

News & Views

Winter 2009

CHECK OUT OUR NEW WEBSITE!

At Donovan Insurance Brokers we are always looking to find better ways to communicate with you.

Tell Us What You Think

We want to ensure that we are giving you the information that you need and would appreciate your participation in our **Website Survey** at:

www.donovaninsurance.com



Chance to **WIN * A Gift Basket**
(value \$50 CAD)

* Draw to be held February 15, 2010



POLICY DOCUMENTS TO BE MAILED DIRECTLY TO YOU

Printing all those policies has killed a few too many trees. In keeping with our initiative of going green, effective January 1, 2010, your policy documents will be sent directly to you from the insurance company. This will include renewals, policy changes and any paper that you would normally receive from us.

This affects only those policy holders on a direct bill program eg. monthly payment/3 pay plan/one 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.

EMERGENCY CLAIMS

If you need to make a claim
After Business Hours
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

Please ensure you leave a
Phone Number
with your message

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



Newsletter
Survey
Thank you to all who
participated.

WINNER!
Dan Rockel



Interac®!

If you are not on a monthly payment
plan, you can easily make one-time
payments in our office.

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.



Automobile Insurance Increase: The Financial Insurance Services Commission of Ontario (FSCO) has approved an insurance rate increase which will affect car insurance rates for all consumers.

The increase is based on a number of criteria such as where the consumer lives, the type of car he/she is driving, and other risk characteristics involved such as driving record. FSCO will continue to monitor insurance companies' rate changes to ensure that they are reasonable, justified and have the ability to meet future claims costs.

The rate change for an average Ontario car insurance policy is 5-7% for consumers with a clean driving record. Consumers will not know that they have had a rate increase until their policy renews.

We will be happy to discuss some cost saving measures such as:

- Increasing your deductibles
- Combining your automobiles and home, condo or tenants insurance policies together

Talk to your brokers today to determine what is best for you and how to get your insurance rate down to a reasonable amount.

Note: On November, 4, 2009 the Ontario Government announced that there will be changes to the Ontario Automobile Insurance provision. It is too early to tell what increase or decrease may result from these changes but we are not expecting to be able to advise you of the affects until July 2010.

Announcement: I am pleased to announce that **Jacquelyn Schulz** has joined us as our *Manager, Personal Insurance*. Jacquelyn has over 25 years experience in the insurance industry and will be managing all sales and service aspects of our Personal Lines business. She will also be expanding our Customer Service Broker team in order to provide you with the high quality customer service you've come to expect. Welcome Jacquelyn!



Jacquelyn Schulz
Manager
Personal Insurance



Our entire staff joins me in sending you our thanks and our best wishes for a safe, happy Holiday Season and a healthy and prosperous New Year.

Kevin

4th Annual Insurance Industry Christmas Food Drive

First Response Restorations Inc. is organizing the "4th Annual Insurance Industry Christmas Food Drive." Donovan Insurance Brokers is one of the many industry participants.

The Food Drive box will be available in our office Nov. 26th to deposit food donations. On Dec. 11th. First Response will deliver the box to the Food Bank. They will accept large/small food items or cheque.

◆ **Holiday Season Hours 2009/2010**

- Thursday, December 24th — Closing at 1:00 pm
- Friday, December 25th — Closed
- Monday, December 28th — Closed
- Thursday, December 31st — Closing at 1:00 pm
- Friday, January 1st, 2010 — Closed



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