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Message from the Editor

Dear Friend,

Spring is right around the corner with longer days and more pleasant weather. Along with the approaching change of seasons, you're going to find some fabulous new things in this edition of *California Casualty Connection*.

Engaging with us online will be a "warmer" experience, following the recent redesign of our company website. Read more below to get a bird's-eye view of the new look and notable Manage My Account area changes that will make it easier to find what you need.

Also, knowing that tax-time fraudsters start popping up like weeds this time of year, we've provided tips to prevent identity theft and help you protect your personal data as you file taxes.

As we look forward to the interactions we will have with you in the spring and summer, we end this issue with a message of appreciation for the opportunity to serve those who serve our communities.

Our CEO, Beau Brown, shares his thoughts about the value of working with various professional groups like yours!

Again, thank you for trusting California Casualty with your insurance needs.

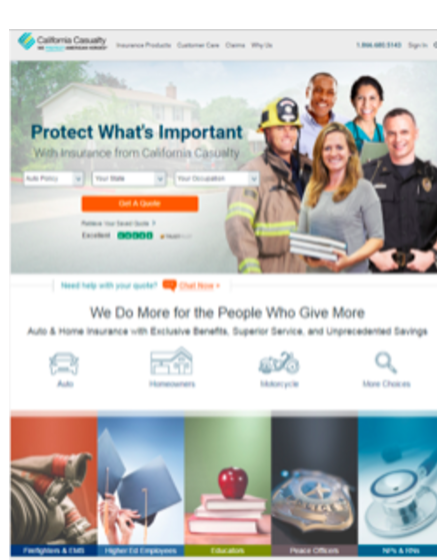
Mark Goldberg
Editor

P.S. To get the full, dynamic experience of this newsletter, please [view online here](#).

BEHIND THE SCENES

A Site That Features The People We Serve

You are part of an exceptional group of individuals who strengthen, enhance and protect our communities. In return, we want to provide you – educators, higher education faculty and staff, law enforcement, first responders, nurses and nurse practitioners – with the best customer experience. Our company website highlights that sentiment. When you visit www.calcas.com, you will find a fresh approach that resonates with your profession.



Here are some of the enhancements we've made for you:

- Easier to read on all devices – smartphone, tablet or computer
- A new Search option
- Convenient Sign-In area
- Readily available insurance information for your vocation

While you will find the imagery and copy has been updated to reflect the tools of your trade, because of safety and security concerns we are limited in the photos that we can use. We respect the sensitive nature of your workplace.

Takeaway: Take a tour of the new www.calcas.com and see how we celebrate you.

GOOD TO KNOW



Tax Time ID Theft Protection

As you prepare your 1040s, keep in mind every year personal information from tens of millions of us is compromised. A large number of that comes as we file our taxes. The IRS noted a **400 percent surge** last year of crooks using phishing and malware scams to try and steal your personal data. Unfortunately, it worked; thousands of people had money stolen or saw their refund delayed because someone filed a fake tax return with their information.

[Here are some tips to make it harder for cyber-criminals to get and use your personal information:](#)

- File early to thwart thieves
- Create strong, complex passwords and change them often
- Use different passwords for different accounts
- Keep your computer system up-to-date and install antivirus software
- Be aware and don't respond to suspicious emails or texts, especially if they ask for or demand social security or credit card numbers or passwords
- Monitor your bank and credit card accounts often
- Get an annual credit report

Nothing is foolproof, and it's good to have added protection; that's why every insurance policy from California Casualty includes the security you need from our partner IDT911, which has changed its name to **CyberScout**.

[CyberScout provides a full array of ID theft protection that includes:](#)

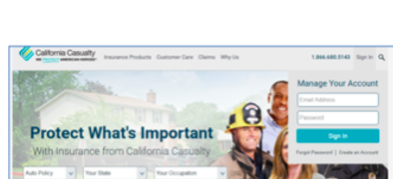
- Tax Fraud Support
- Break-in Recovery
- Breach Assist
- Account Resolution
- Email Compromise
- Child Identity Theft



If any of these occur, you'll be working with a U.S.-based fraud specialist to resolve the issue. CyberScout protection is provided free with every policy from California Casualty. If you've already used IDT911, you'll be seamlessly transferred to CyberScout, with all of the same high-quality, personalized services you rely on.

Takeaway: Learn more about identity theft protection from CyberScout at www.calcas.com/Identity-Theft

CONSIDER THIS



It's Now Easier Than Ever to Update Your Policy Online

As part of our website redesign, you'll find a Manage My Account area that is much simpler to use. It has been overhauled to give you quick access to your policy.



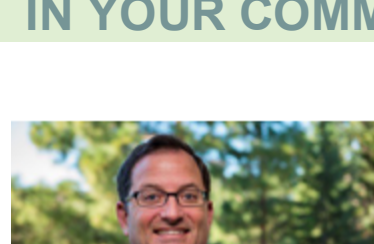
The sign-in area has been moved to the top right of the home page. Click on it and the login fields appear. If you do not have your online account set up, the option to create one is on the bottom right of the login area.

Once you log in, we've streamlined the Account Summary to show everything you need on one, user-friendly page. You can access all kinds of new features that make it easier to check on your policies, make payments, or print ID cards.

The Manage My Account function is available 24 hours a day, meaning you can update your insurance policy at anytime from anywhere.

Takeaway: Visit www.calcas.com and sign to for your one-stop shop to make payments, change your address, print ID cards and to Go Paperless.

IN YOUR COMMUNITY



Taking Pride in Our Commitment to You

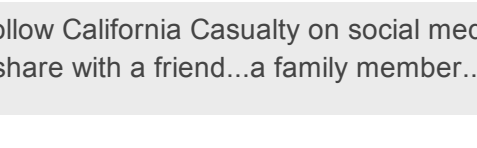
The following is an excerpt from California Casualty CEO Beau Brown's annual message to employees:

... You made a difference in people's lives in 2016. Our customers make a special contribution to society by serving our children and our communities. I have always felt fortunate to be able to work for a company with customers who give so much, and I know many of you do, too. People who commit to making a difference for our communities deserve financial protection with the highest levels of care, service, compassion and understanding...which is why we exist.

California Casualty is dedicated to meeting the needs of those we serve. From insurance protection to our community impact initiatives, we are honored to support the American heroes who play such vital roles in making a difference for us every day. We return your devotion by giving back in ways that make your job easier. Our employees volunteer to help your groups, and Field Marketing Managers provide a personal touch in the schools, firehouses, precincts, offices and health care facilities that you work in. We're a company that reflects and understands who you are and what you do.

Takeaway: What's your California Casualty story? We'd love to hear. Leave your experience at [TrustPilot](#) and maybe you'll see it in the next *California Casualty Connection*.

Follow California Casualty on social media and be sure to share with a friend...a family member...or a co-worker.



California Casualty Connection is published by California Casualty. Headquartered in San Mateo, California, with Service Centers in Arizona, Colorado and Kansas, California Casualty provides auto and home insurance to educators, firefighters, law enforcement and nurses across the country. To learn more about California Casualty, or to request an auto insurance quote, please visit www.calcas.com or call 1.800.800.9410.

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