



WELCOME TO THE FAMILY!

Thank you for choosing ALINK Insurance Services®! We are excited to serve as your trusted insurance advisors and assist with your current and future insurance needs. Our commitment is to provide quality services and products for your HOME, AUTO, LIFE, & BUSINESS insurance for years to come.

We created this **WELCOME PACKET** to introduce ourselves, provide instructions, and share how we will strive to deliver servicing excellence every day. Here is a highlight of this documents contents:

- Pledge of Performance
- Agency History
- Trusted Insurance Advisor Introductions
- Claim Support and Processes
- Referral Program **"The Perks"** (Win gift/cash cards from \$5 to \$500)
- Community Involvement (Follow our Facebook page!)
- Client Testimonials

We appreciate the trust you have placed in us and look forward to delivering superior service and insurance advice for years to come. Thank you for allowing us to be **Your Link to Security!®**

Your feedback is valued! It helps others learn what they can expect from my agency. Feel free to leave a review at this link: <https://podium.co/v4v8Gxx>, Remember to refer your family, friends, and colleagues so we can send you client referral gift cards. There is a convenient referral form on our website to help make this process easy: <https://www.alink2insurance.com/provide-a-referral>

We look forward to serving you, your family and business for years to come.

Regards,

Bill Syddall

President • (303) 752-6475 / (385) 382-0038 • Bill@ALINK2ins.com



OUR PLEDGE OF PERFORMANCE



WE LISTEN FOR UNDERSTANDING

By listening we identify products and services from multiple insurance companies that best match a client's unique needs.



WE'RE PROBLEM SOLVERS

We will help solve problems related to coverage, billing, or other issues associated with client accounts.



WE'RE TIMELY & PROMPT

We will return calls, emails, texts, and other requests in a timely and proactive manner.



WE CUSTOMIZE & ADAPT

We use our experience and multiple company relationships to customize client coverage as needed.



WE SERVE RESPECTFULLY

We feel everyone deserves to be treated with respect, and commit to be respectful at all times.



WE'RE CATASTROPHE NAVIGATORS

Claims happen, we will help clients navigate the process for prompt and fair resolution.



WE'RE COMMITTED TO EDUCATE

We will take the time necessary to explain and recommend coverages, options, and solutions available in understandable terms.



WE PROVIDE 24/7 SERVICES

Clients have access to service, claim, and other departments via a combination of call centers, and/or mobile app and website options.



WE STAY IN SCHOOL

We invest heavily in staff continuing education and certifications to be more knowledgeable when advising and serving clients.



WE WILL ALWAYS BE ETHICAL

We will conduct business for clients and insurance companies ethically in every way.

"If we ever fail to meet these commitments, please contact me immediately."

Bill Syddall, President | 303.752.6475 and 385.382.0038 | Bill@ALINK2ins.com



OUR HISTORY



ALINK's insurance advisors represent clients in multiple states and commit to provide you with consultative services that allow you to make insurance purchasing decisions based on the value of coverage, service, relationships, and price. Our goal is to deliver security, not just a policy, to help meet your desired insurance needs.

Licensed in multiple states, ALINK has withstood the test of time by serving businesses and households since 1959 with a commitment to the principles of sound advice, hard work, professionalism, education, integrity, creative determination, and respect.

Our focus on ten core principles of servicing excellence, combined with access to multiple companies and their respective insurance products allows us to advocate for our clients in ways other agents and agencies cannot match. Learn more about the benefits of ALINK Insurance Services here: <https://www.alink2insurance.com/independent-insurance-agency>

"WE deliver security, not just policies, to our clients! Security is the VALUE of having the desired combination of Coverage, Service, Relationship, & Price for your unique insurance needs!" Bill Syddall



OUR INSURANCE ADVISORS



Bill Syddall, c/c – President, ALINK Insurance Services®

Dedicated Family Man, Outdoors Enthusiast, Broncos Fan

303.752.6475 / 719.219.8499 bill@ALINK2ins.com

Bill loves to serve, speaks some Japanese, is an Eagle Scout, finds great joy being with his family, and has an energetic approach to life that is contagious.



