



**SECURELY
INSURANCE**
Secure Your Tomorrow

June 25, 2026

Hello,

If you're reading this, I'm sorry. Most don't proactively research disaster mitigation companies so you must be in a challenging position. I was fortunate to be acquainted with Paula Charles before a pipe burst in my closet, and she was my first call. I'm an insurance agent, and still my first call was to Flood & Flame. Paula helped me navigate plumbing, insurance and the mitigation process with a confident and reassuring voice.

She coordinated with Raul and Gio to rush to my home and start the stabilization process. They made sure I understood the steps they were taking to protect my family against future mold issues while supporting me in the claims process and communication with my insurance company.

During the process, Paula went on vacation and Andrew, president of Flood & Flame, took over. The Operations Manager went on vacation and I was handed UP, not handed off. Andrew further prepped me for discussions with insurance and offered to proactively reach out to claims managers.

In the end, I was fortunate and the damage was not as bad as we feared. But I was confident that Fire and Flame had covered the bases to stabilize our situation and ensure our space remained healthy. After overhearing Gio explain final steps to me, my wife noted how great communication had been through this harrowing process. I'm sorry you're having to read this, but you'll be glad you found such a wonderful company to help you through it.

Best Regards

Byron Hooper
Broker, Co-Owner
Securely Insurance