

Beginner's Guide to Auto Insurance

California Casualty prides itself in its representative's ability to counsel insurance coverages and provide expert opinions on asset protection. With that in mind, a basic understanding of the components that make up an auto insurance policy will be helpful in making the most of this sales challenge. Below is a reference guide you may use to fully understand the product you are going to be selling...

Third-Party Liability Coverage:

- **Bodily Injury Liability:** In the event you are at fault in an accident, this coverage pays for the medical expenses as well as pain and suffering of the other party involved.
- **Property Damage Liability:** In the event you are at fault in an accident, this coverage pays for vehicle or property damage you cause to others.

First-Party Benefits:

- **Uninsured/Underinsured Motorists Coverage:** In the event an uninsured motorist or someone with very low coverage limits causes an accident you are involved in – this coverage helps pay for your own medical expenses and property repairs.
- **Personal Injury Protection:** Regardless of the party at fault in an accident – this coverage works in conjunction with your own health and disability insurance to pay for your medical expenses, loss of income, and essential services.
- **Towing & Labor (Optional):** This coverage pays for the costs associated with towing a vehicle to a shop of repair or roadside labor including the delivery of fuel or assistance with replacing a tire.

Vehicle Coverage:

- **Comprehensive Coverage (Optional):** In the event your vehicle is damaged by an “Act of God” or factors unrelated to a collision with another vehicle (hail, deer, falling objects, etc.) – this coverage pays for repairs to your vehicle subject to a deductible and depreciation in the vehicles value. This coverage is required if a vehicle is on a loan or lease.
- **Collision Coverage (Optional):** In the event your vehicle is damaged a collision with another vehicle or stationary object – this coverage pays for repairs to your vehicle subject to a deductible and depreciation in the vehicles value. This coverage is again required if a vehicle is on a loan or lease.
- **Transportation Expense (Optional):** In the event your vehicle is in the shop for repairs – this coverage pays for a rental vehicle or other transportation related expenses such as rideshare while the vehicle is unavailable.

Auto Insurance Underwriting Guidelines

Relevant to other insurers, California Casualty is a very conservative insurance company. With that in mind, the underwriting rules we have in place ensure we write policies that are going to provide profitable returns and ultimately maintain rate stability year over year for our existing policyholders. Listed below are a few basic underwriting guidelines that will be helpful to know and understand as you prepare for this sales challenge...

Driving Record Requirements:

- Driver's with major convictions such as a DUI or Hit & Run within the past 7 years are unacceptable.
- Driver's with more than two minor convictions such as a Speeding Ticket or Failure to Stop within the past 3 years are unacceptable.
- Driver's with more than one "At-Fault Accident" within the past 3 years are unacceptable.
- Driver's with a license suspension or revocation within the past 3 years are unacceptable.

Household Rating:

- California Casualty writes what is called "Broad Coverage". This means coverage follows both the drivers and vehicles rated on the policy. Our policyholders therefore can lend out their vehicles to other operators or operate another vehicle themselves and still be covered.
 - As a result – California Casualty is legally required to make sure anyone in the household with a valid driver's license is accounted for whether it be through insurance with another provider or coverage on the California Casualty policy being proposed.

Group Membership:

- California Casualty policyholders or their spouses must be an employed or retired Firefighters, Educators, Nurses, or Law Enforcement Officers.

Prior Insurance:

- Policyholder's must have maintained 12 months of continuous coverage with another insurer prior to obtaining coverage with California Casualty. In circumstances where a lapse over 30 days is present – a 95% surcharge will be applied to the policy's premium.

Vehicles & Registration:

- Vehicles used for commercial purposes are unacceptable.
- Vehicles must be registered to the policyholder, the policyholder's spouse, or a dependent of the policyholder.
- Vehicles must be in the care, custody, and control of a rated driver on the policy.

Beginner's Guide to Condo Insurance

California Casualty prides itself in its representative's ability to counsel insurance coverages and provide expert opinions on asset protection. With that in mind, a basic understanding of the components that make up a condo insurance policy will be helpful in making the most of this sales challenge. Below is a reference guide you may use to fully understand the product you are going to be selling...

Property Insurance:

- **Interior Dwelling Coverage:** Also referred to as "Coverage A" – this covers the portion of a condo that is the owner's responsibility – generally speaking this is for everything "studs-in". HOA's or property managers generally take responsibility for "studs-out" coverage in this contractual arrangement. Below are a few examples of property covered with "studs-in" coverage:
 - Drywall, flooring, cabinetry, fixtures, paint, etc.
- **Personal Property Coverage:** Also referred to as "Coverage C" – this covers a policyholder's personal belongings on and off premises.
- **Loss of Use Coverage:** Also referred to as "Coverage D" – this coverage pays for additional living expenses incurred in the event a policyholder's insured dwelling is unfit or unsafe to occupy. Below are examples of expenses covered:
 - Cost of temporary housing, restaurant expenses, etc.

