

July 21, 2019

Stephen Dufour, II
American Family Insurance
Marietta, GA

Dear Stephen

You can't even imagine the lengths I have gone through to seek better auto insurance coverage. I spared you the gory details. Ever since my daughter had two back to back accidents and I had a speeding ticket, all within the same year, we have been paying through the nose for insurance. And this is the worst possible time for our family because we have two adult children temporarily under our roof. This is at the same time that I'm getting a new business off the ground. I must have received quotes from at least 10 different insurance companies and I also tried to negotiate with our current carrier, to no avail. Our monthly premium skyrocketed to \$1300+ per month for four cars.

I enjoyed speaking with you. You were not selling me, you merely very compassionately let me know that there may be other options that I could explore. I was under a time crunch because we had just bought a used car for our son and needed to make a decision quickly.

Even though you were out of the office on vacation, you patiently guided me through the process and answered all my questions. You even had your assistant, Lindsay, run multiple quotes for me so that I could look at my options several different ways. Not only were your prices significantly lower than anything I had been quoted before, saving me about \$2,000 over six months, you made the experience enjoyable. You are knowledgeable and, best of all, service oriented.

Stephen, you have my ringing endorsement for any and all future insurance needs and I will recommend you highly to all my friends and family. Thanks again for being a model PowerCore member.

Warm Regards

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