



December 17, 2018

Tim Miller

Country Financial

Dear Tim

Thank you for the effort and energy you gave to get my client business insurance before the end of 2018.

OrthoPerfect has been in business for seven years and already had general liability insurance. She was adding 3 employees for 2019 and needed workers comp. She tried to reach her agent and left him 4 messages...she waited but he didn't return her phone call after SIX days.

When we met at the Canton Business Leaders Team in November I reached out to you for assistance. Simply the fact that you answered the phone was more than her existing agent did...

I asked you to send me a standard form. Your response was that there was no cookie cutter form, that you needed to interview the client. Your inquiry was extensive and the insurance plans fit her needs.

Thanks to you the company now has her insurance. She needed worker's comp to be able to and as a result was able to move forward with her health insurance for the company and continue to build her small business.

Cathy Logan

President

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