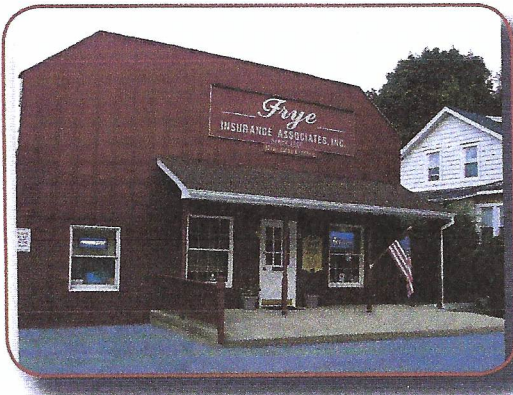
- | | |
|---------------|---------------------------------|
| 1. Jewelry | 6. Musical Instruments |
| 2. Furs | 7. Coin Collections |
| 3. Silverware | 8. Stamp Collections |
| 4. Guns | 9. Collectors items |
| 5. Fine Arts | (Hummels, Dickens houses, etc.) |

If you have items scheduled you should **review the value at least annually.** They do not increase automatically.

Miscellaneous & Other Coverages Available

- 1. Sewer & drain. Don't depend on WSSC. Also, this is required for damage due to a sump pump failure.**
2. Earthquakes do happen here and coverage is available. Of considerable significance is the fact that we are prohibited from providing this coverage for seven days after an occurrence, an indicator of how seriously our industry considers this exposure. So, if you're concerned, don't wait. Call and add the coverage now.
3. Replacement cost on personal property. Guarantees no depreciation. Old is replaced with new!

**Our Location in Beautiful
Downtown Laytonsville...**



**FIRES! Can't Say This Often
Enough.....**

Every year we have one and last year was no exception! Ashes from the wood stove or fireplace are placed too close to the house or on a patio, deck or porch. Remember, a spark or ember can remain for days and if left in a cardboard or other flammable container it will cause a fire. Place the ashes in a metal container well away from the house and soak them with water if possible. These fires often occur during the night which puts your family at risk and they are usually quite serious costing several hundred thousand if not millions of dollars.

**Do You Have Flood
Insurance.....**

Out of the 2.5 million homeowners in the state of Maryland, only 74,000 have flood insurance. I'll wager that most of them who have it live somewhere near a body of water. All of which is fine unless there's a flood where you live. We suggest that you keep in mind that clever little catch phrase that the flood folks have been using for years; "If it rains where you live, it can flood". Yes, we write flood coverage. Keep in mind that your homeowner policy does not cover flood

And now a few words about us...

Our core remains! Tom, Patti, John, Lori, Marcello, Tracie, Angela, Leanne & Mindi remain on the job striving to provide you with the best service available. Stan continues to work in the commercial insurance area. Granddaughters Kate & Aly visit the office on occasion as does grandson Ryan. Both girls remain on the honor roll, Aly with a 4.0 average & Kate just slightly behind at 3.6. Both continue in competitive swimming as well as their respective pom squads. Aly continues with dance, basketball & piano. Kate plays softball in the spring & both summer swim. Ryan does what you do at age 5 which now includes soccer as well as dirt bikes & ATV's. Meanwhile Mindi's daughters are both on the Dean's List at the respective schools with Katie at McDaniel & Rachael at High Point. Katie led her soccer team at McDaniel to the "Sweet Sixteen" Division III NCAA finals. Marcello's boys, Vincent & Christopher continue to excel in wrestling & soccer. We still see Ellen from time to time when she stops by and from what we hear Ginger is doing well. Otherwise we older dull folks will just be happy to return to our building as soon as repairs are complete. My car continues to automatically turn into the old parking lot about once a week. But while we are operating from temporary quarters, our level of service has not suffered. We are still here, albeit a few hundred yards down the street, to greet you with a welcome smile, a friendly voice on the phone & the same level of service you deserve as a valued friend & client.

And so for yet another year we will take this opportunity to thank you for your loyal patronage and express on behalf of our entire "family" our warmest wishes for a Joyous Holiday Season & a healthy & happy 2017.

Our Very Best Regards
Frye Insurance Associates, Inc.

Not only do we speak Spanish, but we speak it very well courtesy of our own Marcello whose family ties extend to Argentina. We're not the product of some on line course!



Still... Proud!

- No** voice mail . . .
- No** "Music to hold by" . . .
- No** multiple phone options . . .



REAL PEOPLE...REAL SOLUTIONS