



Ralph Guarasci

Granddaughter Cameron Starts Driving



In addition to being a new driver, Cameron is a new member of the Worthington Kilbourne girls golf team. She's not afraid to try new activities. Her very first 9 holes was on the day of tryouts.

Cameron Dewey, pictured, is our oldest grandchild. When she turned 15 1/2 she got her learning permit to drive. Most of her in-car training was with her parents. However, she was running short of the required hours and I was asked to help out.

It's been a long time since I was in a car with a trainee. Honestly, a bit scary. What can I teach her in the short time we have that will have the greatest impact? I decided to emphasize the importance of maintaining distance between her car and the one ahead. When I learned, a safe distance was one car length for every 10 mph.

She was an attentive student but maintaining space on the road isn't easy. Cars want to fill the gap you worked to create. That meant slowing down a bit to create new space, only to have new cars fill the gap again. You get the picture.

I wish I could teach her to anticipate how and when traffic ahead will slow or come to a stop. Unfortunately, that only comes with experience. If she can learn to leave extra space, she will have a better chance of stopping in time.

Life Insurance Claim Paid 2,416 Days After Passing

On August 14, 2001 our agency sold a \$500,000 life insurance policy to a man with four children. The policy included a Children's Term Rider so it provided \$10,000 coverage for each child. On Nov. 24, 2015, 14 years into the policy term, one of the younger children lost her life to a childhood disease.

On June 30, 2022 the life insurance company sent a letter about the oldest child on the policy. Now age 25, she was eligible to buy a policy on her own. Upon receipt of the letter, dad wondered about the rider and got to thinking about his deceased daughter. Nearly 7 years after her passing, could there still be a claim? The answer is yes.

The life insurance company paid the \$10,000 plus 4% interest for 2,416 days, a total of \$12,964.23. Our agent delivered the check during a tear filled meeting in our office.

Agent Springs Into Action With Chainsaw

Scott Egelhoff, a partner in our agency, got this email from one of his clients:

"I have an emergency, a big tree from my neighbor's yard fell in this storm and crashed onto my roof, and also came through the house into my living room — there is significant damage and with the rain the next couple days I'm wondering what the next steps are to have you guys out to come take a look and was also wondering if your vendors do anything to help waterproof. Attaching a couple pictures here for reference, appreciate any and all guidance you have for quick next steps. Thank you"

Scott grabbed his chainsaw and headed to the house. He also took a careful look at the health of the downed tree. He's no expert but if it was dead (it wasn't) there might be a claim against the neighbor (there wasn't). The cost of the claim was \$63,245.



May 3rd Hail Storm Alters Driving Route

The early evening of Tuesday May 3rd I was driving home from North Carolina. Headed up 77 thru West Virginia I called my wife to check in. "There are bad storms all over southern Ohio" she said "its all over the news". I was planning to use Rt 33 thru Lancaster but she advised against it. I switched gears and came up Rt 23 thru Chillicothe.

The agency phone started to ring the next morning. Homes in Fairfield and surrounding counties were severely damaged by the large, sharp hail stones. One of our claims was nearly \$180,000 for a home and several outbuildings. I've been puzzled at times about hail storm claims arising out of small, normal stones. That was not the case with the May 3rd storm. It was the real deal that caused extensive damage.

Fire Damage Claim Recovery Settled for \$50,000

An apartment complex insured thru our office suffered a fire in one of the units. It happened on Nov. 28, 2020. The tenant admitted it was due to carelessness with a candle. Fortunately, the tenant had renters insurance which was a requirement of the lease. A damage claim was submitted thru the renter's policy, a national insurance company that advertises on TV constantly. Lets call them WK Insurance for "Well Known".

WK Insurance reviewed the repair estimate. The claim adjuster for WK said they could not pay the entire repair bill. According to their guidelines, they owed \$10,000—\$15,000 less than estimated. That left the owners of the complex with two options. Either collect less thru WK or file a claim thru their own insurance company (Cincinnati Insurance) and incur a \$10,000 deductible.

The decision was made to file thru Cincinnati Insurance who was willing to pay the entire repair bill. The total claim payment thru Cincinnati was \$81,222. Legal counsel for Cincinnati submitted the paperwork to WK for reimbursement, a process known as subrogation. After months of delay, and with no willingness to negotiate, WK Insurance offered \$50,000. Cincinnati accepted.

Our customer deductible of \$10,000 was part of the recovery demand. Since the recovery of \$50,000 is 61.56% of the total claim, our customer got back \$6,156 of his deductible.

Two Unusual Homeowner Liability Claims Settle

People think of homeowners insurance as coverage for damage to their house. Examples include fire or wind. Not always appreciated is the personal liability coverage in the policy. That type of insurance is for injuries or damage for which the insured is liable. We don't see too many claims of this type but recently two were settled on behalf of our customers.

