

# For a Range of Reasons

WINTER 2011

## New Location, New Look, New Year!



**Victoria Gardens**  
12487 N. Mainstreet, Suite 240  
Rancho Cucamonga, CA 91739

*Happy New Year to you from  
Kessler Alair Insurance Services!*



*by Michael Kessler,  
Vice President*

Don't we all love the fresh start the New Year brings? It is time to review the past and set goals for the future. Well at Kessler Alair there is one thing we have been working on for more than a year now. We have been working on adding a second location in the Rancho Cucamonga area to be closer to the growing communities in the Inland Empire. We can now say that we have accomplished this task. While keeping our office in Upland, we have added our second location at Victoria Gardens. Next time you are there standing in Chaffey Towne Square just look up and you will see our sign above our offices. We are located on the second floor just above Helzberg Diamonds, just South of the Yard House Restaurant. We feel that bringing our services to Victoria Gardens will make taking care of your insurance more convenient as well as enjoyable. You can take care of all of your errands in one trip!

While going through this process, we decided to update our logo design and colors. Take a look at the changes on our website and let us know what you think. Although many visual changes have taken place, the important things have not changed. Our dedication to our clients and personal service is stronger than ever. We have the best technology in place to streamline all operations in both offices so that you, our client, will be able to make one phone call or stop by either office and have your insurance concerns addressed.

Our Upland location has not changed although the Suite number is now Suite 3.

**College Business Park**  
2335 W. Foothill Blvd., Suite #3  
Upland, CA 91786

Please make a note that our mailing address remains the same at:

**P.O. Box 1120**  
Claremont, CA 91711-1120

## Kessler Alair Insurance Agency Achieves Coveted Gold Level



Kessler Alair was recently awarded the **Gold Level** of the Mercury Services Excellence Program.

The Mercury Service Excellence Program was designed by Mercury Insurance Company and its affiliates to assure world-class customer care from its network of over 1500

independent agencies in California. To date, Mercury has awarded only 23 agencies with this prestigious award.

Participating agents in the program must complete multiple stages of recognition for meeting the needs and exceeding the expectations of policyholders in order to receive consideration. Mercury recognizes the value of customer loyalty and the agents who add value to the customer experience.

“This distinction speaks to the outstanding commitment of our agents at Kessler Alair to align with the belief that continually delivering better service and products contributes to the growth of the community,” commented Carrie Adams, Assistant Department Supervisor

of Kessler Alair. “We have a wonderful team, dedicated to serving the people of this community.”

Participating in the program is one of the many ways that Kessler Alair conscientiously pursues innovative approaches to improvement.

“Fewer than 30 out of over 1,500 agencies in California have achieved this distinction, so we are both humbled and honored by the recognition,” said Adams. “As well as immensely proud of our deserving agents.”

## Brad Kessler Honored with Award of Excellence for Seventh Year

The Kessler Alair Insurance Agency again makes headlines with award winning service. Brad Kessler of the Upland California insurance agency was honored by Safeco® Insurance with their Award of Excellence for the seventh consecutive year. The Award of Excellence celebrates those individuals with superior

underwriting skills who have developed a solid underwriting partnership with Safeco and have qualified for membership in Safeco’s H.K. Dent Society, the company’s elite agency recognition program.



Claremont resident Anna Vartevaryan stresses the importance of researching your options.

*“Like many residents, I needed to find savings. By switching my coverage, I was able to save over \$500 a year and ended up with better coverage. Don’t assume you have the best deal around. Do some research and then know that you do,” she explained.*



## Kessler’s Client Corner



Michael Kessler meets with Sandy and Mike Grouf of Alpine Graphix

### Alpine Graphix - (909) 200-2280

Alpine Graphix, located in Rancho Cucamonga, is one of Kessler Alair’s newest Commercial Clients. Kessler Alair is also one of Alpine Graphix’s newest clients as well! With our new location, we needed to have a sign made for the lobby. The staff at Alpine was extremely friendly, helpful, and professional in helping us get the signage we needed inside our new office. Alpine Graphix is capable of making any sign you need. They offer a full range of cut vinyl solutions including vehicle lettering and graphics, site signs, banners, etc. Alpine’s state-of-the-art wide-format digital printer can print beyond any resolution requirements. From banners, dimensional signage, engraving, illuminated signs, lightboxes, office signs, shop signage and fabrication. They can do it all! Give Sandy and Mike a call at (909) 200-2280 or visit their website at [www.alpinegraphix.com](http://www.alpinegraphix.com).

## Did You Know That?

*A Reminder from Carrie Adams*



Have you ever found yourself worried about getting your payment in on time? For your convenience, most of our companies allow you to make your payment online. Go to our website: [www.kessleralair.com/service-center](http://www.kessleralair.com/service-center), or choose the **Service Tab** from our home page. You will find a listing of all the Personal and Commercial companies with their website and phone number where they accept payments. Make sure you get it in on time to avoid a lapse in coverage!

## Don't Forget about these California Laws! Avoid the Hassle – Avoid the Fine!



*by Kara Slocum*

**Do you have your insurance card in your car?** Included with your auto insurance renewal will be insurance cards for each of your cars. Be sure to get those cards in your car right away. We have heard some horror stories recently of customers that forgot and have had to go through the hassle of going to court and paying a fairly large fine. If you have misplaced your ID card, you can give your customer service rep a call or order them on our website by selecting the Service Tab

and choosing Order ID Cards.

