FOUNDATION INSURANCE OF FLORIDA

Information Packet



WE'RE SO HAPPY YOU'RE A CLIENT

On behalf of the entire Foundation Insurance of Florida family we would like to say welcome, we would also like to sincerely thank you for being our client. We are thrilled to have you with us!

Throughout the last decade we have thoroughly enjoyed getting to know our customers and watching their businesses grow.Getting to know each one of our customers allows us to deliver tailored insurance specifically designed for you and your individual needs.

We are extremely proud to be considered one of the highest producing and awarded independent agencies in Florida! As an independent agency, we will always remain committed to our clients and not the insurance companies. We never forget or lose sight of the fact that without you there would be no us. With over 100 insurance carriers at our disposal our professionals will give you the best protection for your premium dollar's year in & year out.

Our clients are the most important part of our business. Our Licensed Professionals look forward to serving you and your family for many years to come. Again, thank you for entrusting us with your Insurance needs!

Sincerely,

Your team at Foundation Insurance of Florida



NEXT STEPS:

Please read through the rest of this informative packet for more information on our agency, what to do if you need to file a claim, risk management insights and more. Once you have read through the information, keep it with your files for safe keeping and future reference. If you have any questions, please don't hesitate to contact us. We are more than happy to assist you!



www.FIFamily.com | 561.994.9333

6413 Congress Ave. Suite 250, Boca Raton, FL 33487 | Monday – Friday, 9 am – 6 pm



OUR FIRM



Foundation Insurance of Florida was founded in 2009 in Stuart Florida and is one of the fastest growing agencies in the state. Our licensed professionals have helped over 100,000 people and businesses find great insurance at great prices. Our firm welcomes new technologies, new and innovative ways of doing business and new challenges.

In 2019, we partnered with Baldwin Risk Partners (BRP), an insurance distribution holding company. Our connection with BRP gives our clients the best of both worlds – a local business deeply connected to the community with the backing of a larger firm that has preferred relationships with the most reputable insurance providers. Under BRP, we have best-in-class resources, increased geographic representation and expanded lines of insurance to support all your coverage needs as your life and business evolve.

AGENT SPOTLIGHT

Foundation Insurance is delighted to introduce our newest Licensed Professionals! Carmen Gomez and Taryn Brauchle (Processing), Sandro Giesse (Home Division), and Laurel Siemon (Auto Division). Each of our new colleagues embodies our "Core Values". Our core values represent the "Foundation" of Foundation Insurance and they serve as the pillars of strength that we very proudly stand on together. Through the best of times or the most challenging of times, we will never compromise our core values. Furthermore, our core values provide our customers with an unprecedented level of service that is far superior to any they have ever experienced.

OUR CORE VALUES













RESPECT

DEDICATION

RELATIONSHIPS

HONESTY

TOGETHERNESS

PROSPERITY

WHAT TO EXPECT



POLICY IMPLEMENTATION

We will implement all of the polices as discussed. Your policy and premium invoice will be delivered directly from your insurer. You will also receive evidence of insurance and temporary vehicle ID cards, as needed.

CANCEL PRIOR POLICIES

Once we receive the new policies and ensure the terms are issued as requested, you should cancel your existing policies backdated to the new policy inception date. Once your prior policies are canceled, keep an eye out for your premium refunds. If you do not receive within thirty days we recommend you follow up with your prior insurance agent to check the status.

HOME INSPECTION

Your new homeowner insurer may contact you to schedule a home inspection to ensure the home is insured to value using current replacement costs; the inspection may include an interior or exterior inspection.

WE'RE HERE FOR YOU

We believe pro-active account maintenance will help ensure the program has kept pace with your lifestyle. As you review your policy, have any questions or encounter lifestyle changes, please let us know.

EDUCATION

We will send quarterly e-newsletters with education on loss prevention, possible premium credits and industry trends that will keep you in the know.

YOU'RE IN GOOD COMPANY

I've been with Foundation Insurance since 2015 and been very happy with their service. Jamie McKay has helped me find the right homeowners, flood & hurricane insurance for my home. He's answered many questions with patience & knowledge. I truly value his professionalism. I've referred many friends & family members to Jamie. I also use Foundation Insurance for my car insurance & am looking into an umbrella policy through them. You can't go wrong with Jamie & Foundation Insurance! -Nancy C.

Emily Taylor at The Foundation Insurance of Florida is an exceptional Insurance Agent. She's responsive, honest, thorough and professional. I've had my policy for almost 2 years and have referred others to her as well.

