

WE HAVE YOU COVERED:

- Auto
- Home
- Business
- Trailers
- Motorcycles
- Boats
- Cabins
- Secondary Residences
- Condos
- Tenants
- Personal Umbrella
- Rental Properties
- Travel
- Vintage Cars
- Life Insurance
- Disability

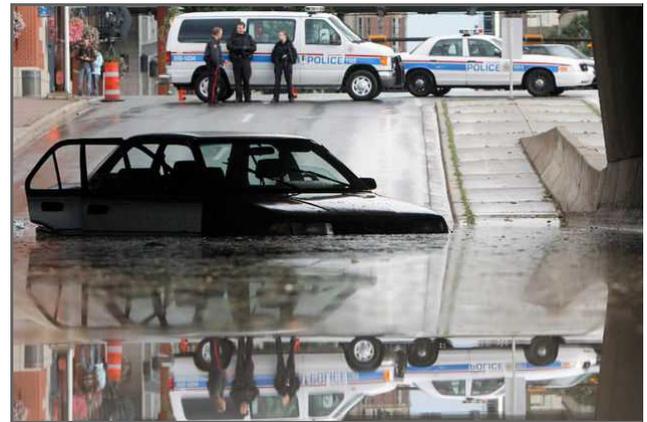
V O L . 2 0

Let our family take care of yours

Featured Claim... Vehicle Floods

Picture it... It's a Friday afternoon; you're driving home from work ready to start the weekend. Calgary has just experienced one of its infamous spring downpours. The storm sewers are struggling to keep up with all the water. You've managed to avoid the chaos and are now only a few blocks from home. But between you and home lies a really big puddle.

You see cars pulled over on the side of the road to wait out the storm. You think about stopping but decide that you can make it. You push on, and that's when you notice the water starting to come in your doors. You panic and step on the gas, the engine revs, then sputters to a stop. Now stranded in the middle you climb out and sit on the roof of your vehicle to wait out the storm.



A car is flooded on 5th St SW under the CP tracks July 19, 2011

Did you know that the above scenario would actually be considered an at fault claim against your automobile policy. Why you ask? Well, had the vehicle been parked or sitting when the roadway flooded without warning, the claim would have been assessed as a not at fault claim and paid out under the comprehensive coverage (provided comprehensive coverage had been purchased). The claim would not have had any effect on the person's driving record or insurance premiums at renewal.

In this case however, the vehicle was driven into water which turned out to be deeper than anticipated. The driver was deemed at fault for continuing to drive into the water without taking proper care. In this example, the claim would fall under the collision coverage (provided collision coverage had been purchased). Since the claim is considered at fault, the person's driving record and insurance premiums could be affected at renewal.

Had the driver in the example above purchased a policy that provided only basic third party liability coverage, he would be left with the expenses of repairing or replacing his vehicle on his own.

The moral of the story is, if the water looks too deep to drive through, it probably is. Trust your instincts.

What's Inside

- Featured Claim 1
- Water Damage 2
- Home Insurance Rates 3
- Tips From Our Team 3
- The Lighter Side 3
- Our Referral Contest Winners! Check out who's having dinner on us 4

Spring melt brings spring headaches

Water damage can happen because of a broken pipe, an overflowing toilet, a leaky roof or a sewer backing up. Even a small amount of water or sewage material can be a big problem and cause damage to your home and belongings. The damage can be so extensive that you have to leave your home while repairs are made and your belongings are cleaned or replaced.

We want you to understand what is and is not covered on a home policy. We also want to help you prevent or minimize any damage caused by water whether it is insured or not.

What is **COVERED**??

- ⇒ The sudden and accidental bursting of pipes or plumbing apparatus eg. (a toilet) except by freezing.
- ⇒ Water overflowing from sinks, tubs and basins.
- ⇒ Backing up of sewers, drains & septic tanks. (You must have the sewer back-up endorsement on your policy)
- ⇒ Rain coming through the roof if it has been damaged by hailstones or through the window if broken by the wind.
- ⇒ Water while extinguishing fires.

What is **NOT COVERED**??

- ⇒ Continuous or repeated leakage or seepage of water.
- ⇒ Water below the surface of the ground (through foundations)
- ⇒ Flooding or the accumulation of surface water.
- ⇒ Water damage while the dwelling is vacant or under construction.
- ⇒ Water damage caused by freezing of pipes and plumbing fixtures if you have been away for more than 4 days but you will be insured if you had either shut off the water and drained the pipes or arranged for a competent person to enter your dwelling each day you were away to ensure the heating was being maintained.



WATER DAMAGE PREVENTION:

Outside:

1. Clear eavestroughs of leaves and debris.
2. Make sure your roof is in good repair.
3. Pack your garden hose away for the winter months—don't forget to drain it.

Inside:

1. Replace plastic or rubber water supply lines connecting appliances or plumbing fixtures with flexible steel braided hoses.
2. Make sure your attic is properly insulated and ventilated.
3. Consider connecting your plumbing and heating system to a 24 hour monitored alarm service. (Could be a discount!)

The Basement is often the first place you'll experience water damage.

- Keep the floor drains unobstructed—and be sure not to cover them.
- Store items in plastic storage containers on raised shelving.
- Always check your basement for leaks after heavy rainfall or a rapid thaw.

