



CAL-VALLEY CONNECTION

Rolling with the Roehl

Did you know?

In 1992, California enacted Fair Claims Settlement Practices which provide rules insurance companies must follow in the handling of insurance claims. These requirements include:

- Accepting or denying claims within 40 days of receiving proof of claim, unless written notice is provided for additional time
- Proving written explanation of the factual and legal bases for rejection or denial of first party claims
- Thoroughly, fairly and objectively investigate claims, and not seeking information which is not reasonably required in order to resolve claim disputes
- Providing written notice to insured of any statute of limitation or other time period requirement upon which a claim may be denied
- Not making unreasonably low settlement offers
- Making payment or otherwise fulfilling obligations on accepted claims within thirty days, with certain exceptions

If an insurance carrier fails to comply with these rules, a formal complaint with the Department of Insurance can be made and the matter will be investigated.

Workers' compensation, professional malpractice, self-insured/self-funded plans or surety bonds are not required to meet these regulations.

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KNPZ Joins Cal-Valley!

Recently, KNPZ Insurance merged with our agency to become part of Cal-Valley Insurance. In the merger, Larry Ziegler has come over to join our team and is working at our Fresno office location. We welcomed Larry with open arms in true Cal-Valley fashion by having one of our big breakfasts on the day that he started. We are grateful to continue growing our stellar team to even greater heights.



With Cal-Valley Insurance officially acquiring KNPZ Insurance, we'd like to take this opportunity to welcome all KNPZ clients to the Cal-Valley family. We are a full-service agency ready to take care of all your insurance needs. Feel free to call us anytime at 559-225-1300 and visit our website at www.calvalleyinsurance.com to learn more about all of our lines of business. Welcome to the family!

Quarterly Charity Update

Another quarterly charity is in the books and we were happy to be able to raise \$500 for Angel Babies, thanks to all of your referrals. Angel Babies is an incredible organization and if you'd like to learn more about it, or make a donation, you can get more information from their website by clicking [here](#).

This quarter we have been supporting the Visalia Rescue Mission. This organization serves the poor and those in need in Central California with the love and power of the gospel of Christ, so they may become God-dependent and contributing members of this community. If you'd like to learn more about it, or make a donation, you can get more information from their website by clicking the logo below.



Best of Central Valley Business

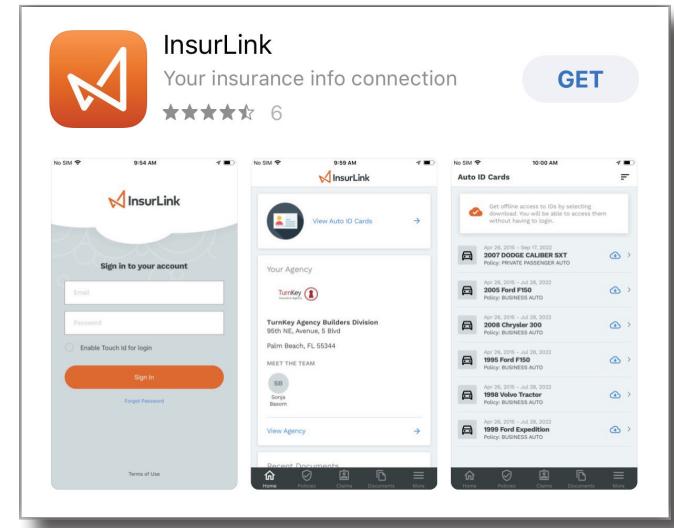
Every year, The Business Journal hosts a Best of Central Valley Business six-week voting campaign for several different business categories. This is the sixth year that this program is being held for readers to select their favorite businesses within the 35 different categories. We are honored to once again be nominated for the Best Property/Casualty Insurance Company. This is the third consecutive year that Cal-Valley Insurance has been nominated for this award.

If you've been happy with the service we've provided and think we deserve to win this award, we would appreciate you taking a few minutes of your time to vote for us by clicking the Best of Central Valley Business logo below.



Insurlink

Many of our clients utilize our Client Portal feature, which provides 24/7 access to their insurance information, whether they're at home or on the go. Client Portal makes managing insurance easy for everyone, and now, Vertafore has made it's usage even easier. Vertafore recently launched an app for iOS and Android devices called Insurlink. Insurlink utilizes the same Client Portal functionality that you're used to, but with a more enhanced and convenient experience on your mobile device. With this app, you can even download your auto ID cards without the need of cellular service. If you love using our client portal, this app is a must-have. It's available now in iOS and Android app stores and it's FREE! If you haven't been using our Client Portal and are interested, be sure to contact us to get set up.



Relay For Life

A couple of weeks ago, Cal-Valley participated in the Relay For Life, which is a fundraiser for the American Cancer Society. Relay For Life is a team-based cancer walk where at least one team member takes turns walking around the track constantly for a 24-hour period. The premise of this walk is that “cancer patients don’t stop because they are tired, and for one night, neither do we”.

Prior to the event, volunteers formed teams in an effort to raise money dedicated to helping communities attack cancer. Through creative fundraising ideas and many social media posts, teams start fundraising well before the event to help reach their goals. This Relay For life cancer walk was hosted at Ratcliff Stadium in Fresno. Each team set up a themed camp site around the track and continued fundraising by collecting donations for food, games, activities, or in our case, a photobooth. Our CVI team did a Hawaiian theme with a photobooth to help raise a few extra dollars during the walk. We are proud of all the Cal-Valley volunteers that contributed, especially those whom were present for the entire event.



The CVI family has been greatly affected, with recent team members diagnosis, and family members of our team. CVI team members have been raising money for this cause for months and we are proud of our efforts. Cal-Valley was announced as the top fundraising team at the event, raising \$7,354, which was well over the initial \$5,000 goal set months prior. Great job by our Team Captain, Rhonda Waller, for organizing our team and keeping everyone on track to help us exceed our goals. This was truly a team effort, but shout out to Gail Salazar, as she was the top fundraising individual for Cal-Valley and the 3rd top fundraiser overall, raising \$1,111. The Relay For Life event ended up raising a total of \$37,691. Thank you to all that donated!

