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Policyholders praise fast response to hailstorms 8/19/2010

Creating loyal customers starts with excellent service. The impression we make during a policyholder's time of need goes a long way toward keeping them with you and with Safeco.

*Last week, we told you what **Montana agents had to say** about our response to June's devastating hailstorms. Below is a great example of the customer loyalty we are building by delivering great service:*

It all happened in a flash.

Glenn Black was watching the news on June 30 when an alert on the screen warned of severe hailstorms approaching his home of Bozeman, Mont.

He immediately went outside and moved his two cars under a couple of large trees on his property — and while he was still outside, the skies opened up.

“These chunks of ice started falling,” Black says. “It wasn’t all hail. This stuff was clear, and somewhere between the size of a golf ball and a small baseball. And when they hit the ground, they didn’t even break. They just smashed into the ground.”

Black says he was lucky to make it back to the house uninjured. He also feels lucky to have Safeco Insurance and his independent agent, Western States Insurance.

“We have a single-pane window on the house that got hit twice and smashed, but the cars weren’t damaged too much,” he says. “I figured I’d call Safeco to check on it, but my damage wasn’t extreme like some people had. So I thought I’d let them handle the initial, more serious, problems before I called.”

Black didn’t have to wait to report his claim, however — because Safeco called him.

‘I was just really, really pleased’

“I tell people my story about how Safeco called me, and they’re just amazed that an insurance company would call you and ask if you have damage. Like I said, my damage was so minimal compared to everyone else’s that I wasn’t worried. But I was just really, really pleased, and so was my wife. They wanted to take care of us right off.”

His positive experience continued once Safeco’s adjuster arrived.

“The adjuster said he’d be here at 7 a.m. Friday,” Black said. “Now, I’m used to people saying



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they'll be there, and then they show up two hours late. But he was here at 7 sharp on Friday with everything he needed.”

Adjuster provides a check on the spot

Robert Moran, the Safeco adjuster assigned to the claim, checked out damage to the house and the cars — and then alerted Black that his metal shed behind the house would need to be replaced.

“I thought he was going to go to the car to make his calculations and tell me how much money would be coming in the mail,” Black said. “But he came back and had a check in his hand right there for us! He’s really just a fine person.”

Already a longtime Safeco customer, this experience has made Black even more loyal.

“I tell people all the time, ‘When I have a claim with Safeco, there’s none of this horsin’ me around. They take care of us, and they don’t make you feel as if you’re trying to steal from them when you file a claim.’

“We just keep talking about how amazed we were at the quick response.”

Other customer comments

Many customers have told us about their positive experiences with Safeco after the Montana storms. Like Glenn Black, they were particularly impressed with the outbound calls we made. Here are just a few comments:

- “Thank you for calling.”
- “You were the most helpful and knowledgeable insurance adjuster I have ever spoken with, and I am very pleased to have my house and two cars insured with Safeco.”
- “Great insurance company.”
- “We’re glad you reached out so soon.”

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