

Special Interest Articles

Equipment Breakdown	1
Windshield Repair	1
Flood Insurance	1
Vacation Vacancy	2
Safety Deposit Box	2
Disability	3
Liability	3
Blog & Website Articles	3
Claim Procedures	4
Lock Out Coverage	4
Business Lawsuits	5
Farm Protection	5
Fine Art & Antiques	5



"As machines become more and more efficient and perfect, so it will become clear that imperfection is the greatness of man."

Ernst Fischer

Austrian editor,
poet, & critic

1899-1972

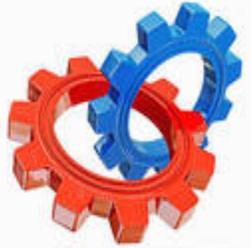
Clank...Bang... Whirrr...Silence

Today's homes and farms are filled with equipment that we depend on for basic comfort and services: heat, air conditioning, hot water, and the convenience of major appliances, to name a few. Most home/farm policies exclude mechanical and electrical breakdown losses because this is considered to be an inherent risk associated with home ownership. Some insurance companies, however, offer Equipment Breakdown coverage for a small premium.

(approx \$25 yearly).

Types of equipment that are covered include: central air conditioning, ventilation systems, boilers and water heaters, furnaces, heat pumps, solar heaters, deep well pumps, electrical power panels, household appliances, electronics, some farm machinery and more.

Some examples of covered damages include the following:



continued pg 2

Don't Crack Up!

It happens all the time...a rock or bird smacks your windshield and leaves an ugly chip in the glass. Now what? AAA provides these tips:



Should I repair the chip or wait? Chips weaken the window. Repair restores the windshield's structural integrity, maintains the original factory seal, and prevents further damage in order to prevent costly windshield replacement.

Do I have to file a claim? For your insurance policy to cover the cost (if you have purchased Comprehensive/Other Than Collision coverage) yes, you need to file a claim. Keep in mind, however, that this relatively small claim will count against your record (insurance companies usually look at claim records for a 3-5 year period when determining the appropriate premiums, surcharges and eligibility.)

What are the costs? Most insurance companies do not charge you a deductible if the pit or crack can be repaired. If your windshield needs replaced, your Comprehensive (also called Other Than Collision) deductible will apply.

How long does it take? Many repairs take less than 30 minutes and certain repair shops can come to your home or office to do the work.



Flood is NOT covered

Flooding is one of the most common natural disasters in America, yet it is NOT covered by most homeowners insurance. Nearly one in four flood claims are paid on homes located in low to moderate risk areas, often miles from water. Many people think they don't need flood insurance because they believe federal disaster assistance will bail them out. But even IF the flooded location is declared a federal disaster area, the aid is usually in the form of a loan which must be paid back with interest. Flood insurance can pay for all covered losses and can be relatively inexpensive. Don't wait until it's too late! Under many circumstances, a policy takes 30 days from the time of application to the effective date of coverage. **Call me today!**

Do You Qualify for Discounts?

- * Multi-Policy
- * Multi-vehicle
- * Non-smoker
- * Good Credit
- * Empty-Nest
- * Over 50 years old
- * the list goes on.....

Call me for a discount check-up today!

Vacation and Vacancy

Planning a vacation? Good for you! Among the things to put on your To-Do list is to check your insurance policy. While most homeowners policies provide protection for certain types of damage or loss to the personal belongings you take with you WORLDWIDE, your home and the items left there may be subject to restrictions while you are gone. Many policies contain clauses that reduce or exclude coverage if the home is deemed to be vacant (absence from the home of more than 30 consecutive days - some policies start at 60). This could also impact a student with a renters policy who comes "home" to see their parents for the summer but leaves most of their belongings back at school. If you are planning an extended absence from your home and/or your "stuff", contact me for ways to avoid a coverage problem. **I can help!**

Clank...Bang... Whirrr... continued

- * a broken fan/blower caused damage to other parts of a furnace requiring its replacement = \$3,800
 - * the intrusion of sand into a deep water well pump serving a rural home caused the impeller to fracture. Water was cut off to the home and repairs required excavation and removal of all well piping to replace the entire pump = \$3,150
 - * the replacement of a kitchen dishwasher was necessary due to a broken shaft. Repair was not viable. = \$1,700
 - * a laptop computer had a short circuit due to the accumulation of dust. The mother board and other components were severely damaged, rendering the computer a total loss. = \$1,500
 - * a 52" flat screen TV was improperly placed on a console over the top of a heating vent. Overheating damaged the system requiring replacement. = \$2,400
 - * the compressor on an air conditioning system seized up due to lack of lubrication and needed to be completely replaced. = \$2,534
- These are just a few examples of damages that can covered if the Equipment Breakdown endorsement is purchased. Call me today to obtain this valuable protection for yourself.