-Shannon K.

Foundation insurance is amazing. They have the best rates and are quick to respond. I have worked with Chelsey Amaya and Josh Chase.

-Ruben I.

PROTECT WHAT MATTERS MOST

Our advisors take care of all your insurance needs so you can focus on life. We invest the time to listen, research and counsel on the best coverage options available for you, your family and your business.



PERSONAL INSURANCE

- Home
- Rentals
- Secondary Residences
- Flood
- Jewelry & Collections
- Auto
- Motorcycles/RV
- Boats/Yachts
- Life/Disability
- Umbrella Liability



BUSINESS INSURANCE

- General Liability
 - Property/Contents/Flood
- Business Auto
- Professional Liability/E&O
- Cyber Liability/EPL
- Workers' Compensation
- Bonds
- Landlord Protection
- Umbrella Liability
- Intellectual Property

INSURER PARTNERS -

As independent insurance agents, we work for you and not the insurance companies. This allows us to tailor your coverage to your specific needs and compare coverages and prices to find you the best possible coverage. We are proud to represent a large number of insurers. Through our connection with Baldwin Risk Partners (BRP), our insurance holding company, we are one of the top 25 personal insurance agents in the country and we have access to over 150+ insurers so we can find the right coverage at the right price.

WHAT TO DO IN THE EVENT OF AN AUTOMOBILE ACCIDENT -

- **BE SAFE.** Move out of the way of traffic and turn on your hazard warning lights.
- **TAKE CARE OF YOURSELF AND OTHERS.** Call for medical assistance, if necessary.
- **CALL THE POLICE AS SOON AS POSSIBLE.** Even in a minor accident, it is important to file a police report. Ask the officer for the report number.
- **DO NOT ADMIT FAULT.** Or advise your coverage limits, even to the police. Do not discuss the circumstances of the accident with anyone other than the police and an insurance claims representative, but remember to be polite and treat everyone at the accident scene with respect.
- **EXCHANGE DOCUMENT INFORMATION.** Obtain the necessary information from the other drivers. Do not leave the scene until you have checked on all other people involved and have all the information you need.
- **TAKE PICTURES AT THE SCENE.** Use your smart phone to document the vehicles involved, the damage, the accident scene. The contact ID cards and license plates. This documentation can help you at claim time.
- **REPORT THE ACCIDENT.** If there are any damages, contact your insurance company as soon as possible to report the accident.

WHAT TO DO IF YOU HAVE A CLAIM

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 (date and time)
- 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

Q. I HAVE DAMAGE TO MY PROPERTY, WHAT NOW? A. CALL YOUR INSURANCE CARRIER. HAVE THIS INFORMATION AVAILABLE:

- 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 DON'T HESITATE TO CONTACT US IF YOU HAVE QUESTIONS ABOUT YOUR POLICY.

HURRICANE PLANNING



BEFORE HURRICANE SEASON

- Take pictures of your property and building to make the claims process smoother in the event your home sustains damage.
- Ensure drains aren't clogged on terraces and balconies.
- Get an emergency back-up generator that is capable of providing electricity to keep essential parts of your home running properly.
- Replace standard windows with impact resistant window systems, if able.

- Make sure you have current valuations of high value items to help ensure your collection is adequately insured and documented in case a claim needs to be made. (Appraisals should be updated every three to five years.)
- Trim trees and shrubbery away from your home and remove any weakened sections that might easily break off and fall.
- Replace gravel/rock landscaping materials with a softer material, such as shredded bark or mulch. Pebbles can cause damage in high winds.
- Have any basic vehicle maintenance done before a storm threatens and fill your tank with gas.
- Maintain a current and complete inventory. In the event of significant loss, a detailed inventory may help to facilitate the claims process.
- Prepare your home for responders Think about things such as Is your property gated? Are your street numbers clearly visible?
- Secure means of communication because cell service may be down, email may be a more reliable form of communication.
- Obtain and keep accessible as much cash as possible, as banks may not be open following the storm.
- Fill the fuel supply for your back-up generator and vehicle.
- Charge your electronics and have batteries in a convenient location.
- Caulk around openings Be sure to check the caulking around exterior doors and windows, it can become mildewed and cracked from summer rains.



- Move outdoor furniture, planters, bird feeders and decorative objects in your garage or house.
- Move personal possessions to the center of your home, away from windows and doors. Place towels at the base of doors to absorb any water that may enter.
- Secure all doors and board up windows to protect against flying debris.



