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Message from the Editor

Dear Friend,

We hope that your summer was busy and productive. It's hard to believe, but we are about to enter the final few months of the year.

As we prepare for the frenzy as school starts and fall fills the air, this *California Casualty Connection* aims to provide you some quiet time filled with inspiration.

In this edition you'll find: details about how local California Casualty Field Representatives came together to share stories and ideas to provide you better service; a recap of the NEA Representative Assembly, where we were thrilled to meet many policyholders and supporters; some important information about recalled vehicles; and a reminder that this is an ideal time of year to review your auto and home policies.

Thank you for allowing California Casualty to fill your insurance needs.

Mark Goldberg
Editor

P.S. If you missed previous editions of *California Casualty Connection*, we have a library [available here](#).

BEHIND THE SCENES



Sharing Thoughts to Serve You Better

Whether it's through training or continuing education, we all benefit from learning new concepts and techniques for our jobs. That's why the California Casualty Partner Relations Department gathers each year for a summer meeting. The three-day summit helps our Field Marketing team discuss best practices and share new approaches to better meet your needs.

Field team leaders presented improved ways that we can engage with you, the individuals who form the backbones of the associations you belong to. The goal was to more effectively address and communicate the member-specific value that we offer, with exclusive benefits and giving programs tailored to your profession.

You are the reason California Casualty continues to thrive as we enter our 104th year in business. We know it is important to rededicate ourselves to you and the groups we partner with. We will continue to maintain and enhance our strong relationships, super-serving you by living up to our promises and delivering exceptional service.

Look for our energized and enthusiastic Field team members at your place of work, benefit fairs or other work-related events.

Ask them about the many ways California Casualty gives back to your community through programs like the chance for educators to win a new car with the [Drive Focused](#) campaign, the [\\$5,000 Choose Your Tools Work Hard/Play Hard](#) sweepstakes for first responders, [\\$1,000 Nurses Night Out](#), or the [\\$2,500 Academic Award](#) to help teachers with classroom supplies.

Thanks for all that you do and for the opportunity to serve you.

TAKEAWAY: California Casualty Field Marketing team members are in your community to meet you and show the benefits of our auto and home insurance through your affiliation. Learn more about our personal touch at calcas.com/why-california-casualty.

GOOD TO KNOW



Has Your Vehicle Been Recalled? What You Need to Know

Have you received a recall notice about your vehicle but still haven't had it checked? Do you even know if your car or truck has a safety issue? A recalled vehicle could be a danger to you and others.

CARFAX research found [one in four vehicles](#) (more than 63 million) on the road today have an unrepaired recall. Most of these are family-oriented minivans and SUVs. Here are the reasons drivers aren't getting defective vehicles to a dealer or mechanic:

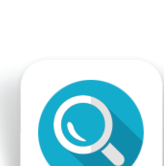
- They are not aware of the recall (notices are often sent to an old address)
- They worry it will take too much time or will cost too much
- They don't think it's a safety hazard

The National Highway Traffic Safety Administration (NHTSA) urges all of us to check its [resource page](#) twice a year to make certain the car or truck we drive doesn't have a safety recall. The good news is that fixing a recalled vehicle won't cost you anything; it should be provided free by the dealer and manufacturer.

The NHTSA says the sooner you get a defect fixed, the safer all of us will be.

TAKEAWAY: Find out if your vehicle has an active recall at safercar.gov/Vehicle-Owners/Check-For-Recalls/CheckForRecalls.

CONSIDER THIS



Are You Due for a Policy Review?

It's time to take stock of your insurance needs before fall arrives. Here are a couple reasons you should contact a California Casualty advisor for a policy review:

- Summertime means many new drivers. If your teen has his or her permit or their first driver's license, they need first-rate insurance. California Casualty has some of the best rates in the industry for adding a new driver to your policy. An advisor can also check your liability limits and can advise you about an umbrella policy for extra protection in case your inexperienced driver causes a serious crash.
- Did you renovate the kitchen or finish the basement this spring or summer? Home improvements often mean new appliances and an increase in the value of your home. You should contact an advisor to make certain that you have enough insurance to cover the upgrades and the new square footage.

We realize insurance can be complicated. California Casualty's advisors can simplify the process. Give a call or go online to experience our exceptional, personalized service and determine if you have the protection you and your family need.

TAKEAWAY: Get a policy review by contacting our Customer Service department at 1.800.800.9410 option 3 or at service@calcas.com.

IN YOUR COMMUNITY



Reaffirming Our Bond with You

We're always impressed by the dedication and passion you have for the communities you serve. Whether it's a visit to a school, firehouse, police station or hospital, we look forward to saying hello and learning more about you and your profession.

We had the opportunity to do just that at the 2017 NEA Representative Assembly (NEA RA) in Boston. It's one of the many events where we get to meet with you face-to-face.

It is always heartwarming to reestablish connections with so many longtime policyholders who consider California Casualty a partner and a friend.

One of those was NJEA member Kim S., who brightened our day when she stopped to thank us for what California Casualty has done for her. As other NEA members approached our booth, Kim enthusiastically shared her stories about how California Casualty supports educators and urged them to get a quote.

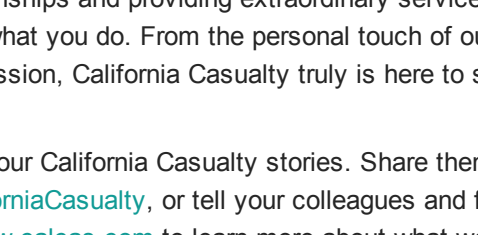
"It's hard to put into words how proud I felt working the event with so many happy policyholders and advocates approaching us to sing the praises of our programs or of their personal contacts," recounted Field Relations Manager Amy Grosso. "It wasn't uncommon to find us giving a hug or a high five and snapping a photo with a member."

Field Team Manager Rebecca Stumpf was humbled. "I felt proud to be there and be recognized by these folks who help make me and our company successful."

Developing and nurturing relationships and providing extraordinary service and value are some of the many ways we say thanks for what you do. From the personal touch of our Field Marketing Managers to tailoring insurance to your profession, California Casualty truly is here to serve you.

TAKEAWAY: We love hearing your California Casualty stories. Share them at our Facebook page, www.facebook.com/CaliforniaCasualty, or tell your colleagues and family about our exceptional service and have them visit www.calcas.com to learn more about what we do and how we serve you.

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



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