How Safe Is Your Safety Deposit Box?

Many people rent a safety deposit box at the bank to protect their "precious stuff", however it may still be susceptible to loss or damage. Although theft is rare, you can obtain more peace of mind by reviewing the bank's access and security measures, ensuring a private viewing room is available to inspect your box contents, and taking care to secure your keys (keep the 2 keys separate for best risk management). Most bank vaults are manufactured to be fire and flood resistant - but that does not mean totally fire or flood proof. Hurricanes Katrina and Ike flooded over 250 safe deposit vaults causing substantial damage to the items stored therein. You can further protect your items by enclosing them in a Ziplock Baggie or plastic container and labeling them with your name, which can increase your ability to claim your items after a disaster. Specialized insurance can also be obtained and customized to meet the needs of the type of items you are storing in your box. For example, you can obtain a Personal Articles Floater for jewelry which can provide, among other things, coverage for flood. If you are storing vaults papers, you may need a Lost Instrument Bond to aid you with duplication. Other types of property may need other specialized policies. Call me today to discuss your needs.



Show Me The Money

Did you know that in the last 10 minutes 490 Americans became disabled? And in the US, a disabling injury occurs every second and a fatal injury every 4 minutes? I am not a pessimist, rather, I am a realist. If statistics like these are true, why not DO something to protect ourselves?! If you are reading this, then it means you insure your house, car, business, health, or something with our agency so the question is--if you insure those things, do you insure your most important asset--your income? Your income is the base of a solid financial foundation, without it, everything else, including your dreams for the future, crumble. Individual disability income insurance can help secure those dreams and provide the stability you and your family will need in the event you are unable to work and provide a continuing income. Premium rates depend on a variety of factors including age, gender, occupation class, smoking status, state of residence, benefit period, waiting period, additional customization riders, and discounts. The sooner you secure disability income the better. Premiums increase as we age, and you should not put off protecting the most valuable asset you have- your income potential. Call me to customize your disability income plan today.

Lawsuits & Liability Limits

The car pulled into the intersection of a 4 way stop when all of a sudden a bicycle (later determined to have been going downhill at approx 40 mph) entered the intersection and slammed into the car. The cyclist was severely injured & will never work again while the driver will need counseling in order to be able to get behind the wheel again. Although the cyclist obviously didn't stop at the intersection, the driver's auto policy paid **\$5,250,000** in the lawsuit that ensued.

Sound farfetched? Can't happen to you? Think again!

This exact situation happened to the brother of a colleague of mine. The driver was 17. The cyclist was late 20's with a wife and 2 kids. The cyclist did not stop at the stop sign. It wasn't proven if the driver completely stopped at the stop sign or if she did what many of us do...a "rolling stop". The driver had been on her cell phone (talking to her dad for directions because she had gotten lost on her way to take her ACT college exam).

Even if the driver had not been on her cell phone, this accident was unavoidable, considering the cyclist's speed.

Thankfully when the driver's dad called his insurance agent (his brother), the agent was able to say, "don't worry, I'll take care of it". The agent had discussed the need for high liability limits with his brother and there was a \$5,000,000 umbrella in force on top of the auto policy. Thus, the brother and his daughter, the driver, were protected for the \$5,250,000 settlement AND all attorney fees & other expenses were fully paid for. **They paid nothing!**

Think you can't afford that much liability? **Can you afford NOT to?** Imagine the financial disaster without the insurance: the driver's college fund might have had to be used to pay the settlement; her dad might have had to take out a second mortgage, savings could have been drained. Who knows.

A \$1,000,000 umbrella can cost less than \$200 per year depending on the situation of the person being insured. I recently helped a client obtain a \$5 million umbrella policy for a yearly cost of \$385. That's less than double the premium for 5 times the protection!

