



MESSAGE FROM THE EDITOR

It's hard to believe that we are already in July. In this California Casualty *Connection*, we share more details about our Home Office move, offer important fire safety tips, invite you to manage your policy online, and give you an insider's view on the extra ways we add value for our partners and their employees/members.

Happy reading, and thank you for trusting California Casualty with your insurance needs.



Mark Goldberg
Editor

Previous editions of California Casualty *Connection* are available at MyCalCas.com/Connection.

BEHIND THE SCENES

We Made a Big Move

After 47 years at 1900 Alameda De Las Pulgas in San Mateo, California Casualty recently relocated its home office. In the planning phase for almost a year, the official move of 110 employees took place over the Memorial Day weekend.

The new location offers a better utilization of space with improved work areas, modern lighting and room for collaboration, all for employees who are dedicated to improving your customer experience—from the systems we use to the service we provide. To further drive home our purpose, walls in common areas display our CODE, with representations and logos of our partner groups and images of the American heroes we serve.

Like any major move, this one took a ton of effort, patience and communication. Files needed to be packed, records stored and the new facility had to be retrofitted

for our use. California Casualty's dedicated employees were up to the task, and their needs were a priority throughout the process.

"Employees played a significant role in selecting the new location," said CEO Beau Brown. "California Casualty has many long-term employees in our office with 25 or more years with the company, so staying in San Mateo was very important to our management team. A committee of employees told us they liked Crossroads II the best."

The company now occupies space on the 8th and 10th floors of Crossroads II, just two miles from our previous location.

There were other reasons the Crossroads II building was chosen. It is a part



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GOOD TO KNOW

How to Prepare for a Wildfire



For most of the country, this is wildfire season. The Federal Emergency Management Agency (FEMA) is warning us all to be prepared before a firestorm comes our way. Past infernos have left thousands of homes and businesses reduced to rubble, families displaced and communities destroyed. The risk is real, the damage is catastrophic and the emotional toll is immense.

Here's what you can do to be fire-ready.

First, create defensible space to blunt the flames and give firefighters room to try to save the structure. That means:

- Creating a 30- to 100-foot fire-resistant space (or up to 200 feet on slopes) around your home
- Keeping plants carefully spaced, low-growing and free of easily ignited resins, waxes or oils
- Spacing conifer trees 30 feet between crowns
- Trimming back any limbs that overhang the house
- Pruning trees up six to ten feet from the ground
- Creating a fire-free zone within five feet of your home, using non-flammable landscaping materials and/or high-moisture annuals and perennials
- Removing dead vegetation from roofs, under decks and within ten feet of the home
- Using fire-resistant material for patio furniture, swing sets, etc.
- Relocating firewood stacks and propane tanks 30 feet from the home

Seeing a wall of flames moving towards your community is no time to figure out what to do. Evacuations occur quickly. Here are important preparations you can make before a fire threatens your property and loved ones:

- Teach everyone how to use a fire extinguisher and where they are kept
- Practice evacuation drills and know at least two escape routes
- Don't drive or park vehicles in tall, dry grass when fire warnings are issued
- Avoid using lawn mowers, trimmers, or other yard equipment that can create sparks on dry windy days
- Develop and share a family communication plan
- Review your homeowners or renters insurance policy to ensure you have adequate coverage for your property and belongings, and make a comprehensive home inventory
- Prepare an emergency kit



Emergency Kit Essentials

- ✓ First-aid kit
- ✓ Nonperishable or canned food and an opener
- ✓ A battery-powered radio and flashlight and extra batteries
- ✓ Drinking water – about three gallons per person per day
- ✓ Medications
- ✓ Hygienic wipes and products
- ✓ Important documents (insurance papers, wills, birth and marriage certificates, banking information) stored in waterproof bags
- ✓ Extra blankets and clothing



Now is the time to take action.

TAKEAWAY:

Find more home safety preparation tips at our resource page, www.CalCas.com/Resources.

We Made a Big Move

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of a mixed-use community consisting of retail, residential and entertainment. It is within walking distance of mass transit options, and

management is pursuing ENERGY STAR® and LEED® sustainable ratings. Its water and energy control systems maximize efficiencies to reduce energy costs and help tenants reduce their carbon footprint. The building only uses green cleaning products, and the rooftop features beehives (with honey from each harvest shared with tenants) and a rainwater collection system for landscape irrigation.

The new home office continues our history of service to American heroes. Founded in 1914 in San Francisco, California Casualty Management Company enjoys a very rare status: it is a fourth-generation, 104-year-old, family-owned company. We believe our success comes from great employees who work hard to provide our policyholders world-class insurance and exceptional customer service. This move was for them and you!



Chairman Emeritus Tom Brown and CEO Beau Brown commemorating the final Board Meeting at the old Home Office

TAKEAWAY:

Learn more about California Casualty at www.CalCas.com/Our-Company.

CONSIDER THIS

Online Account Management



Add convenience with ease when you sign up to manage your account online

through our corporate website, www.CalCas.com. No matter where you are, creating an online account makes it easy to access, review or make changes to your insurance policies. Even after a disaster (like a terrible wildfire), the online “Manage My Account” feature lets you see your policies, print the necessary paperwork and even file a claim.

To enjoy less clutter and enhance your online customer experience, sign up to Go Paperless. The easy, secure and eco-friendly program reduces the amount of paperwork you receive for your policy. After you opt in, you will get emails letting you know whenever new documents are available. You simply click on the link to access what you need. Going paperless allows you to stay organized by doing the filing for you.

TAKEAWAY:

Visit www.CalCas.com/Sign-in to create your online account. You will need your policy number and mailing address to get started.

IN YOUR COMMUNITY

Extra Value for Our Partners

As a member benefit partner, we have a commitment to the many organizations that we serve, helping to build value for members like you. Our company works hand in hand with your leaders at a variety of levels to improve participation and affiliation. Whether it’s an educational presentation, safety gathering, or benefit fair, California Casualty is there offering support and building long-lasting relationships.

Field Marketing Manager Erica Reich recently volunteered to help a math teacher and long-time customer with a request to teach insurance to her students. Erica went prepared with giveaways and held students’ attention while instructing them on various insurance coverages, including how to read a declaration page. Erica has now been asked to bring her dynamic insurance course to another school in the area.



Erica teaching insurance

Account Relations Manager Jill Strandquist impressed the Professional Fire Fighters of Arizona with her help at their annual convention. California Casualty again sponsored fun activities for participants, including a Corn Hole contest, chipping and putting challenge and Texas hold ‘em.

Erica and Jill’s enthusiasm is just one illustration of California Casualty’s commitment to our partners. The Illinois Education Association wrote this about Field Marketing Manager Justine Sallee: “She has developed quite an amazing reputation, as I continually receive positive comments regarding her passion to demonstrate association value. Kudos again to California Casualty, an amazing partner and Member Benefits teammate.”



Other team members have received these notes of appreciation: “My members love you, so keep doing what you are doing.” “Thank you for helping us out for the Safety Summit and presenting for us. You are super helpful!”

TAKEAWAY:

If you have a comment about how California Casualty has made a difference for you, or if you’d like help from one of our representatives at an event or to make a benefits presentation, email connections@calcas.com.