



SPENCER INSURANCE AGENCY'S

News and Tips to Make Your Life Easier, Safer, and Happier

Hello All,

All of us at Spencer Insurance hope you are all well and starting to get back to some sort of normal. We recognize that “normal” may look a little different for a while and possibly change the way a lot of us live and work. Be assured, we are here for you. Although our office building remains closed, our staff is working from their homes in order to serve your insurance needs. Call us and we will get right back to you. Check out our Covid-19 update in this newsletter.

Congratulations to all the graduates of the Class of 2020. Check out our “Salute to the Class of 2020.” Continue to send us the pictures of your graduates so we can share them on our Facebook page. We wish all of them the best for a bright future.

Did you know we have a feature on our website for **Seasonal Tips**? Check out our Tip of the Month for more details about it and see our **Summer Tips**!

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Want to win a \$25 gift card? Play our Trivia game and you could be our next winner.

All of us hope you and your family have an enjoyable summer. I know our families are looking forward to a little down time. Have a great summer!

Charlie

Like us on our **Facebook page!**

Important News Regarding Operations During Coronavirus

I wanted to assure you that Spencer Insurance remains available and is open to help you with all your insurance needs. Although our staff is working remotely we are committed to continue business as usual with a few minor differences. We expect to open our office again when we feel it is safe for our clients and staff.



• **Phone service:** We are in the process of switching phone systems at Spencer Insurance. For now when you call us at 215-885-.2200 you will get our voice mail. However, our phone system immediately alerts us by email when a voice mail is left for us. We will call you back as soon as possible. If you have an emergency or don't receive a timely call back, please call 215-287-8731.

• **Billing issues:** We are here as always to help you with any billing issues. Our companies are making arrangements with our clients to help those who are affected by the Coronavirus. If you have been laid off, quarantined or become ill and this affects your financial condition our companies will help you with payment arrangements during this difficult time. It is best to call your company directly to make these arrangements. The phone numbers for all our companies are listed on our website under the Client Services Tab. You may still call us at 215-885-2200 with any billing questions.

Your Protection and Peace of Mind is Our Only Business!

215-885-2200

www.spencerinsurance.com

info@spencerinsurance.com



• **Claims: Reporting:** Claim reporting remains the same as always. If you need to report a claim it is best to call the company directly to report the claim so they have all the information they need to process your claim as quickly as possible. All our

Did you have a great experience with someone at our agency?
Please post an online review on **Google** or our **Facebook Page**.

Spencer Trivia

This quarter's question: What famous Tower grows six inches in the summer due to the heat of summer?

Send your Answer to cspencer@spencerinsurance.com. If you email the correct answer by September 1st, your name will be entered into a drawing for a \$25 Gift Card. Good Luck!

Last Month's Question was: What was Memorial Day originally called and on what date was it first celebrated?

Answer: Memorial Day was originally called Decoration Day, first celebrated on May 30, 1868 to honor the Union and Confederate dead.

Several people emailed the correct answer and **Mitch Harbison's** name was picked as the winner.

Congratulations, **Mitch !**



Client News

Congratulations to all the graduates of the Class of 2020! Here are a few pictures from our clients.



Emily Elizabeth Saxe

Master of Science Education

"Thank you to my husband, family, and friends for their continued support!"

Congratulations Danny, Ryan, Morgan, Nicole, Emily and David!



Agency News

Congratulations to our staff members that are celebrating a work anniversary with Spencer Insurance Agency.



Beth celebrated 11 years with Spencer Insurance on May 11th



Emily celebrated her 1st work anniversary on June 3rd



Denise celebrated 22 years with Spencer Insurance

We are so fortunate to have a wonderful and experienced staff. Thank you for all you do to make Spencer Insurance Agency successful and a great place to work.

Important News Regarding Operations During Coronavirus, Con't

companies claim phone numbers are on our website under the Client Services Tab. If you want to discuss your claim before reporting it or you need follow up after you report it, feel free to call us at 215-885-2200. If you have an emergency call 215-287-8731.

