



Matt Frazier
Account Representative
StateFARM, Ryan Young Agent
3903 Jiles Road, Ste. 202
Kennesaw, GA 30144

May 22, 2016

Dear Matt,

As all of us will do from time to time, Susan and I did what we call a "\$40 Walk-thru" in April, to closely evaluate where our money goes every month and see if we could identify ways to trim costs. It just seems practical to do so. As a result, we made the decision to re-shop our home and auto insurance. As you know, we've been with StateFarm for many, many years.

Our Story: We did what we thought was thorough due diligence, and found another provider that we felt would meet our insurance needs. This guy assured us we would be covered, line for line, to match our existing coverage and for significantly less money. We drank the Koolaid.

Your Expertise: Thank goodness you and Ryan saw the error of our ways and immediately brought significant policy discrepancies to our attention. You promptly responded before the ink was dry. You encouraged us to do considerable more research into the coverages, which we did right away. You cared enough to fight for our business.

The Results: You were right. We reversed our decision to change based on your quick response to keep us from making what would have been a terrible mistake on many levels. We remain StateFarm policy holders and are very grateful for your professionalism, insight, and most of all your personal attention to our insurance needs.

With gratitude,

Kris VanHemert

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