In one case, a teenager suffered an eye injury while partying at a friends house. The parents were not home and were unaware of the impromptu get together thrown by their child. In another case, a family gathered around a firepit. The wind sent ashes out of the property and onto the skin of an innocent person within range. The injury left scarring. The claim settlement in both of these cases was six figures.

The Claim Department Wants Cameras in Your Trucks

Dashboard cameras, forward and inward facing, are an important tool for claim departments and defense counselors. According to an attorney specializing in truck accidents *"I want all the information I can get as quickly as possible. We have been able to close cases quickly by demonstrating to claimants' counsel that our driver was not at fault and that the accident was caused by someone or something else"*.

But what if the dash cam works against us? Claims department specialists tell me they want to know that as well. Inward-looking dash cam videos often show truck drivers looking away from the road prior to an accident. It's not good news but it paves the way to a settlement.

Insurance Industry Struggles with Water Claims Two Paid Home Claims in 7 Years = Cancellation

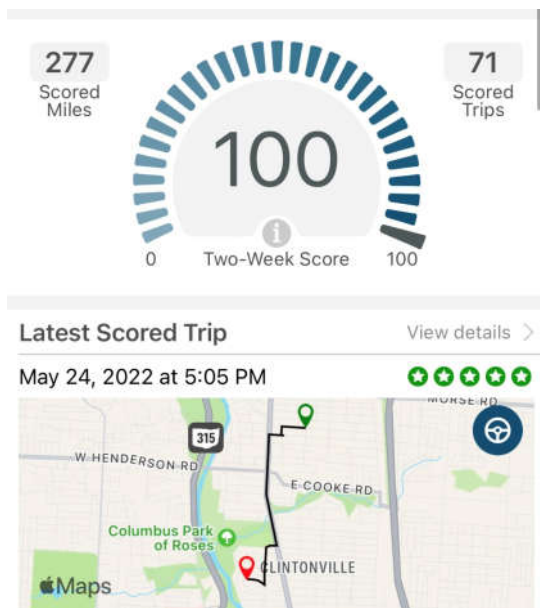


The whole plumbing system was easier before it came indoors.

A long term homeowner customer had a water loss 1/29/15. It was caused by a burst pipe and the claim payment was \$25,205. On 3/1/19, the customer submitted another water claim but it was not covered under the policy (nothing paid). Then on January 17, 2022 another water claim was presented. It was for water in the basement and the insurance payment was \$29,767.

If you were an insurance underwriter, would you continue to insure this house? The insurance company writing this policy said no. It's part of an industrywide emphasis on homeowner claims related to water damage.

This account also highlights the problem of a "non paid claim". I'm referring to the 3/1/19 incident that was not covered. When people ask that a claim be reviewed for coverage they often wonder if it will effect them. Increasingly the answer is yes. Data collected by insurance companies shows that people that submit claims for review (even if nothing is paid) are a higher risk.



Note the 100 score which is perfect. The app also rates the driver against others in the program. This insured liked seeing how he did vs others.

Driver Monitoring Systems Catching On Premium Discounts from 5-10% Just For Signing Up

Are you a safe driver? Could you pass a test that rated such factors as phone usage, speeding, hard breaking, fast accelerating, and cornering? If yes, there are premium savings to be awarded on your auto insurance policy.

The results on the left are real. They are based on two weeks of driving with a phone app doing the monitoring. This customer kept the app on his phone for 90 days.

The customer got an immediate 5% credit for entering the program and will get a new discount at renewal. His premium can not go up.

This example is with Cincinnati Insurance. However, Safeco, Traveler's and other insurance companies offer a similar program.



My mother lived an ordinary life in an extraordinary way. Most will remember her sweet disposition. She was also smart and had a deft way with people. She knew when to back down and when to stand her ground. A wise woman.

Sundaes With Lea

Mitch Albom wrote a popular book titled *Tuesdays With Morrie*. It's about visits Albom made to Morrie Schwartz, a favorite college professor dying of ALS.

Pictured is my mother Lea Guarasci. She lived to 89 but her final day was Oct 28, 2022. I was at her side. Some have said that was only right since she was there when I took my first breath.

She spent her last year in a Memory Care Unit. Unable to speak, our family struggled trying to get a reaction from her during our visits. Hoping to stir her, I started bringing her ice cream treats, including chocolate sundaes.

Oh how her eyes came alive when she saw the Dairy Queen bag. I started with junior size which wasn't enough. Then I brought the next size up. No matter the size she finished the treat. I told the nursing staff I would know the end was near when she didn't want her treat. Sure enough, the only time she refused was three days before she passed.

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