

WELCOME



Hello!

We are so excited that you are now part of the **King Insurance** family! We take great pride in our agency, community and clients. As your Independent Agent we offer a variety of choices and aim to provide exceptional service with every encounter. But what does that really mean? Here is how King Insurance is different from other independent agents.

Choice: As an independent agent, we offer a choice of multiple insurance carriers, coverages, price, and more. Our main focus is to find the insurance coverage that best suits your individual needs while keeping your budget in mind. In addition, we know you have a choice when selecting a local independent agent and are honored that you have chosen our agency. Whether you would like to discuss homeowners insurance, health insurance, business insurance, auto insurance, life insurance, or any other line of insurance, we're happy to offer our expertise. Our expertise is your advantage.

High Level of Service: To us, service means that when you call, you won't have to speak with an answering service or leave a message; instead, you will promptly speak with one of our experienced team members. We are at your service and will answer any of your questions and concerns as well as look out for your best interest. We will also be available in the event of a claim. Being independent, we work for you, not the insurance companies. We will be there to make sure your interests are protected and not forgotten.

So what's next? Please read through the rest of the welcome packet to learn more information about our agency. Please file the welcome packet and a copy of your policy in a safe place so that you can reference it in the future. If you have any questions, please don't hesitate to contact us at 844-KINGINS (844-546-4467). You can also reference our staff page if you would like to speak with someone in particular. Any of us would be more than happy to assist you.

Again, thank you for being a part of the King Insurance family! Please remember that we are here for you, so contact us any time throughout the year! We look forward to growing our relationship with you.



Sincerely,

A handwritten signature in black ink that reads "Chad King". The signature is written in a cursive, flowing style.

Chad King, MBA, CPCU
King Insurance
Phone: (844) KINGINS
Website: www.king-insurance.com

OUR AGENCY



2321 NW 41st Street, Gainesville, FL 32606 | 844-KINGINS

King Insurance Agency is a 2nd generation agency, and we're still trying to live up to the expectations and commitments started by Malcolm C. King Sr. in 1974. Back then, Dad's mission statement was: "To help as many people as we can, in as many ways as we can, as often as we can." That mission has not changed over the years, and that is what we continue to strive for each day.

Helping our community is just as important to us as helping our clients, because our clients are what make up our community. Throughout the year, we participate in our community and events such as Rotary, coaching the youth basketball team at Westside Baptist Church, and the MS Walk.

Hold us to the high standard of service we strive for - we hope you'll provide your comments on how we're doing during our annual client survey every June. We know that you rely on us to protect your most valuable treasures, including family, home, cars, and finances. We take that responsibility, very seriously and our philosophy of helping people, not selling insurance, distinguishes King Insurance from every other insurance broker.

Here are 3 easy steps to take when you get this welcome kit:

1. Open our Facebook page and Like us on Facebook so you receive our community updates.
2. Go to our website, www.king-insurance.com, to check out the other services that we offer.
3. Refer us to your family and friends! The greatest compliment we could ever receive is a referral.

Thank you,

Chad King



Chad & His Dad



Chad coaching the church basketball team



Chad's son Harrison & Chad's dad in front of the office raising the flag

OUR STAFF



Debbie Adams: Account Manager

Direct Phone: (352) 415-8031

Email: Debbie@King-Insurance.com

Debbie is a Personal Lines Account Manager and a Life and Health Agent. She has been with the agency for two years. Debbie enjoys spending time with her family, shopping, spending time at the beach, and helping people understand their insurance. She has three adorable grandchildren.



Keely Carver: Account Manager

Direct Phone: (352) 415-8241

Email: Keely@King-Insurance.com

Keely is a Personal Lines Account Manager and has over five years of insurance experience. She has been a member of King Insurance since January, 2016. Outside of the office, she likes to fish, hunt, and spend time with her family either in the woods or on the lake. Keely is a single mother to her amazing daughter, Bailey.



Connie Farmer: Account Manager

Direct Phone: (352) 415-8143

Email: Connie@King-Insurance.com

Connie is a recent addition to the agency and is a Commercial Lines Account Manager. She has approximately 10 years of experience in commercial industries. She originally moved from South Bend, Indiana, and has been a Floridian for over 35 years. Aside from working, Connie enjoys anything to do with the water, from fishing, snorkeling, diving, and boating to just hanging at the beach, cooking, and scary movies -- when she is not one scaring others at Halloween's haunted houses.



Dana Gomez: Commercial Lines Supervisor

Direct Phone: (352) 363-2329

Email: Dana@King-Insurance.com

Dana is our Commercial Lines Supervisor and a licensed agent. She has spent over 15 years in the insurance industry, with both company and agency experience. She enjoys spending time with her family, baseball, Zumba, afternoon tea, and long walks with her dog.

