



For a Range of Reasons

FALL / WINTER 2016

HONORING THOSE WHO SERVED

Kessler Alair Insurance Services A Legacy Created by Veterans



Kessler Alair Insurance sponsors a bench at the Upland Veteran's Plaza

America's war veterans and their honorable service bring great pride to this country. Their collective experience spans two world wars and several foreign conflicts. They have followed war mules through the mud of Flanders Field, dropped from landing barges onto the beaches of Normandy, faced the icy cold of Porkchop Hill, trudged the rice paddies of the Mekong Delta and are currently facing the challenges of today's terrorism at home and abroad. Regardless of differences in their experience, all veterans share a common bond – a brotherhood of memory and hard-won wisdom that helps define their character. How grateful we should all be for our veterans who have been willing to sacrifice their all. Only they can truly understand the awesome price of life's intangibles; that of freedom, justice, and democracy.

At Kessler Alair Insurance, our name itself honors three local veterans who went on to become founding members of our company. My father, Bill Kessler, served in the Air Force for 4 years during the Korean War. My Uncle, Ken Kessler, served in the Army during World War II and participated in the D-Day invasion that helped lead to the defeat of Germany. I truly appreciate the wisdom and strong work ethic they expressed to me over the years. Gene Alair gave 30 years to the Navy, served during World War II and retired as a Navy Reserve captain. He was a respected community servant with the Ontario Rotary for many years as well. All three of these men, and many others like them worked hard to defend our country as well as balance their responsibilities to home and family. It is an honor to have our name associated with the Veteran's Plaza at Upland City Hall.

To all our veterans – we thank you!

– Brad Kessler



Bill Kessler



Gene Alair



If it has been a while since you have visited our virtual office at www.kessleralair.com please take a few minutes to do so. You will find a new upgraded look that is also viewable on your smart phone and tablet. The best part about this upgrade are the educational videos that are available on many of the product pages! For example, have you ever been confused by all the different coverages named on your auto or home insurance declaration page? Go to our auto or home insurance web page and there you will find a video with "chapters" where you can quickly learn more about each of the coverages. Want to watch the videos en Español? Vea nuestra biblioteca de videos en español. You can do just that by visiting the Spanish link on our homepage. Give us your feedback at email@kessleralair.com and let us know what you'd like to see for future updates.

Times Change as Time Changes

You know some times you do the same thing over and over again and really never evaluate if it is still a useful effort? Well, we felt that way about the calendars we mail out. Most in our offices use digital calendars on our phones, computers or tablets. We figured most of our clients were probably the same way. This year we will have some wall calendars on hand for anyone that calls in for them but our automatic mailing will discontinue. We continue to provide hand sanitizers, pens and notepads as parting gifts when you visit our office. We love it when we see our clients face to face! If you would like us to consider another type of promotional gift or even reconsider the calendars, please send your feedback to cdalton@kessleralair.com.



WHO HACKED WHO?

"Who hacked who today?" is a common news headline. If hackers can penetrate the firewalls of even the largest companies, what is to say that your business is adequately protected? Almost all businesses operating in the United States today need some form of Cyber Liability and Data Protection. Cyber Liability is quickly becoming a must for many businesses. Modern business models utilize the collection and storage of customers' private data.

You may need this coverage if you do one or more of the following:

- Communicate with customers via email, text messages, or social media
- Send or receive documents electronically
- Store your company's data on a computer network
- Store data that includes customer names, addresses, customers' credit card numbers
- Store employees' birth dates, social security numbers and other sensitive information
- Sale of product(s) on the internet

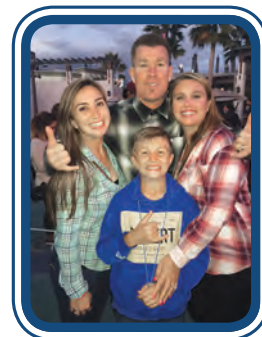
Kessler Alair Insurance Services goes beyond providing insurance protection for our business customers. We also work with insurance companies to provide education and preventative resources. Contact us today to learn more.

A Decade of Service Carrie Adams



Carrie Adams knows the insurance industry from the bottom up. After working at several agencies, in 2005 she found the place she could truly call "home". Working up through the ranks, she currently serves as the Personal Lines Department Supervisor. Although she dedicates most of her day to keeping the department running efficiently as well as serving our clients, her favorite time

is when she is with her family. The four of them can be found riding quads, camping at their favorite beach, Docweiler, as well as serving faithfully in their church.



