



72 Regina Street North
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Tel: 519-886-3150
www.donovaninsurance.com

News & Views

Spring 2010

POLICY DOCUMENTS MAILED DIRECTLY TO YOU

Printing all those policies has killed a few too many trees. In keeping with our initiative of going green, your policy documents are being sent directly to you from the insurance company. This includes renewals, policy changes and any paper that you would normally receive from us.

This affects only those policy holders on a direct bill program e.g. monthly payment/3 pay plan/1 pay made directly to the insurance company.

We want you to know that we will continue to review all your policy information.

If you have any questions, please call and speak with one of our Customer Service Brokers.

Could you please take the time to give us your current e-mail address by either contacting a Customer Service Broker or e-mail info@donovaninsurance.com along with your first and last name.

YOUR CUSTOMER SERVICE TEAM OF REGISTERED BROKERS



Jacquelyn
Schulz
Manager
Ext. 254



Helena
Nethery
Ext. 240



Courtney
Fisher
Ext. 243



Tina
Kovacs
Ext. 250



Cheryl
McTaggart
Ext. 241

Introducing The newest members to our team



Nasir Malik
Personal Lines Sales
Producer



Courtney Fisher
Customer Service
Broker



Tina Kovacs
Customer Service
Broker



Cheryl McTaggart
Customer Service
Broker

COMING THIS FALL ... Donovan's is expanding. We are in the process of training Customer Service Brokers who we will be introducing to you later this year. Stay tuned. . . .

EMERGENCY CLAIMS

**If you need to make a claim
after 4:30 pm or Weekends**

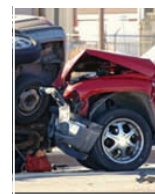
**Leave a message in our
Emergency Claims Mail Box**

519-886-3150 EXT: 255

A broker will return your call

Help Us to Help You

**Ensure you leave a
Phone Number
with your message**



Use the
Accident Report Form
to ensure you have all the
information you will need.
Available on-line.

**Thank You for
Completing Our
Website Survey**

CHARITY HOLE-IN-ONE SPONSORSHIP



We are pleased to be working with **KOOLFM/KFUN** and **CHYM/KIX /570 News** and **Intact Insurance** to raise funds for over 30 charitable organizations in the Waterloo region this summer. Check out the radio station web-sites for charity tournament dates and locations.

UMBRELLA POLICY

Just as an umbrella covers you from inclement weather, an umbrella policy covers holes you may have in your existing coverage. If you own a swimming pool or trampoline, or if you volunteer, let us know so we can help protect your assets. We'll be glad to tell you how an umbrella policy can work for you.



**HOME | COTTAGE | FARM | COMMERCIAL | AUTO | CONDO | UMBRELLA LIABILITY
HOME BUSINESS | LIABILITY | FLEET | TENANT | MARINE | GROUP | BONDING | AGRI-BUSINESS**



ONTARIO AUTOMOBILE INSURANCE REFORMS

Effective September 1, 2010

As part of the 5-year auto insurance review, the Ontario Government has issued a number of automobile insurance reforms that will become effective on September 1, 2010.

The intent of the reforms is "to streamline a number of processes for insurers and health care providers, create a less complex auto insurance system, and protect consumers while giving them more choice to buy coverage that best meets their protection needs and budget..."

Changes to the Ontario Automobile Insurance Gives You More Choice

Additional accident benefit choices will allow you to customize your policy to suit your needs. These choices will give you greater influence over the price you pay for insurance. Pricing will vary based on the benefits you purchase.

Your policy will remain unchanged until your next renewal. At that time, you will be provided with more information on the changes and your options.

For general information about changes to automobile insurance in Ontario, contact:

**Insurance Bureau of Canada
Consumer Information Center**
www.abc.ca
Telephone (416)-362-9528
Toll-free 1-800-387-2880

Financial Service Commission of Ontario
www.fSCO.gov.on.ca
Telephone (416)-250-7250
Toll-free 1-800-668-0128
TTY 416-590-7108, 1-800-387-0584

A complete list of the government's reforms is available at:

<http://news.ontario.ca/mof/en/2009/11/ontarios-proposed-auto-insurance-reforms.html>

Remember that your best insurance is an insurance broker

On behalf of the staff at Donovan Insurance Brokers and myself, we hope you have a safe and happy summer!

Whatever your activity: driving, boating, swimming, golfing or other activities, enjoy and be safe!

Kevin

No Worries

Planning to spend some time cruising on your motorcycle or Jet Ski, or enjoying the fun and sun on a boat? Or maybe taking a road trip cross country in your RV? Whatever your pleasure, we can get you covered. As an independent insurance broker we have a variety of packages available so you can spend your time relaxing, not worried about insurance.

◆ Summer Hours 2010

- Thursday, July 1st and Friday, July 2nd — Closed
- Friday, July 30th — Closing at 1:00 pm
- Monday, August 2nd — Closed
- Friday, September 3rd — Closing at 1:00 pm
- Monday, September 6th — Closed

◆ Regular Hours Monday—Friday 8:30 a.m. — 4:30 p.m.

