

WELCOME

THE COLEMAN AGENCY

PROTECTION & PEACE OF MIND

HEALTH • HOME • AUTO • COMMERCIAL

124 Zimmer Rd, Indian Land, SC 29707 | 803-802-7507 | www.thecolemanagency.com

We are so excited to have you part of The Coleman Agency family. We take great pride in our agency, community and clients. As an Independent Agent we offer choice, provide a high level of service and are local to your community. But what does that really mean? Can't other agents say the same thing about their business? Here is how we are different:

Choice: As an independent agent, we offer a choice of multiple insurance carriers, coverages, price, and more. Our main focus is to find the insurance coverage that best suit your unique needs and gives you the best options. In addition, we know you have a choice when selecting a local independent agent. We want to continue to show how we earn your trust through our regular communication, personal relationships, and community involvement. We want you to be a part of our agency and join us in having some fun!

Provide High Level of Service: To us, service means getting to know each other on a personal level. We want you to know as much about us as we do about you. So when you call you will know who you are talking to! We will also be available in the event of a claim. Being independent we work for you, not the insurance companies. We will be there to make sure your interests are protected and not forgotten.

Local: When most people say they are local, they mean they have an office in your community. While that is true of us, when we say we are local we mean we are a part of your community. We are involved with local and national charities and organizations, like Habitat for Humanity, Hunters for the Hungry, and KinderMourn, that benefit where we live. We believe that if we put our time and money where it matters the most we all benefit. So come join us in the 4th of July parade, or participate in our Coats for Kids drive, or just show up a give your support by being there!

So what's next? Please read through the rest of the Welcome Packet for more information on the agency. Once you have read through the information, place it in the enclosed folder and keep it with your files for safe keeping and future reference. If you have any questions, please go to the Our Staff page and give any one of us a call. We would be more than happy to assist you.

Again, thank you for being a part of The Coleman Agency family where our community is family and our family is our community.



Kirk C. Klaas
803-802-7507



OUR AGENCY

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The Coleman Agency was founded in 2013. Since Opening our doors we've always worked hard to provide solutions to each of our clients' individual needs, wants, and desires while providing them with sound "protection and peace of mind."

The agency started with 3 things in mind:

1. Customer focused solutions
2. Integrity
3. Transparency

Sounds simple, but with the way the world has changed, we don't do business with every client face to face. So we do some things differently, like communicate through newsletters and Facebook instead of seeing everyone in town at mealtime at the local diner.

Hold us to the high standard of service we strive for - we hope you'll provide your comments on how we're doing during. We know that you rely on us to protect your most valuable treasures, including family, home, cars, and finances. So do like we always said, "Leave the worrying to us and get on with your dreams."

Here are 3 easy steps to take when you get this welcome kit:

1. Open our Facebook page at facebook.com/TheColemanAgy and like us!
2. Leave us a review on the links below to Google, Facebook, and our website. We love to hear from you!

<https://goo.gl/jAG5ZB>

<https://www.facebook.com/pg/TheColemanAgy/reviews/>

<http://www.thecolemanagency.com/testimonials.aspx>

3. Join us! Find an activity you can support and let us know! We're always looking for new opportunities to get involved!



Our family



Our town, Waxhaw, NC



*Our office is near Fort Mill, SC
Serving the greater Charlotte area!*

OUR TEAM

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Kirk Klaas

Trusted Insurance Advisor, Outdoorsman, and Loves being a Father & Husband!
Direct Phone – 803-802-7507
Email – kirk@thecolemanagency.com

Kirk is a general agent with our agency and holds licenses to advise our clients (individual and group) with Life and Health, Personal and Commercial Lines, Medicare & Senior Markets, and Ancillary Coverages. When he's not at work he enjoys spending time with his family, socializing and making new friends, and anything outdoors. One interesting fact about Kirk, is that he raises Angus and commercial beef cattle. This is something he took interest in around 2014 and he's working to improve the quality of meat local consumers have access to for their family consumption. He helps raise money for various charities and loves introducing young people to the outdoors.



Kirstin Dellinger

Insurance agent, dog mom, and gamer!
Direct Phone – 802-802-7507
Email – kirstin@thecolemanagency.com

Kirstin is a new agent that holds licenses for Life and Health, Property and Casualty, and Medicare Supplement and Long-Term Care. Kirstin grew up in a family of insurance agents and is excited to be mentored into the family business. Outside of the office she spends most of her time with her family, but in her spare time you'll catch her on Xbox playing games or binge-watching TV shows! She is also the dog mom of the cutest rescue pup!