Liability Insurance:

- **Personal Liability Coverage:** Also referred to as "Coverage E" – this is general liability coverage for acts or omissions a policyholder or their dependents might be liable for. Below are examples of circumstances covered:
 - Dog bites a guest, mailman slips on ice-covered driveway, child throws a baseball through a neighbor's window, etc.
- **Medical Payments Coverage:** Also referred to as "Coverage F" – this covers small medical claims for guests injured in or on a policyholder's property. This coverage can oftentimes be activated to evade formal litigation that oftentimes results in the use of "Coverage E" listed above for lawsuits.

*A Quick Note on Policy Deductibles...

Property and Auto Insurance policies both include deductibles. A deductible is the portion of a claim that a policyholder is responsible for prior to any payment from the insurer. It is essentially an activation cost for insurance. Deductibles can range from \$0 to as high as \$5000. Premiums are of course impacted by deductibles as the lower the deductible is – the greater the responsibility is on the part of the insurer. With that said there is an inverse relationship that exists between premiums and deductibles.

Condo Insurance Underwriting Guidelines

Relevant to other insurers, California Casualty is a very conservative insurance company. With that in mind, the underwriting rules we have in place ensure we write policies that are going to provide profitable returns and ultimately maintain rate stability year over year for our existing policyholders. Listed below are a few basic underwriting guidelines that will be helpful to know and understand as you prepare for this sales challenge...

Loss Experience Requirements:

- Any property with existing damage from a prior loss is unacceptable until corrective actions are taken.
- Any property or policyholder with more than one loss in the past 5 years is ineligible for our coverage.
- Any property with a loss within the past 5 years will require an inspection prior to the full approval of the property's eligibility for coverage.

Utility and Property Age Requirements:

- Any dwelling built prior to 1950 requires an inspection prior to the full approval of the property's eligibility for coverage.
- Any dwelling with galvanized or polybutylene plumbing is unacceptable.
- Any dwelling with knob and tube wiring is unacceptable.

Environmental Risk Requirements:

- If the dwelling is located in an area of high wildfire risk – the property will be unacceptable or require further underwriting review prior to the full approval of eligibility for coverage.
- Any dwelling with a body of water on its border or located within 1 mile of the coast will require further underwriting review prior to the full approval of eligibility for coverage
- If the dwelling is located in an area of high landslide risk – the property will be unacceptable or require further underwriting review prior to the full approval of eligibility for coverage.

Liability Risk Requirements:

- If the policyholder owns an animal that has injured someone in the past – that policy will be unacceptable.
- Any property with a swimming pool, hot tub, or trampoline that is not enclosed by at least a 4-foot-high fence will be unacceptable.
- Any property that is used for commercial purposes other than rent or incidental business exposure is unacceptable.

Prior Insurance:

- Policyholder's must have maintained 12 months of continuous coverage with another insurer prior to obtaining coverage with California Casualty except in the event the home is a new purchase.

Why California Casualty?

Beyond the industry leading claims and service satisfaction California Casualty provides – our policyholders also receive some unique policy features that set us apart from our competitors in the public market. Some of these benefits are unique to only California Casualty while others are available with select competitor providers...

Auto Insurance Benefits:

- \$0 deductible if your vehicle is hit or vandalized while parked at school or at any school related activities.
- Broad form policy protection that follows our insured's and their vehicles.
- \$1000 of pet injury coverage in the event an animal is injured during a car accident.
- Free star-chip repair through Gerber Glass.
- \$500 personal property coverage for non-electronic property damaged or stolen from your vehicle.
- Vehicle repairs made with original factory parts.
- \$0 deductible for comprehensive and collision claims while renting a vehicle on vacation.

Condo Insurance Benefits:

- \$3000 of personal property coverage and \$0 deductible for educational material purchased by an insured – on or off premises.
- \$500 of coverage and a \$0 deductible for fundraising money or goods in a teacher's care, custody, and control at school.
- Personal liability coverage includes acts for which an educator is liable for in the classroom or at any school related activities.
- Extended theft or loss coverage for computers, luggage, and firearms.
- \$0 deductible for loss of use coverage.
- Complimentary coverage for building code upgrades in the event of a claim.

General Benefits:

- Access to a summer-skip/holiday-skip pay plans that allow our group members to skip payments at the time of the year they need the cash the most.
- Claims satisfaction guarantee backed by our partner affinity groups.
- Complimentary identity theft resolution services through our partner Cyberscout.
- 24/7 access to an emergency claims line.
- Guaranteed rates for a full year.
- 98.6% customer satisfaction.