

McDonald McGarry's Pledge of Performance

McDonald McGarry is a *Trusted Choice*® insurance brokerage with access to multiple companies and a long commitment to quality client service. This enables us to offer our clients competitive pricing, a broad choice of products, and unparalleled client advocacy.

As a *Trusted Choice*® firm, we are dedicated to our clients and are committed to treating each as a person, not a policy. This commitment means that we will:

- ♣ Work with you to identify the insurance services that are right for you, your family, or your business, and use our access to multiple companies to deliver those products.
- ♣ Assist and guide you through the claims process to ensure a prompt and fair resolution of your claim. Help solve problems related to your coverage or account.
- ♣ Explain the coverages and options available to you through McDonald McGarry.
- ♣ Return your phone calls and e-mails promptly, and respond to your requests in a timely manner.
- ♣ Provide 24/7 service for you, offering the following: 24-hour emergency pager, internet access, voice and e-mail.
- ♣ Use our experience and multiple company relationships to tailor your coverage to your specific needs.
- ♣ Commit our staff to continuing education so they may be more knowledgeable to serve you professionally.
- ♣ Treat you with respect and courtesy.
- ♣ Conduct all of our business transactions in an ethical manner.

Your business is important to you us and we will never knowingly provide you with less than the best possible service. If you find that we have not fulfilled any aspect of this pledge, or there is any way we may improve our service to you, or be of assistance with any of your other insurance needs, please let us know so that we may have the opportunity to exceed your expectations.

A Tradition of Quality Service Since 1954

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