Call me today to discuss your options.



BlogNews

She watched in horror as the enormous center pivot sprinkler changed its direction, and began hurtling across the field the wrong way! Read my recent blog: **"Dragons, Hobbits, & Center Pivots"** which will finish the tale of the fire breathing center pivot & explain how we can help protect you!

Check out my blog: www.insurance-bykatie.blogspot.com to read crazy but true stories taken from my oh so adventurous life!

In the spirit of the windshield damage article in this newsletter, check out the blog posting: **Deer in the Headlights (or Window as the Case May Be)** While you're planning your summer vacation, check out this and other really fun articles: **3.4 Ounces and a Javelin** which is the wild tale of my recent vacation and airline trip. You've gotta love the TSA!

You can also access past issues of this newsletter within the blog or through our website (see address at the bottom of each page).

Accident & Claim Damage Reporting Procedure



As we move into spring and summer, storms are inevitable. Claims happen...If it happens to you, I am sorry! Just in case, I want you to know what to expect if you do suffer a loss.

Reporting a Claim: Due to the volume of calls we receive after storms we may be unable to answer your phone call. Please leave your name, phone number, address, & description of the item damaged (such as your property location or the year, make and model of your vehicle). We will submit your claim to your insurance company as quickly as possible and confirm your information by mail! Or email info to insurance-by-katie@embarqmail.com

The Claims Process: A claim form will be completed on your behalf based on information you supply to our agents. This will be submitted to your insurance company. They are responsible for making the determination of whether your policy will apply to this claim and the amount that will be paid. If the claim is covered, an estimate will be calculated and you may be paid a partial payment (ACV) until repairs are made. When repairs are made, if you have replacement cost coverage on your policy, you will be reimbursed up to the amount you spent on repairs. If your repairs are more than originally estimated, contact the adjuster for approval before making any repairs.

The Time Frame: Upon submission of your claim, you should be contacted shortly by your company who will provide further instructions and aid in the settlement of this claim. If you are not contacted within a few days, please call me right away so I may assist in this process.

Your Duties: Please respond promptly to any communication you receive from the insurance company or our office and be sure to cooperate fully with any requests. Take necessary precautions to protect the property from further damage or potential liability situations (board up broken windows or move property indoors/under cover if possible), however, do not make any permanent repairs until authorized by the insurance company. Do not dispose of damaged property as your claim adjuster may need to inspect these items in order to determine proper reimbursement of your loss. This will help speed the claim process and fulfill your contractual duties as provided in your insurance policy. Keep copies of any documents that may be important to settling your claim, such as police reports, receipts, photographs, or notes of conversations.

Our Duties: One of the most important reasons you do business with me and our agency is the assistance provided when you have had a loss. Please feel free to call me at any point in this claims process~ I'm here to help!

Locked Out - Now What?

Did you know that a AAA Membership protects you while in your car but also at HOME too? AAA Premier coverage can reimburse you up to \$100 for locksmith fees. AAA also advises:

- * **DO** keep the phone number of a locksmith in your wallet or cell phone / smart phone
- * **DON'T** try climbing through a window or picking the lock yourself as this can cause damage or injury.
- * **NEVER** hide an extra key outside - thieves know all the likely hiding spots
- * **DO** leave a key with a trusted neighbor or relative or keep a spare key in your wallet or purse.

And call me today to find out about all the benefits in addition to "lock out" services that a AAA Membership can provide.



Bike Safety



Spring is here - get outside and bike! Every year, however, hundreds of bicyclists are injured or killed. Minimize the risk by understanding three things: **HOW** to operate your bike safely. **HOW** to wear proper safety gear. **HOW** to maintain your bike. Call me for a free Bike Basics guide from AAA. It has answers to these bike safety to-do's and much more. **Minimize the risk and**

Own a Business ... Get Sued ... Bummer!