- If you discover water in your home, contact a restoration company immediately to begin the water extraction process.
- Check circuits and equipment before restoring power.
- Run the air conditioner to dehumidify your home.
- Remove any wet items and store them in the garage, if possible.
- Call your insurance advisor or insurance company immediately to report how, when and where the loss or damage occurred. Have your policy number handy and give them a general description of damages.

DISASTER PLANNING

PROTECT YOUR IMPORTANT DOCUMENTS

Personal documents are some of your most valuable and difficult items to replace. Protect the following documents in a bank safe deposit box, other off-site storage or in waterproof containers. You may also scan these items to keep an electronic copy on a flash drive for easy access.

- **PERSONAL ITEMS:** birth certificates, marriage licenses, immunization records, pet vaccinations, photos that would be difficult to replace.
- **FINANCIAL DOCUMENTS:** stock and bond certificates, account numbers with contact information, first two pages of your latest income taxes, backup disc of financial management software.
- **INSURANCE:** copies of all policies, including home, vehicles, boat, health, life, along with appraisals, home inventory (photos or video of your home's contents) and pertinent contact numbers.
- **LEGAL PAPERS:** deeds, titles for vehicles and boats, living wills, passports, military records, powers of attorney, child custody or divorce records.

YOUR POLICY INFORMATION Fill out the form below with your policy information and keep in a safe place.
Insurance carrier(s)
Policy number(s)
Hurricane deductible
Carrier toll free claims number
Carrier website
Flood insurance policy number
Flood insurance deductible

DISASTER SUPPLY CHECKLISTS

		\frown	
FOR H	YOUR	60	
Water (One gallon per pe	erson/per day for 3-7 days)	BI	E
Food		PREPA	ARED
 Non-perishable packa Specialty food for infa Snack food Cooking tools/fuel Paper plates/plastic ut 			
Cash (At least \$300-\$500) in various increments)		
First aid kit			
Medications (2-week su	pply of prescription drugs)		
Clothing (Including rain)	gear and sturdy shoes)		FOR YOUR
Flashlights (One for eac	h family member)	0-0-	CAR
Portable NOAA radio			
Batteries (Lots of batteri	es)	Gas (Keep your tar	nk full)
Essentials (Toilet paper, trash bags, etc.)		Nonperishable for	od (including a can opener)
		Bottled water	
ADDITIONAL CON	ISIDERATIONS:	First aid kit	
Generator	Coolers (food, ice)	Tire inflater	
Additional fuel	Books, games, etc.	Basic toolkit	
Personal hygiene items	Fire extinguisher	Flashlight	
Waterproof container	Duct tape	Road flares	
Matches		DC to AC power c	onverter
	Whistle	Cell phone charge	r
Copy of keys	Phone charger		
Baby diapers/formula	Local maps	Working jack & sp	bare Tre
Pet care items	Tools (wrench, pliers)	Cash	
Chlorine bleach		Jumper cables	
Extra glasses, contact lens	ses		

W!

PREVENTING LOSSES TO YOUR HOME

WATER DAMAGE -

Water damage is one of the most common reasons for making homeowners insurance claims. Even the smallest leaks can turn into costly water bills and result in major damage, disrupting your life.

Here are a few tips to prevent water damage in your home:

- Leaky plumbing and water heaters Plumbing should be inspected annually and repaired for signs of leaks or corrosion.
- Clogged drain lines on air conditioning units Check air-conditioning drain lines yearly
- Leaks from washing machine hoses, refrigerators and ice makers Inspect these annually and replace them every three to five years—or immediately, if signs of cracking or bulging appear
- Water shutoff valves Teach everyone in your household how to close these off to the main water supply, sinks, toilets and water-drawing appliances.
- Check the foundation Inspect your foundation walls and floors for cracks. Move downspouts a minimal 3 feet away from the base
- Pressure testing gauge A major cause of leaks and burst pipes is stress and strain from water pressure set too high. But most hardware stores sell a simple, inexpensive water pressure gauge. Attach it to an outdoor faucet, then turn the faucet on full force, for a reading of your water pressure. If the number is above the recommended PSI, you will need a pressure-reducing valve, also available at hardware stores.