Amanda Walter, CISR, c/c – Director of Agency Services

Mother, College Graduate, Hockey Fan

719.219.8502 amanda@ALINK2ins.com

Amanda is passionate about delivering high levels of service to her customers, enjoys working on complicated accounts, and loves new challenges and being a mother.



Dawn M. Box, CISR, c/c, CRM – Director of Systems & Operations

Mother, Enjoys Reading & Music, Green Bay Packers Fan

719.219.8496 / 303.752.6436 dawn@ALINK2ins.com

Dawn prides herself in providing sound risk management, quality insurance products, first-rate service to her clients and spending time with her family.



Nikki Nicholas, CISR Elite – Senior Insurance Advisor

Hiker, Artist, Racing Fan

719.219.8508 nikki@ALINK2ins.com

303.752.6408

Nikki thrives on delivering excellent insurance advice, providing peace of mind to clients and cheering for her favorite racecar driver.

***"The best way to find yourself is to lose yourself in the service of others."** Mahatma Gandhi*



INSURANCE ADVISORS CONTINUED

**Linda Ousman, CISR Elite – Account Manager***College Graduate, Hiker, Pet Lover*719.219.8506 linda@ALINK2sins.com

Linda is an insurance professional with over 40 years of experience. She excels at helping families understand insurance, enjoys spending time by her pond, being with grandchildren and her two dogs and cat.

**Stephanie Stavri – Senior Insurance Advisor***Mother, College Graduate, Tennis Player, Cooking Enthusiast*303.752.8506 stephanie@ALINK2sins.com

With over 11 years of experience, Stephanie loves working with people and strives to deliver WOW factor service. She loves spending time with family, cooking, & playing tennis, where she serves as team captain.

**Isela Owens – Client Relationship Manager***Fluent in English & Spanish, Avid Hiker, Traveler, Dog Owner*719.219.8498 isela@ALINK2ins.com

Isela is a 20+ year insurance veteran who loves to deliver value by helping clients understand their insurance. She teaches immersive linguistics Spanish classes and holds a Master's in Education.

**Candi Hladek, CISR – Account Executive***Gardening & Pet Lover, Book Reader, Hiking Enthusiast*719.219.8497 candi@ALINK2ins.com

Candi loves delivering high quality service and education to her business clients and specializes in many fields. Away from the office, you will find her with family, reading a good book, gardening or hiking.

***"The best way to find yourself is to lose yourself in the service of others."** Mahatma Gandhi*



INSURANCE ADVISORS CONTINUED

**Megan Northcutt, CISR – Account Manager***Football Fan, Music Lover, Animal Enthusiast*719.219.8504 megan@ALINK2ins.com

Megan is a Colorado native, growing up in Old Colorado City. She enjoys assisting customers with insurance needs in spectacular ways & loves her Broncos & Cowboys football, country music, and many pets.

**Lauren Black – Servicing Specialist***Plant Mom, Outdoor Enthusiast and Snowboarding Artist*719.284.1127 lauren@ALINK2ins.com

Lauren loves balancing the coordination of office demands with meeting client needs promptly! She is self-motivated and thrives on helping others.

**Dave Hinsey – Senior Insurance Advisor***Colorado Native, Bronco Enthusiast, Insurance Master*720.464.2760 dave@ALINK2ins.com

Dave has been in the industry for decades having worked at many top companies. He loves helping businesses find success by mitigating risk, traveling with his wife and spending time with extended family.

**Anna Elisha – Servicing Specialist***Home Decorator, Cat Spoiler, Shopping Enthusiast*719.219.8509 anna@ALINK2ins.com

Anna has a positive outlook, fresh perspective and passion to help others. When she is not serving clients you will find her traveling, shopping, spending time outdoors and being with friends.