- Set up an online account with your company! Most of our companies have a website and phone app to help service your policy. Through the website or app you can pay a bill, get a copy of your policy, check your billing and pay a bill, get an auto ID card among other things. We suggest you set up an online account with your company so you can take advantage of these services. The websites for our companies are listed on our website under the **Client Services Tab**. Please call us at 215-885-2200 if you need any help setting up your online account.

We are open and available for you during these difficult times. Please stay safe and let us know if there is anything you need from us.

Rewards Program

We build our agency on your positive comments and are truly grateful for your loyalty and faith in us! If you know someone who would benefit from the same great service you have come to expect, please have them contact us! For **EVERY** friend or family member you send our way, you will receive

- \$10 gift card
- \$5 donation to a local charity
- An entry for a chance to win a spin on our Prize Wheel where you could win **\$100 Cash, or a \$50 Gift Card!**

One Big Spin winner will be picked each month! Start now to increase your chances to win!



Thank You

Thank you to all our clients who graciously told their family, friends, and associates about us!

Julia Love, Nicole Wilson, Larry Lefkowitz, Thomas Knoble, Scott Wolfortz, Mark Donathan, John Hawkins, Dave McGarrigle, Bob Cox, Bill Reardon, Rick Fetzer, Jack Cohen, Ken Romani, Lily Stepnowski, and Elliott Seidman

Big Spin Winners

Congratulations to our March winner, **Natalie Petosa!** Natalie won \$50 cash!

Congratulations to our April winner, **Nicole Wilson!** Nicole won a \$50 cash!

Congratulations to our May winner, **Dave McGarrigle!** Dave won \$50 cash!



Charity Spotlight

As we all continue to live through these unprecedented times Spencer Insurance wants to help those whose health or finances were adversely affected by the Coronavirus. Spencer Insurance decided to fund “**Manna**

on Main Street” for our second quarter charity. Thanks to our clients Spencer Insurance mailed a check to Manna on Main Street for \$250.

During the 3rd Quarter of this year Spencer Insurance will pick an appropriate charity and pledge to donate \$10 for each referral we receive from our clients and friends during the 3rd quarter of this year.

Our wish is for all to have a speedy recovery and get back to a normal life.



Tip of the Month: Seasonal Topics On Our Website

Spencer Insurance Agency wants to help educate our clients on many insurance topics and provide tips on how to save money on your insurance while not losing valuable coverage. That is why we have seasonal sections on our website.

Check out our summer section which discusses the following:

- What do I do when renting a car this summer?
- Do I have proper coverage for my boat, Jet Ski, golf cart and ATV?
- Teen Driver tips this summer
- Are you preparing to send a child to college? How does that affect my auto and home insurance?

These articles are designed to give you tips to make sure you have the proper coverage at the best price. Feel free to contact us at 215-885-2200 to discuss any of your insurance needs. We are here for you.

Visit Charlie's Blog

3rd Quarter

2020

Spencer Online



- Donate to Manna on Main Street.
- Need help with billing due to Covid-19? Contact your company.
- Set up an online account with your auto/home company.
- Child leaving for College?
- Having a baby? Congratulations!
- Summer tips
- Get information on Flood insurance. It is not covered on your homeowner's policy.



Did You Know?

Spencer Insurance Agency has set up a “Text Alert” system. Many times our agency needs to contact you about an important issue. Some of the issues could be:

- One of your policies is canceling.
- Follow up on a claim you made
- Office issues such as storm closing, phones system issues.
- COVID 19 issues

We have set up some automated text to go to your cell number should the need arise. However, we need your approval for you to receive these texts. To make sure you receive the text please respond to us. Just text “JOIN” to 855-287-2200 to give us your approval. Feel free to call us at 215-885-2200 if you have any questions about our text alerts.

Your protection and peace of mind is our only business!