OUR STAFF



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Terri Gutsche: Account Manager

Direct Phone: (352) 415-8137

Email: Terri@King-Insurance.com

Terri is a Personal Lines Account Manager. She has almost thirty years in the industry and has been with the agency since 2015. She enjoys spending time with her two boys and her friends. She also enjoys working in her yard, lounging in her pool, and anything else outside and near the water.



Nicole Harley: Agent

Direct Phone: (352) 415-8027

Email: Nicole@King-Insurance.com

Nicole is a licensed agent and has over seven years of insurance experience. She has been with the agency since 2014. Outside of the office, she likes to spend time with her family at the beach and the lake. She is a fantastic cook, and, whenever she prepares a dish for our potlucks, her dish is the first to go!



Christie Hosford: Personal Lines Supervisor

Direct Phone: (352) 415-8239

Email: Christie@King-Insurance.com

Christie is a mother of three children and is recently married. After almost 18 years in the beauty industry, she decided to make a career change and joined the insurance world. She lives a very active and healthy lifestyle. She loves going to the gym and practicing yoga. She is a typical Florida girl that loves to be on the lake, in the ocean, or any body of water for that matter!



Adrienne Kazarian: Account Manager

Direct Phone: (352) 415-8135

Email: Adrienne@King-Insurance.com

Adrienne is a Commercial Lines Account Manager and has about 30 years of insurance experience. She has spent time writing, selling, and servicing policies, as well as many years in customer service with both agencies and the companies directly. Adrienne has one adult son and enjoys watching horror movies from Redbox. She also likes to spend her time by the water – swimming, boating, snorkeling, or just relaxing on the beach.

OUR STAFF



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Malcolm C. King Jr. - "Chad": Agency Principal

Direct Phone: (352) 415-8237

Email: Chad@King-Insurance.com

Chad is the Owner and President of King Insurance Agency. Chad has been involved in insurance his entire life. Malcolm King, his father, founded King Insurance in 1974 and was an excellent mentor to Chad. Chad previously worked for Lehman Bank in California and moved back to his hometown of Gainesville to work at King Insurance. Chad has an MBA and completed the Chartered Property Casualty Underwriter (CPCU) program. Chad is married to Kelsi and enjoys spending time with his family and friends. As a former division one baseball player and high school basketball player, he has always had a love of sports. He continues to play in various leagues and enjoys coaching his children.



Kelsi King: HR Director

Direct Phone: (352) 377-0420

Email: Kelsi@King-Insurance.com

Kelsi King is in the Accounting Department. She has worked closely with her mother-in-law, Susan King, learning about the business and handling the finances. Married to Chad, they often are seen playing tennis together and spending time with their family and friends. Kelsi spent many years as a stay-at-home mom after leaving her position as a pharmaceutical sales representative.



Mary McDaniel: Director of Insurance Operations

Direct Phone: (352) 415-8029

Email: Mary@King-Insurance.com

Mary is our Director of Insurance Operations and a licensed Agent. She has over five years of insurance experience and has been with the agency since 2014. In her spare time, she loves spending time with her daughter & husband, traveling, taking walks on the beach, and watching movies.



Michele Starr: Personal Lines Agent

Direct Phone: (352) 415-8141

Email: Michele@King-Insurance.com

Michele was born and raised in Amish Country Pennsylvania and, like many other Gainesville transplants, has made 'The Gator Nation' her hometown. Michele has been a licensed agent since 2000 and specializes in personal and small business insurance. In her downtime, she enjoys swimming, horseback riding, and spending time with her husband and four children.

OUR STAFF



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Dave Turgeon: Vice President and Agent

Direct Phone: (352) 415-8235

Email: Dave@King-Insurance.com

Dave has been an agent at King Insurance since November of 2007 and, in that time, has helped over 300 local businesses with their insurance needs. Outside of the office, Dave is happily married with 2 young children. When he is not changing diapers or watching Thomas the Tank Engine, he likes to catch an occasional St. Louis Cardinals baseball game on TV or get out to the lake (or ocean) for a day of fishing.



Chris Vermeulen: Agent

Direct Phone: (352) 415-8033

Email: Chris@King-Insurance.com

Chris has been an agent with King Insurance since 2014. Having first come to Florida over 20 years ago to receive his degree in Aeronautical Science from ERAU, he has become (as he states) solar powered. Chris recently changed fields to specifically become more involved with local business, wanting to make an impact closer to home and help main street business flourish. Gainesville has been home for almost 15 years, where he is married with three boys. He very much enjoys being outside in any regard, from mountain biking, swimming pools, hiking with his boys, or just mowing the lawn.



Tammy Wagoner: Business Development Coordinator

Direct Phone: (352) 415-8025

Email: Tammyw@King-Insurance.com

Tammy is our Business Development Coordinator. She has been with the agency since 2007. Tammy enjoys spending time at the beach with her family, shopping, and riding her Harley. She is also a BIG Florida Gator fan.