Mercury Customer Portal Means Convenience for Kessler Alair Clients

Mercury Insurance has a customer portal to provide greater convenience for our customers to do the following things from your computer or mobile device:

- Pay bills quickly and easily
- View auto policy information
- Download and print ID cards
- Access digital copies of auto policy documents and bills
- Receive auto policy billing notifications by email
- Contact your agent with one touch
- View auto claims and payment history

Sign up today and manage your account online.

Go to: mercuryinsurance.com/myaccount
Call Kessler Alair Insurance Services if you have any questions or need assistance in signing up.



At Kessler Alair Insurance, nothing means more to us than family. We want to congratulate **Tanner Kuramata and his beautiful wife, Jessica**. They exchanged wedding vows in July in San Clemente among family and close friends.

Mary Wilson was twice blessed with healthy twin granddaughters this October. Kloe Bree, 18.5" long at 6lbs 4 oz, and Kamryn Jean, 19.45" long at 6lbs 8oz, are well loved by their big sister Kiah as well as their proud parents.

Kessler's Client Corner The Pie Hole LA in Orange

Most of us want "a piece of the pie", but our customers, Rick and Madeleine Anaya, actually followed their dreams to literally make that happen. This amazing couple became the first franchisees of the **Pie Hole Los Angeles**, bringing the highly reviewed savory and sweet pies and organic coffees to their favorite neighborhood at 177 North Glassell.

The Pie Hole is open at 7am to attract the breakfast crowd with their pork chorizo, cheddar and hash brown, or their mushroom, feta, spinach and egg hand pies, as well as a swiss & leek quiche.

The comfort food items on the lunch and dinner menu like Mac 'n' Cheese, Shepherd's Pie, Veggie Curry and Chicken 'n' Cornbread bring many customers asking for more. And we haven't even gotten to list the sweet pies yet! In 2014 Conde Naste Traveler named Pie Hole's Maple Custard Pie one of the 12 best pies in America. This favorite is available as a

mini pie. Sold by the slice or by the whole pie you will find Moe's Pumpkin, Mom's Apple Crumble and Salted Caramel Pecan that will tempt your taste buds.

"On the weekends we close at midnight. There is something for everybody just about any time of day on the menu," shares Rick. "This is a very welcoming atmosphere where you can see the pies being made and the dough being rolled. The savory pies are completely made in house. Our organic coffee is really good to. We get our coffee from a certified organization of South American women that grow and harvest it."

With Thanksgiving just around the corner make it a point to visit the quaint surroundings of historic Old Towne Orange and bring home a pie your guests will love.

The Pie Hole LA in Orange
Old Town
177 N Glassell St
Orange CA 92866
www.thepieholela.com



Send us your Company Facebook or Google+ page address so we can "Like" it! We want to help spread the word about your business.

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

3 Locations to Serve You

Representing these and many other quality companies!



Over 240 movie packages were delivered in 2016. Are you next?



If you'd like to see a movie on us, send us your referral and if we write an insurance policy for them, we will give you the **Ultimate Movie Experience Package** which includes two movie passes and \$10 concession cash! We'd like to say "thank you" to all of you that have referred someone to us.

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.

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.

3 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

Newport Corporate Tower
4100 Newport Pl Dr, Suite 570
Newport Beach, CA 92660


Contact Us


Customer Service
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909-932-2133^{fax}
949-536-3700^{ph} • 949-536-3995^{fax}
Se habla Español • Falamos Português
CA License #0A91387

Email insurance@kessleralair.com

Web www.kessleralair.com

 fb.com/kessleralairinsurance

 Find us on Yelp!

 Follow us on *Instagram*
[kessleralair](https://www.instagram.com/kessleralair)

Staff Anniversaries August to December 2016

- Maricela Caraway31 years
- Dennis Ferguson.....30 years
- Catherine Dalton24 years
- Victoria Haro.....13 years
- Michael Kessler.....12 years
- Kara Slocum.....11 years
- Carrie Adams.....10 years
- Michael Donaldson..... 8 years
- Lorraine Gonzales..... 5 years
- Dan Cavazos 4 years
- Cristina Cleofe..... 4 years
- Jackie Gutierrez..... 3 years
- Nancy Cordero..... 3 years
- Nicole Gonzalez 3 years