**Tammy Wachtl**

The team at ALINK truly cares. I had them quote my worker's compensation and GL policies for my business and although they did save me quite a bit of money that was not what really caught my attention. What did was their customer service. They were incredibly responsive and professional throughout the entire process. Purchasing insurance through ALINK was a VERY pleasant experience.

"The best way to find yourself is to lose yourself in the service of others." Mahatma Ghandi



OUR CLAIM SUPPORT

Question: I've been in an accident – what now?

Answer: Start by reporting your claim to your insurance carrier. They need to know:

- ✓ When the accident occurred
- ✓ Where the accident occurred (be as specific as possible)
- ✓ How the accident happened
- ✓ What kind of vehicle or vehicles were involved (including the year, make, and model)
- ✓ A description of the damage on each vehicle (take a picture with your phone)
- ✓ The names & contact information of people involved in the accident (including witnesses)
- ✓ The extent of any injuries to people involved in the accident
- ✓ The name of the law enforcement agency that responded and the police report number, if police were contacted



Question: I have damage to my property – what should I do?

Answer: Call your insurance carrier and let them know the following:

- ✓ When the incident occurred
- ✓ A general description of what happened
- ✓ The location of the damaged property and what was damaged
- ✓ The condition of the home and if it is still livable
- ✓ If temporary repairs are needed
- ✓ If the fire or police department was contacted, which department responded and any report number
- ✓ Your contact information and the best time to reach you
- ✓ Remember that a series of home claims over time will have a negative impact on your risk factors and may impact your insurability and/or premiums
- ✓ Always consider the potential future impacts of filing a claim when minor repair expenses are expected



Question: Do I need to protect my home from further damage?

Answer: Yes, when safe to do so, it is your responsibility to protect your property from more damage.

- ✓ Arrange for reasonable temporary repairs such as boarding up broken windows, covering the roof, and removing debris
- ✓ Keep a list of any temporary repairs you make to document the damage, and make sure you save your receipts
- ✓ If possible, place damaged items in a secure area where they can be inspected and if you are unsure about an item include it in with the damaged property
- ✓ If you have fire or smoke damage, do not try to clean the damaged items as this can sometimes cause more damage

Contact Us: 303.752.6475 • 719.473.6262 • 970.475.0900 • 877.643.6148

ALINK2Insurance.com

"We never know the worth of water 'til the well is dry." English Proverb."



OUR REFERRAL PROGRAM - THE PERKS

We Love To Pay You For Referring Family, Friends & Colleagues!

Now that you are part of the ALINK family, we would like to introduce you to our client referral program we affectionately call!

"The Perks."

The highest form of compliment we can receive is a referral to service one of friends, family members or colleagues! Use this link to send us their information or have them give us a call.

<https://www.alink2insurance.com/provide-a-referral>

Here's How It Works:

- ✓ For every person you refer who receives a quote, *no purchase necessary*, and indicates you referred them, we will give you a **\$5 Gift Card**. **"Your Perk"**
- ✓ For every referred policy we provide bind a policy for, we will donate an additional **\$5 to Habitat For Humanity®**. **"Community Perk"** *Everyone should have a roof over head!*
- ✓ If you do not use the link above, No need to worry, we ask every time someone calls our office. Just tell them to mention your name when we do.



Wait There Is More:

MONTHLY

- ✓ Receive a drawing entry for a **\$50 gift certificate** for every **"Your Perk"** received during the month. The more you refer the more chances you have to win our monthly drawing!

ANNUALLY

- ✓ Can it get any better? Absolutely! Receive a drawing entry for a **\$500 Gift Card** for every **"Your Perk"** received during the year. The more you refer the more chances you have to win our annual drawing!



"Do what you do so well that they will want to see it again and bring their friends." Walt Disney



OUR COMMUNITY INVOLVEMENT

We Give Back and Volunteer

Giving back to the community is a core part of our commitment to serve philosophy. We strive to sponsor events, donate to nonprofits, and support neighborhood children's events. We also look for ways to donate our time to churches and other charitable organizations!