Mariam Wilson: Commercial Lines Marketing Coordinator

Direct Phone: (352) 415-8139

Email: Mariam@King-Insurance.com

Mariam is a Commercial Lines Account Manager and has over 10 years of insurance experience. She has been with the agency for one and a half years. Mariam loves reading, shopping, and spending time with her family. She also loves traveling, trying out new restaurants, and scuba diving, and would love to dive at the Great Barrier Reef one day!

OUR INVOLVEMENT IN THE COMMUNITY



2321 NW 41st Street, Gainesville, FL 32606 | 844-KINGINS

We Give Back

Giving back to our community is one of our agency's top priorities. We value our community and are proud to participate in various events throughout the year. Chad sits on several boards, such as Rotary, Youth Combine, and the Gainesville Sports Commission. However, Chad is not the only member of King Insurance that enjoys being involved in our community. The rest of the staff likes to participate as well! One of our favorite events is attending The Multiple Sclerosis (MS) walk that is held every year. This walk means a lot to us, as Chad's brother, Wes, has MS. We like to get out there and show our support!



Chad at a recent Rotary meeting. Rotary is one of Chad's favorite community groups that he attends.

Some of our favorite community events to attend/participate in are:

- Coaching the church basketball team
- The annual March of Dimes walk
- Wreaths Across America
- Toys for Tots Run
- Ronald McDonald House Fundraisers
- Guardian ad-Lightem



Chad coaching the basketball team at his church

We hope to see you at these events, as well!

WHAT TO DO IF YOU HAVE A CLAIM



2321 NW 41st Street, Gainesville, FL 32606 | 844-KINGINS

Q. I've been in an accident – what now?

A. Start by reporting your claim to King Insurance. Also, gather the following information:

- When the accident occurred
- Where the accident occurred (be as specific as possible)
- How the accident happened
- What kind of vehicle or vehicles were involved (including the year, make, and model)
- A description of the damage on each vehicle
- The names and contact information of people involved in the accident
- The extent of any injuries to people involved in the accident
- The names and contact information of anyone who witnessed the accident
- The name of the law enforcement agency that responded and the police report number, if police were contacted



Call: 844-KINGINS

Q. I have damage to my property – what now?

A. Start by reporting your claim to King Insurance. Also, gather the following information:

- A general description of what happened & when the incident occurred..
- The location of the damaged property and what was damaged.
- The condition of the home and if it is still livable.
- If temporary repairs are needed.
- If the fire or police department was contacted, which department responded and any report number. Your contact information and the best time to reach you



Q. Do I need to protect my home from further damage?

A. Yes. once it is safe to do so, it is your responsibility to protect your property from further damage.

- Arrange for reasonable temporary repairs, such as boarding up broken windows, covering the roof, and removing debris.
- Keep a list of any temporary repairs you make to document the damage, and make sure to save your receipts.
- If possible, place damaged items in a secure area where they can be inspected. If you are unsure about an item, include it with the damaged property.
- If you have fire or smoke damage, do not try to clean the damaged items. Sometimes, cleaning things without the proper equipment can cause more damage.

Please call us here at King Insurance (844-KINGINS) when you need to file a claim.

When you call us, we can let you know what to expect out of the claims process, and then we can assist you in filing the claim with the carrier. We are here to assist you throughout the claim to ensure that the process goes as smoothly as possible.

WHAT CLIENTS LIKE



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"We've been working with King Insurance for many years. The honesty and the personal touch that we have experienced working with Chad and his team have been refreshing for an insurance agency. We're proud to have King Insurance in our circle. For your insurance needs, remember to call King Insurance."

- Sarah Conner, Owner
Management Specialist Services

"...Hearing other business people talk so highly of King Insurance, I thought it would be a good idea to give them a call. Not only did I save money, I also have more coverage now. I recommend, if you have a business, to give King Insurance a call."

- JW McNeal, Owner
Tuffy Tire & Auto Center of Jonesville

"We've been doing business with King Insurance for the past eight years. We had a claim over the holidays, and King Insurance was Johnny-on-the-spot and took care of everything and all of our needs. We highly recommend King Insurance."

- Mark Touchstone, Owner
Touchstone Heating & Air

"I've been doing business with the great folks of King Insurance for a long time. Not only did they save me a boat-load of money, but their service has been fantastic. For business insurance, call King Insurance."

- Peter White, Owner
Chef Brothers Catering

WE APPRECIATE YOUR REFERRALS



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The greatest compliment that we could ever receive is a referral. Referring us to your family and friends means that you trust us to take care of your close ones' insurance needs. We are honored that you have given us this opportunity. We work hard for each referral and are determined to provide each person with the exceptional customer service that they deserve. Referrals make up a large portion of our clients.

To say thank you for all of the referrals, we donate to various charities throughout the year. This is a way that we can give **back** to our community.

Some charities that we donate to are:

- Stop Children's Cancer
- The MS Society
- PACE Center for Girls
- Youth Combine

Receiving referrals is one of our greatest achievements. We like to share our success with the community since the community is the key to our success. If there are certain charities that you would like us to keep in mind, please don't hesitate to let us know!