**Do you have a child under age 8?** The California law for booster seats has just increased to age 8 or 4'9" in height. Go to our blog at [www.kessleralair.com](http://www.kessleralair.com) to read the full scope of the change in the law or visit the California Highway Patrol's (CHP) website. The minimum fine is \$475 for each child not properly secured. It also includes a point to your driving record. As a parent it may be hard to convince your 7-year old that they have to go back in the booster seat but it is for their protection.

## New KAIS Family Members!



**Lorraine Gonzales**  
*Receptionist*

The cheerful voice answering the phone and staffing the front desk belongs to Receptionist Lorraine Gonzales who joined Kessler Alair in September 2011. While new to the insurance arena, she has a decade of experience greeting people and taking time to connect them to the person who can best serve them. She chose Kessler Alair as her place of employment because of the importance it places on quality customer service. For Lorraine, this translates into everyone doing what needs to be done when it needs to be done because she knows she can go the extra mile when called upon. As a Pomona resident since 1975, she enjoys leisurely breakfasts and 60's music with friends she has known for over 20 years. When she has an evening alone you'll usually find her curled up with a book or watching a classic movie.



**Isabel Dominguez**  
*Customer Service Rep.*

Isabel Dominguez brings ten years of experience in personal and commercial lines of insurance and bonds to her position as Producers' Assistant and Customer Service Representative for Kessler Alair. She has been instrumental in the agency's transition to a paperless office through creating digital copies of the numerous important documents. She enjoys the opportunity of using her bilingual skills in a variety of tasks including answering client concerns, assisting with marketing efforts, and working with new and renewing clients. Isabel and her four children are movie buffs who also find time for bike riding, bowling, and karaoke from their home base in Riverside.



**Natalie Nielsen**  
*Customer Service Rep.*

Kessler Alair welcomed Natalie Nielsen in October 2011. She enjoys expanding her knowledge of the insurance field to include multiple carriers that offer a variety of benefits to her clients. Originally from San Diego, she and her husband are excited to return to live and work in Southern California after several years in Hawaii. When she is not working, Natalie holds her own in pick-up basketball games with her husband and his friends. She is also training for her first half-marathon in June in Fontana and is looking forward to reconnecting with old friends and making new ones in the Inland Empire.

## Thank You Upland Chamber Members

Thank you for joining us at the November Upland Chamber Breakfast at Dolce Cafe and thank you for allowing us to introduce ourselves. We look forward to seeing you at many more Chamber events in the future.



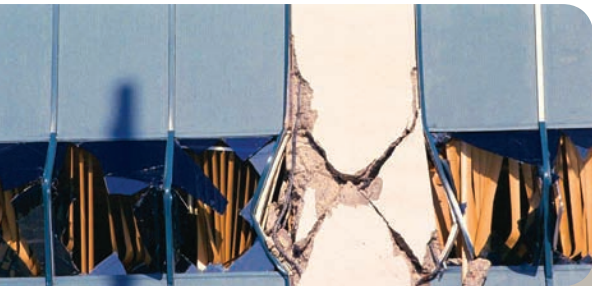
Welcome!



College Business Park  
2335 W. Foothill Blvd., Suite #3  
Upland, CA 91786

**Now with 2 Locations to Serve You**

*Representing these and many other quality companies!*



# Are You Prepared?

We have a limited number of copies of booklets from FEMA that help you and your family know what you need to do to be prepared for any type of emergency. Call Catherine Dalton at (909) 932-2122 to receive your copy.

Kessler Alair wants our clients to **Be Prepared!**

We would love to hear your input! If you have an article suggestion, please give us a call at ext. 122 or email us at [insurance@kessleralair.com](mailto:insurance@kessleralair.com).

**Note:** Content of this newsletter is for general information only and does not constitute individual investment or coverage advice. Please contact us for more information regarding your specific insurance needs.

## Contact Us

### Customer Service

909-931-1500<sup>ph</sup>  
800-788-4968<sup>toll-free</sup>  
909-932-2133<sup>fax</sup>  
Se habla español  
Falamos Português

### eMail

[insurance@kessleralair.com](mailto:insurance@kessleralair.com)

### Web

[www.kessleralair.com](http://www.kessleralair.com)  
[www.facebook.com/kessleralairinsurance](http://www.facebook.com/kessleralairinsurance)



**Join the Kessler Alair Family on Facebook**

### Address

#### **2 Locations to Serve You:**

College Business Park  
2335 W. Foothill Blvd., Suite #3  
Upland, CA 91786

Victoria Gardens  
12487 N. Mainstreet, Suite 240  
Rancho Cucamonga, CA 91739

## Staff Anniversaries

### January to May 2012

Rose Stevens.....	5 yrs
Chris Allred.....	12 yrs
Christine Zook .....	12 yrs
Teresa Gordon .....	14 yrs
Sue Jahnsen .....	15 yrs
Sharon Rachielles.....	18 yrs
Leslie Hayes.....	24 yrs
Christina Ades.....	24 yrs
Mary Strohmam .....	25 yrs

**As Seen on Facebook!**  
"Like" our page today  
to see updates about the KAIS  
family as well as  
other important topics.

CA License #0A91387