

Dear Chase Agency,

I wanted to thank you for wonderful customer service and response time. Because of you, my clients are ecstatic.

In the past, I would refer my clients to the Lester Kalmanson Agency. When I would contact the Lester Kalmanson Agency via email or phone to discuss a particular client, their response time was not great. Often, I would have to call back several times and follow up with several emails prior to getting a timely response.

When you are dealing with a sensitive issue such as an aggressive animal, timing is crucial. Pet owners are desperate to save/keep their animals. I didn't feel the staff at the Kalmanson Agency had any empathy for my clients. They act as more of a call center than an agency with compassion. I'm sure they hear about animal aggression on a daily basis, but for the client dealing with a dog that has been labeled as "dangerous", this can be a very traumatic experience. Additionally, their prices are very high and clients are forced to pay for a policy all at once. Very few of my clients are able to pay for a \$1400 policy in one payment. Because of this, they were not able to keep their dogs and these people are absolutely devastated!

Due to the poor feedback I was getting from my clients, I desperately searched for an alternative referral source. In my search, I came across your agency. I have referred Chase Insurance several clients and they were helped very quickly. Your policies are not only more affordable, but your company also offered my clients payment options. This may not sound like a big deal, but because my clients are able to afford your policy, they can keep their beloved family pet.

My clients have told me that your staff is kind, understanding and compassionate to their situation. The greatest thing about Chase Agency is that you are open 24 hours! One of your agents even spent 30 minutes explaining the policy to my client.

When I'm not able to help a client, I at least want to provide them with a dependable and fairly priced referral. I am happy so happy to have found The Chase Insurance Agency!

Thank you for making me look good.

Here you go!

