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### Message from the Editor

Dear Friend,

Holiday greetings to you! As you gather with family and friends, we offer this gift, your California Casualty *Connection*.

In this edition, you'll discover how we are listening to your shared thoughts on ways we can improve our service; find important ways to keep your personal information safe as you do online shopping; learn the details of our free ID theft resolution service included with every auto and home policy; and see the many ways we continue to support you and your communities!

Good tidings to you, and thank you for being a part of our California Casualty family.

Mark Goldberg  
Editor

### BEHIND THE SCENES



#### How We're Listening And Learning From You

When you take the time to share your thoughts, know that we take the time to truly listen. Here's how we keep the lines of communication open.

[Read the Full Article](#)

### CONSIDER THIS

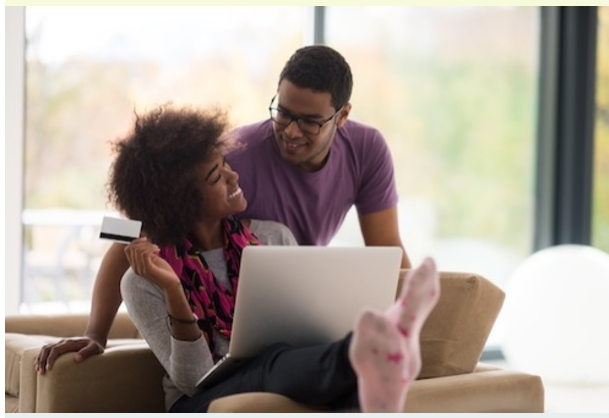


#### Here's Free Help If You're A Victim Of ID Theft

As a policyholder, you have access to CyberScout® rescue services free of charge. Learn how you can get the help that is needed all too often.

[Read the Full Article](#)

### GOOD TO KNOW



#### Ways To Protect Your ID When Shopping Online

It's easy and convenient, but not exactly secure. These quick tips can make it harder for scammers and crooks to access your information online.

[Read the Full Article](#)

### IN YOUR COMMUNITY



#### We Have The Heart To Help, And Love To Give Back

Given the opportunity, CalCas loves to be a part of your Community, with programs, sponsorships and volunteer efforts that make a difference.

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

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