If I fire an older employee, am I setting myself up for an age discrimination claim? Can I fire an employee who is sick a lot and as a result, not performing up to standards? What do I do if an employee files a sexual harassment discrimination complaint? I think an employee is stealing, what can I do? What rights do I have to monitor an employee's email or social media use? If you are a business owner or manager, these and other questions are often on your radar. I am not an attorney and thus, will not address your legal rights in these situations. However, as your trusted insurance advisor, I will let you know that you CAN be sued or accused of wrongdoing that you did not do. And you CAN obtain insurance protection to defend you in the event of a lawsuit (and pay the settlement if you are found guilty). Standard liability insurance policies do not provide adequate coverage for employment-related risks. Employment Practices Liability Insurance (EPLI) is a type of coverage that protects businesses from the financial consequences associated with a variety of employment-related lawsuits. EPLI may cover lawsuits involving a company's directors and officers, negligence lawsuits affecting a company's human resources department, and liability lawsuits over fiduciary duty. EPLI can also protect against charges of racial or age discrimination, sexual harassment, wrongful termination, or noncompliance with the Americans with Disabilities Act. **Even if you have done nothing wrong, you can be sued.**

It's Worth
maximize the fun!
...
much??



The popularity of TV shows like "Antiques Roadshow" has developed an appreciation for the artistic value - and monetary worth - of items in homes and businesses that were often neglected in years past. Perhaps you've heard that a violin from the Titanic was just very recently "discovered" in the home of a deceased woman by her relatives and it is stated they may auction it off -- anticipating a price in the multi-millions! While these "Fine Art" items are included as "contents" on a business, home, or farm policy, obviously the unique value of an item (of a simple violin in the above example) may warrant special protection. Additionally some of these fine arts may be susceptible to breakage, scratching, marring, etc - all of which are not generally covered for contents items on a standard home, business, or farm policy. These types of damages, however, can be obtained through specialized coverage that also address the unique value of the object. Check your attic and call me to protect your "lost treasure".



Crops, Corn Mazes, & Complications

It's almost growing season again so it's time to make sure your farm insurance policy is up to date.

- 1) Have you reviewed your equipment list lately--Are all items accounted for? Update your schedule or blanket listing now to avoid coverage gaps.
- 2) Do you have coverage for "ingestion" (the intake of an item, such as a rock or branch, that damages your equipment) ? It can be obtained.
- 3) Are you using an ATV for recreational purposes ...many policies exclude the use of an ATV for recreational use off of your owned premises but coverage can be obtained.
- 4) Do you hire employees? Additional protection may be needed for accusations against wrongful dismissal, breach of employment contract, violation of discrimination or workplace harassment laws etc
- 5) Do you engage in agritourism or equine operations? Activities such as corn mazes, petting zoos, pony rides, boarding or breeding or training of horses etc. are typically not covered by many farm policies however it can be obtained.

Being a farmer or rancher is a complicated business, let me help simplify some of it by providing insurance protection tailored to your needs.

Insurance by KATIE

K - Knowledgeable A - Attentive T - Trustworthy I - Independent E - Experienced

The Writer Agency
(308) 436-4202

Spring 2013

The Writer Agency

Katie Kochenower, CIC-CRM
2210 - 20th Street
Gering, NE 69341

Phone

(308) 436-4202

Fax

(308) 436-4295

E-mail

Insurance-by-Katie@embarqmail.com

Website

www.Insurance-by-Katie.com

Blog

insurance-by-katie.blogspot.com



What if....

As your trusted insurance resource & "go-to" gal, I pride myself in helping you navigate the confusing world of insurance. To that end, I want to hear from you. What's confusing to you? Do you lay awake at night wondering, "what if..." and hoping you are properly protected? Rest assured you are not the only one thinking these things. So ~ call me, email me, post a comment on my blog...no matter how you do it, **just do it**. Ask me your "what if" and I'll share the answer in my next blog and newsletter.

About Our Organization

Our agency represents many very competitive insurance companies dedicated to providing superior coverage and superb customer service.

With the support of the staff in Ogallala, Katie Kochenower, a Certified Insurance Counselor and Risk Manager, uses her

25+ years experience to provide you with valuable, high quality, affordable insurance tailored to fit your specific needs.



Kathryn Kochenower, CIC, CRM, AIP
2210 - 20th Street
Gering, NE 69341



Do you know someone who could benefit from personal insurance service? Refer someone and receive a thank-you gift.



Summer is almost here! Call me about your boat, camper, recreational vehicle, jet ski, motorcycle, & other spring and summer toys!