OUR INVOLVEMENT IN THE COMMUNITY

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We Give Back

Giving back to the community is part of our agency's culture and core beliefs. We believe in supporting our local non-profit businesses that make other people's lives better. Each year we participate in raising money for various causes and events. They range from helping people with counseling the loss of loved ones, raising money and gathering food for local food banks, sponsoring families during the holidays to ensure that they have meals for special occasions, and gathering clothes for women and children shelters.



We Volunteer

Each member of our staff volunteers within the community, introducing boys and girls to the outdoors with hunting, fishing, hiking, and helping raise money for various local and national charities.

We believe it is important for our team to volunteer, so we give them time away from the office to volunteer with their own personal favorite charities in the community.

We also have opportunities for you to be involved and help out local charities. Look for details on Facebook and in our newsletter!



WHAT TO DO IF YOU HAVE A CLAIM

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Q. I've been in an accident – what now?

A. Start by reporting your claim to your insurance carrier. They need to know:

- When the accident occurred
- Where the accident occurred (be as specific as possible)
- How the accident happened
- What kind of vehicle or vehicles were involved (including the year, make, and model)
- A description of the damage on each vehicle
- The names and contact information of people involved in the accident
- The extent of any injuries to people involved in the accident
- The names and contact information of anyone who witnessed the accident
- The name of the law enforcement agency that responded and the police report number, if police were contacted



Q. I have damage to my property-what now?

A. Call your insurance carrier and let them know:

- When the incident occurred.
- A general description of what happened.
- The location of the damaged property and what was damaged.
- The condition of the home and if it is still livable.
- If temporary repairs are needed.
- If the fire or police department was contacted, which department responded and any report number. Your contact information and the best time to reach you



Q. Do I need to protect my home from further damage?

A. Yes, once it is safe to do so, it is your responsibility to protect your property from further damage.

- Arrange for reasonable temporary repairs such as boarding up broken windows, covering the roof, and removing debris.
- Keep a list of any temporary repairs you make to document the damage, and make sure to save your receipts.
- If possible, place damaged items in a secure area where they can be inspected. If you are unsure about an item, include it with the damaged property.
- If you have fire or smoke damage, do not try to clean the damaged items. Sometimes cleaning things without the proper equipment can cause more damage.

Please also call us here at The Coleman Agency **803-802-7507**.

When you have a claim, give us a call so we can let you know what to expect.

WE APPRECIATE YOUR REFERRALS

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The Coleman Agency “Help our Community” Referral Program

Your referrals mean the world to us. We work hard to earn each referral with great service and appreciation for your business every day. As our way of saying thank you, we’re kicking off our new “Help Our Community” referral program. We love supporting the charitable efforts in our community, so we’ve tied referrals and charitable giving together.

Here’s how it works:

- For every referral we receive we will donate \$10 for every new client we secure to Hunters for the Hungry from October 2018-January 2019. Their purpose is to provide food for needy people and non-profit organizations of North and South Carolina.
- What qualifies as a referral? A referral is when we are contacted for a quote from someone saying you referred them to us. Don’t worry we ask on every call.
- That’s it. The person you refer doesn’t have to purchase a policy or obtain a quote from us if we’re not competitive for your referral to count. There are many worthy charitable organizations in our community. Help us help them!
- Do you have a charitable organization near to your heart? Please send us their information! In December, we will decide what charity we will be supporting during the first quarter of 2019. Let’s help our local friends and families that need us!

Our referral program is open to anyone, whether they’re a client or not.



WHAT CLIENTS LIKE YOU SAY ABOUT US

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"Great service prompt call back just a professional transaction. I will give them all my business. Plus the money I saved and, finally affordable insurance! The agency believes that I'm important to them and they value me as a client."

- David, C. - Oak Island, NC

"The Coleman Agency has gone above and beyond in providing for our insurance need!"

- Fred, B. - Fort Mill, SC

"As a REALTOR®, I've worked with dozens of insurance agents and companies. Kirk is a professional, straight-forward, no-nonsense kind of guy who always provides the best rate. I highly recommend him to all of my clients, family, and anyone else reading this review."

- Cliff, T. - Charlotte, NC

"Kirk was so helpful with my new auto insurance policy! He quoted and placed my policy the same morning I called. And to make the experience even better, saved me over \$100 a month compared to a quote I received from another agency. I highly recommend!! 5 Stars."

- Jamie, S. - Fort Mill, SC

"We all see the TV commercials suggesting to call the large insurance companies to save money, which we did. However, they didn't do the comprehensive review of our coverages and make recommendations like we experienced with The Coleman Agency. They made recommendations to increase our auto limits, change some of our home owner's endorsement, and add an umbrella policy. All of this and still reduced our monthly insurance payment. Top notch service and we could tell that they we're truly dedicated to our family's individual needs. They don't sell of a script or check list. They evaluated our needs and provided us with great protection."

- Meredith, G. - Waxhaw, NC