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# Spring 2016

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## Catching Up with: John Sullivan - Part 1



On March 20, 2016 The Lewiston Tribune featured John Sullivan, President of AMERICAN INSURANCE in the Business Profile. Reporter Elaine Williams asked questions about what had changed at AMERICAN INSURANCE since the last article in 2009. Below is the unedited response.

**Business Profile: What is the biggest change in your day-to-day responsibilities since we spoke with you in 2009?**

**John:** We emerged from the "Great Recession" in a very strong position and have grown as the economy recovered. We also have purchased insurance policies from two retiring agencies (cont on pg 3)

**\$10 Gift Card for you!**

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## **FREE DOCUMENT SHREDDING EVENT (M-F April 25 – 29)** **AMERICAN INSURANCE customers are invited to bring their sensitive personal and confidential documents for free shredding.**

Deposit your documents in a locked, secure bin that will be shredded under the NAID AAA Certification Program by Lewis Clark Recyclers of Lewiston, ID. No one will see your documents and they will be held under secure conditions until shredded. Guard against identity theft by keeping sensitive documents out of the trash.

- WHEN?** Monday, April 25<sup>th</sup> through Friday, April 29<sup>th</sup> between the hours of 8:30am and 4:30pm  
**WHERE?** Both American Insurance offices
- ▶ **Lewiston office, 55 Southway Ave (at the roundabout corner of Southway & Snake River Ave)**
  - ▶ **Moscow office, 203 E 3<sup>rd</sup> St (across from City Hall, next to Moscow Realty)**

- WHAT?** Old tax returns, medical records, bank or credit card statements and offers of credit – anything with personally identifiable information like social security numbers, birth dates, account numbers, cancelled checks, etc.  
**QUANTITY?** Limit is one box (banker box size) or about 20 lbs by weight of paper records per person or household address.  
**RESTRICTIONS?** Please remove steel binder clips or any thick metal clips but staples and regular paper clips are OK.  
**QUESTIONS?** Call Stephanie, our Event Coordinator at 208-816-4396 for more details.



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### Customer Service Reviews

**Wayne Snyder of Moscow, ID said:**

My contact through your company has been primary through Jeremy Smithee. He has made this experience easy, prompt, and enjoyable with his customer service skills educating me about insurance rates and informing me about what was needed to complete the process. Very satisfied!

**Scarlett Profitt of Lewiston, ID said:**

I want to tell you how much help Mike Everett was by helping me get a new Senior Medicare Supplement health insurance and Rx plan. I was at my wits end about finding a good affordable plan. Mike was very helpful.

**Kayla Young of Lewiston, ID said:**

Working with American Insurance has been amazing! Helen is very easy to get a hold of and answers all of my questions in a timely manner. Very satisfied! (Thank you for your kind comments!)

## New - Direct Dial Service



When you have billing questions, need to add or remove autos or drivers, make coverage changes, quotes, report claims or any service need, please note the direct dial phone numbers below:

◆ **Personal Lines Services** (Auto, Home, Renters, Motorcycle, Boat, RV, ATV)

**Lewiston Customer Last Names**

A to G - Tina Heitmann, CSA (208) 816-4393 Email: [TinaH@Am-Ins.com](mailto:TinaH@Am-Ins.com)

H to M - Lori Chapman, CISR (208) 816-4394 Email: [LoriC@Am-Ins.com](mailto:LoriC@Am-Ins.com)

N to Z - Helen Duman, CSA (208) 816-4395 Email: [HelenD@Am-Ins.com](mailto:HelenD@Am-Ins.com)

**Moscow Customer Last Names**

A to Z - Dina Inman, CSA (208) 882-8544 Email: [Dinal@Am-Ins.com](mailto:Dinal@Am-Ins.com)

A to Z - Jennah Smith, CSA (208)-816-4165 Email: [JennahS@Am-Ins.com](mailto:JennahS@Am-Ins.com)

◆ **Commercial Lines Services** (Farm, Business, Business Auto, Workers Comp)

**Lewiston Business Names**

A to J - Anna Franklin, CSR (208) 816-4583 Email: [AnnaF@Am-Ins.com](mailto:AnnaF@Am-Ins.com)

K to Z - Heather Browning, CISR (208) 816-4584 - [HeatherB@Am-Ins.com](mailto:HeatherB@Am-Ins.com)

**Moscow Business Names**

A to Z - Karen Virgin, CSR (208) 816-4587 Email: [KarenV@Am-Ins.com](mailto:KarenV@Am-Ins.com)

We want to give you immediate assistance, but if your Customer Service Agent is helping another customer when you call, please leave a detailed message. We will return your call as soon as possible. Our goal is to provide you high quality service that is prompt, accurate and caring.



American Insurance

Published by Stephanie Anne Gilbert [?] · March 10 at 4:03pm · ✱

SUPPORTING BOY SCOUTS - American Insurance is a supporting "Patron" of the local Lewis Clark Trails Boy Scouts. Our President John Sullivan (R) is pictured with Senior District Executive Josh Paparazzo and Andujar Perez of Troup 122 at the Community Leadership Breakfast. Learn more about our local Scouting program at <http://www.nwscouts.org/d.../lewis-clark-trails-district/49360>.



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American Insurance added 2 new photos — at 📍 American Insurance.

Published by Stephanie Anne Gilbert [?] · February 26 · Lewiston, ID, United States · ✱

American Insurance ordered soup for our employees to support the YWCA in Lewiston during the annual Soup-Port Our Shelter event today! The YWCA provided safe, supportive shelter to 297 adults and children in 2015. Find more information about the Lewiston YWCA at <http://www.ywcaidaho.org/>.





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