Follow our Facebook page and check out our safety tips to learn more about what we do to add value to the communities where we live and serve!

<https://www.facebook.com/ALINKInsuranceServices>

<https://www.alink2insurance.com/https-www-alink2insurance-com-your-link-to-security-safety-tips>

ALINK Insurance Services®

We loved being the VIP sponsor at the 7th annual [Feast of Saint Arnold](#) on Saturday! Proceeds support [Westside CARES](#) and a number of food banks in the area! A huge thank you to our clients and so many others who came to support the cause! What a blessing to help those in need who are in our own communities! Shout out to [Firma I.T. Solutions - Colorado Springs](#) & [Rodney Gullatte Jr.](#) & [Pikes Peak National Bank](#)



ALINK Insurance Services®

What a challenging year! Make way for 2021! From all of us at ALINK Insurance, thank you for being a part of our family. We appreciate your business and look forward to supporting you in 2021! Our last \$50.00 monthly winner for 2020 was our long-time customer, Julee Willis. Thanks for the referral!

Drum-roll... our annual \$500.00 winner is Chris Nairn.

We appreciate your partnership!

Congratulations to both of our winners! We will be in touch soon!

To learn more about our customer appreciation program, please visit our website at

<https://www.alink2insurance.com/customer-appreciation>



"Unless we lose ourselves in service to others, there is little purpose to our own lives." Thomas S. Monson



OUR CLIENT TESTIMONIALS

We Love To Hear How We Are Doing

Our number one priority is your satisfaction; help us know how we did by sharing your experience with us. It helps us do two things very well; keep delivering the best service possible and lets others know what they can expect as an ALINK client. A few times a year we will send an email asking you to answer a one question survey about your experience with us.

Check all of our reviews and/or provide your own feedback here:

<https://www.alink2insurance.com/testimonials>



Betsy Olson

Excellent customer service from Stephanie. She has been truly amazing to work with, - and makes buying and managing all of our different insurance policies much easier than I could do on my own. Stephanie works to provide quality attention to detail. I'm very pleased with the service I receive from Stephanie and ALINK.



Krystal Loyd

Compassionate staff and also local. A rare bonus in a modern world driven by automated machines and 1-800 numbers. Thank you for truly caring and providing excellent service.



Craig Feddersen

Bill is great to work with. Complete analysis of your situation. Highly recommend!



Jeff Kroll

I really cannot say enough about their service and professionalism! Rates are good and they care about you getting the right coverage. Highly recommend.



Mark Seelye

This company and their employees have been a delight! Responsive, attentive, professional; Will recommend to anyone for insurance services.

"Do what you do so well that they will want to see it again and bring their friends." *Walt Disney*



These people were right on the mark, prompt, helpful, friendly and knowledgeable. What more could you ask for?
Thanks.



I recently changed all of my business insurance to ALINK - I had been with my previous agency for over 10 years but when there was a major problem with my coverage no one called to tell me! I had met Bill Syddall, the owner of ALINK, and was impressed with his knowledge of the insurance business and with his talk about how having accurate coverage for your needs was vital to safety and stability in your life and business. I called him and within days he and Amanda (their business specialist) had my insurance needs handled and everything in place. Excellent across the board!



My previous insurance provider dropped the ball, which resulted in lapsed coverage for my auto policy. ALINK Insurance went ABOVE AND BEYOND to ensure my rates stayed reasonable and that I was once again covered. Most agencies are advocates for the insurance underwriter, not the case with ALINK, they will be an advocate for YOU!



Very good customer service and an actual local agent rather than an 800 number.



I really enjoyed working with Candi and her team at Alink Insurance. The team was very professional and helpful during the process of setting up our insurance requirements for our nonprofit Youth Orchestra in Colorado Springs! Thank you very much for assisting us with our insurance needs! VP