ROOF -

Take the following steps to ensure your roof is in good condition and to prevent potential damage:

- Trim trees and remove dead branches so they won't damage your home if they fall because of wind, ice, or snow.
- Clear gutters and downspouts of debris. As the leaves fall, make sure they aren't building up in the gutters.
- Check for any roof damage. Pay attention to surface bubbles and areas with missing gravel on flat roofs, or missing or damaged shingles or tiles on sloped roofs.
- Check the flashing on the roof to make sure it's in good condition to help prevent water penetration.
- If your roof needs replacing, consider impact-resistant roofing materials, especially if you live in a hail-prone area.

FIRE

Every second counts, be sure to plan two ways out. Knowing the true speed at which today's home fires can spread is vitally important when it comes to a home escape plan. A home escape plan includes:

- Working smoke alarms on every level of the home, in every bedroom and near all sleeping areas;
- 2 ways out of every room, usually a door and a window; and
- A clear path to an outside meeting place (like a tree, light pole or mailbox) that's a safe distance from the home.
- Once you get outside, stay outside. Never go back inside a burning building.

Here are a few tips to help control fire damage in your home:

- Make sure the number of your home is clearly marked and easy for the fire department to find.
- Close doors behind you as you leave this may slow the spread of smoke, heat, and fire

HOME INVENTORY -

Here are some tips to help build and protect your home inventory checklist:

- Walk through your property The more detailed your inventory, the more useful it will be if you have to make a claim. Document possessions inside your home and on your property that may be of value.
- Keep your inventory in a safe place Creating a digital home inventory and storing it off-site will help ensure that it won't be lost, stolen or damaged during any disaster at your home.
- Update your inventory often When you make a significant purchase, add the information to the inventory while the details are fresh in your mind.

THEFT

Keep unwanted intruders out of your home. There are many solutions that require no money at all -- just a little common sense.

Here are a few things that you can do to make your home more safe:

- **Don't show-off** Leaving certain things lying around your yard or in plain sight from the road can unwittingly lure thieves onto your property. Keep scooters or bikes inside or in your garage. When purchasing a new TV or other pricey electronics or appliances, be sure to dispose of the box properly. Don't leave it out by the trash or recycling bin. Also, if you have a number of expensive items within plain sight or near windows, think about doing a minor redesign to move them out of view.
- **Trick the burglars** There's a greater chance that burglars won't attempt to break in if they think you are home. So when you leave the house, create an illusion that someone's still there. You can leave a light on, along with music or your television. Also most residential thieves stay away from houses with home security signs in their yard (whether you have a security system or not.)
- Secure sliding doors and windows You can easily break into some older sliding doors by simply popping them off of their frame, even when locked. It's harder to do that with newer ones, but you should still take extra precaution to secure them since they can be an inviting entry for burglars. Simply take a strong dowel, steel bar or two-by-four and slide it into the back groove. That way, even if people can pick the lock, the rod stops the door from sliding back and opening. Although you should always lock your windows before leaving the house, you can install a simple pin or nail into to the frame to stop it from raising more than a few inches. This will add an additional layer of security in case someone pops off the screen and you have left the window unlocked.
- **Don't leave a spare key outside** It may seem like a good idea to leave a spare key hidden under a flower pot or doormat in case you get locked out of your house. But that's an open invitation for a burglar to walk inside without any difficulty.
- Secure your yard Tall shrubs and overgrown trees are welcome hiding places for criminals to wait until the coast is clear to get into your house. That doesn't mean you need to cut down every plant in your yard. Just keep things manicured.
- **Prepare before vacation** If you are going out of town for an extended period of time, call your local police and let them know. Also, alert neighbors you trust about your trip and ask that they keep an eye on your property during that time. Avoid having piled up mail, overgrown lawns and newspapers strewn about your yard that send surefire signals you're miles away. Also, have a friend pick up your mail and newspapers.

UNDERSTANDING ASSIGNMENT OF BENEFITS (AOB)

Assignment of Benefits (AOB) is an agreement that, once signed, transfers the insurance claims rights or benefits of the policy to a third party. An AOB gives the third party authority to file a claim, make repair decisions and collect insurance payments without the involvement of the homeowner. AOBs are commonly used in homeowners insurance claims by water remediation companies and contractors.

Often misused, signing an AOB can lead to harmful consequences for the homeowner. Be aware that signing an AOBs transfers your insurance rights to the company and allows them to collect money paid-out from your insurance company on your behalf. Always read the contract with a service provider to ensure it does not include AOB language. Call us to learn more or if you suspect you have signed a contract with AOB language.