Call a **Professional** to help you to:

- Install a sewer backup prevention valve on the main line of your home.
- Create a sump pump pit and install a sump pump with reliable backup power.
- Disconnect downspouts draining directly into the sewer system and redirect them away from your home's foundation.
- Ensure that your lot is graded to aid drainage away from your home.
- If you have a septic system, have it serviced regularly.

WHAT TO DO IN THE EVENT OF WATER DAMAGE

SAFETY FIRST If the source of water can be identified, shut it off.

- Don't do anything unless it is absolutely safe to do and wear protective gear when entering an affected area in your home.
- Avoid direct contact with human waste, dirty water or electrical hazards.
- Turn off electrical power to the affected area. Unplug and remove electrical appliances.
- Move furniture or secure on raised blocks to prevent water damage.
- Ventilate and dry the area by opening windows and doors or use fans and dehumidifiers.
- Remove damaged or wet materials.
- Use a wet-dry vacuum to dry the area.

BEEP BEEP BEEP BEEP

Now that I have your attention.... Regardless of the type of alarm or its power source the Calgary Fire department recommends that household smoke detectors be replaced every 10 years at minimum. Studies show that after 10 years smoke detectors have a 30% failure rate. At an average cost of \$35 each it's a wise investment!



Mike Clark, CAIB

The days are getting longer and warmer, spring is nearly here. It's almost time to bring that fancy car of yours back out of storage and hit the open road.

Before you head out to enjoy the sunshine make sure you call our office first to have the driving coverage reinstated.



Karrie Wright, CAIB

It will soon be time to put away your skis for the season and break out the water toys. If you're planning on purchasing a boat this season make sure you give us a call a few days before you head out to the lake. Depending on the type of boat, insurance may take a couple days to set up.



Darren Brown, BA

WHY HOME INSURANCE RATES ARE ON THE RISE

To understand why rates have to increase you first have to understand how insurance works. The basic principle of insurance is to take the claims that a few people have and spread that cost across everyone. This keeps everyone's rates low, but also ensures that the insurance company has enough money in reserve to pay claims.

But what happens if there is a catastrophic event or worse, several catastrophic events? Well that's what's happened in Alberta over the past couple of years. Insurers have seen more claims occurring and those claims have had higher payouts too. More claims with higher payouts means spreading higher costs out to everyone. Now the insurance companies are paying over 30% more in claims than what they collect in premiums.

On top of the cost of claims the insurance company also has expenses just like any business would have like paying their staff, utilities, rent, taxes, etc. Add all these up and it becomes pretty clear why Alberta insurers have to increase their rates.

Here are just a few of the catastrophic losses that have occurred in Alberta in the past 2 years as well as the claim payouts made to date:

- July 12, 2010 hail storm in Calgary - Over \$500,000,000 paid in claims
- May 15, 2011 Slave Lake fire - Over \$700,000,000 paid in claims
- November 27, 2011 windstorm in Southern Alberta - Over \$200,000,000 paid in claims.

These 3 events alone total over \$1.4 billion paid in a period of just 16 months!

THE LIGHTER SIDE OF AUTO INSURANCE



Zits by JERRY SCOTT and JIM BORGMAN

Is Critical Illness Insurance Critical?

This is a relatively new insurance product which helps to protect your financial security should you be diagnosed with an illness or disease.

The diagnosis of a serious life altering / threatening disease can be devastating to our lives on many levels - emotionally, physically and financially. A critical illness policy is purchased with the intent to help alleviate some of the potentially devastating effects of a serious diagnosis or event. A critical illness policy provides a **tax free lump sum benefit** for you to spend how you need to get through this hard time, such as private nursing, out of country medical aid, debt payment or a lifelong dream holiday. Each company varies on the covered conditions provided by their policies but generally the standard covered illnesses are: Cancer, Heart Attack, Stroke, Coronary Bypass surgery, Multiple Sclerosis, Brain Injury and others. In order to receive the benefit it is normally necessary to survive for 30 days after diagnosis.

There are many options in terms of how a policy is structured such as a policy which is in place for 10 years, 20 years or level premium until the age 75. There are also paid up options. As with life insurance, critical illness coverage is the least expensive when we are healthy and young.

We believe that critical illness is an extremely valuable product and should be considered when putting your personal protection program together for you, your family and your financial security.



Sabrina Young—McIntyre, CAIB

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Your Best Insurance
 Is An Insurance Broker

Our Clients Say It Best

"Young & Haggis has been our business and personal insurance broker for many years. Our needs have expanded over the years to include extensive multi-million dollar real estate holdings, and through extensive analysis, Young & Haggis have always found the right coverage. They have provided excellent service, always responding promptly to our queries. We will continue to rely on Young & Haggis for our home, auto and business insurance needs for many years to come."

Jim & Sandra Quinn

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App Store



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Referral Program

And the winners are...

DECEMBER: William Harris

January: John Olson

FEBRUARY: Lisa Burgis

2011 Grand Prize Winner: Geoff Hwang

Our lucky winners have already received their gift card for The Keg, and their names will be entered into our 2012 grand prize drawing for a \$500 gift certificate for any Delta Lodge!

With every referral you send our way, your name will be entered into the following draws:

- Monthly draws for a \$150 The Keg gift card
- Annual draw for a \$500 gift certificate for any Delta Hotel

Please keep referring your friends & family to our office for a free no obligation quote, and YOU could win next month!

The intent of this newsletter is to highlight certain areas of insurance.
 It is important that you refer to your policy wordings for specific information regarding your limits and coverage.

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