

LEGENDARY SERVICE

Pledge of Performance

As your Insurance Agent, my promise to you is to provide **Legendary Service**. I will fulfill this promise by:

- **Returning all your phone calls and emails within 24 hours.**
- Guide you through the claims process for a prompt and fair resolution of your claim.
- **Explain your policy in “plain English” so that you can understand what your policy does and does not cover.**
- Work with you to identify the insurance and financial services that are right for you, your family or your business, and use my access to multiple companies to deliver those products.
- **Help solve problems related to your coverage or account.**
- Use my experience and multiple company relationships to customize your coverage as needed.
- **Commit to continuing education so that I may be more knowledgeable in serving you.**
- Conduct my business in an ethical manner.
- **Keep you informed of industry trends and coverage concerns. I will communicate this by phone, fax, email, newsletters and postcards.**
- Explain the coverage’s and options available to you through my agency at your request.
- **Treat you with respect and courtesy.**
- Educate you to become a better risk so that you can obtain lower premiums.

I pledge this to you, my client, and ask that you let me know if I fail to meet my commitment, so that I may take corrective action.

Thank you!

Gregory A. Culver
CLU, ChFC