MOST COMMON DISCOUNTS

HOMEOWNERS DISCOUNTS



- **Home safety discount** (Central station burglar or fire alarm, smoke detectors, and/or a water safety system, permanently installed back-up generator)
- Gated community discount
- **Hurricane proofing discount** (Impact-resistant roofs, windows, and shutters may cost you upfront but in the long run, these are definitely worth the investment.)
- **No mortgage** (If your house is paid off, you may be eligible for this discount.)

- AUTO DISCOUNTS —

• Driver discounts

- » Good driver/claim free
- » Good student (being a good student, away at school)
- » Driver training (completing an accredited driver's education course for new drivers, or defensive driving course-- typically offered to senior citizens)
- » Low-mileage (if mileage falls under a certain cap)
- » Homeowners discount (You can often get a discount for owning a qualified home.)



• Vehicle discounts

- » Safety equipment
- » Passive restraint (automatic seat-belts that fasten without you having to do anything)
- » Anti-lock brakes
- » Airbags
- » Anti-theft protection
- » New car
- » Collector car
- » Education (bachelors and/or graduate degree)

– POLICY DISCOUNTS —

- There are also discounts policy discounts that you may be eligible for.
- Multi-vehicle discount (Insuring multiple vehicles on one policy)
- Full payment discount (Paying your entire premium up front)
- **Renewal/customer loyalty discount** (Insurance companies like loyalty. Continuing to renew with the same company year after year can save you money.)
- **Bundling discount** (You can often get a reduced car insurance premium by combining multiple policies, like homeowners and car insurance.)
- Good credit
- Claims-free discount

HOME MAINTENANCE AND INSPECTION SCHEDULE

£	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
MONTHLY MAINTENANCE CALENDAR	 Replace HVAC filters Clean garbage disposal Test smoke/ car- bon monoxide detectors 	 Replace HVAC filters Test garage doors 	 Replace HVAC filters Clean garbage disposal Clean range hood and filters 	 Replace HVAC filters Test smoke/ carbon monoxide detectors 	 Replace HVAC filters Clean garbage disposal Test garage door auto-reverse 	 Replace HVAC filters Clean range hood and filters
NTE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Y MAII	Replace HVAC filters	Replace HVAC filters	Replace HVAC filters	Replace HVAC filters	Replace HVAC filters	Replace HVAC filters
MONTHL	Clean garbage disposal	Test garage door auto-reverse	 Clean garbage disposal Clean range hood and filters 	Test smoke/ carbon monoxide detectors	 Clean garbage disposal Test garage door auto-reverse 	Clean range hood and filters
ANNUAL CHECKLIST	 Drain and inspect water heater Inspect fire extinguisher Check water main/meter for leaks Check washing machine hose connections Check or termites, rodents and other pests Clean refrigerator coils Redo bathroom grout and caulking (where necessary) 			 Check toilet shut-off valves Redo kitchen grout and caulking (where necessary) Check bathroom and kitchen exhaust fans Check dishwasher hoses Pump septic tank (every 3-5 years) Last pumped:		
		- SPRING -			— SUMMER —	

	0111110	o o tritteri		
NTENANCE CHECKLIST	 Change air filters Change batteries in detectors Check for leaks in attic Wash windows Replace damaged window/ door screens Inspect bricks/stucco for chipping deterioration, or deposits Clean out gutters Add mulch around trees and garden beds to retain ground moisture Prune landscaping Pressure wash driveway, patio and deck Clean window wells and check drainage 	 Change air filters Change batteries in detectors Check for leaks in attic Wash windows Check wood decks for moisture- reseal deck if water doesn't bead up Check dryer vent pipe for clogging Change batteries in detectors Check driveway for cracks- reseal with asphalt patching caulk Check for/clean mold/mildew Clean underbrush around trees and bushes Switch ceiling fans to turn counterclockwise 		
SEASONAL MAINTENANCE	Check crawl space for water- call home inspector to find leaks Check lawn- fertilize and reseed if necessary Call furnace inspector- service furnace Check outdoor light bulbs Clean out gutters and downspouts Clean out gutters and downspouts	 WINTER Tighten loose handles and knobs Check door and window locks- replace where necessary Add weather stripping where necessary to insulate your home Switch ceiling fans to turn clockwise Remove screens and add storm windows Inspect and repair stairs and railings 		



Foundation Insurance of Florida

WE CAN ALSO HELP YOU WITH:



CONNECT WITH US

www.FIFamily.com | 561.994.9333

6413 Congress Ave. Suite 250, Boca Raton, FL 33487 | Monday – Friday, 9 am – 6 pm