

EXPECT
BETTER



Stefon Mason
American Family Insurance
8470 Holcomb Bridge Rd
Alpharetta, GA 30022

Persephone Galambos
1580 Holcomb Bridge Rd
Suite 26
Roswell, Georgia 30076
Cell 404-429-6695

Dear Stefon,

Thank you for the care you have taken in assisting me in obtaining the correct protection for our family. We have been with another insurance company for many, many years. The premiums continued to increase even though there have been no claims. In addition, we did not feel that the coverage was adequate for our family without additional increases in premiums. I approached you about insurance and was very pleased with how carefully and thoroughly you handled our insurance needs and questions.

Within a few hours of providing you with the information you needed in order to thoroughly develop a quote for us, you had provided a quote that was easy to understand and compare to our current coverage. You were able to have a phone conversation with me to provide details about our coverage and all the options we had available to us. We discussed all the options for car insurance, homeowners insurance, and an umbrella policy. We got an amazing level of coverage that was much better than our existing insurance for a significantly discounted price. We even got additional discounts by paying for a year in advance.

I have always viewed changing insurance companies as a stressful situation that requires a lot of time. You made the process easy and there was no stress and very little time required on my end. Since we made the change to American Family, we have added several watercraft policies. It required about 10 minutes of my time to get the quote and pay for the insurance for additional policies. Whenever, I have an issue or question, you or someone in your office is readily available to assist me. I can tell that you genuinely care about our satisfaction and make every effort to ensure that we are appropriately protected with our insurance. I cannot thank you enough for the peace of mind that you provide to our family.

Sincerely,

A handwritten signature in blue ink that reads "Persephone C Galambos".

Persephone Galambos