

Amica *today*

WINTER 2018

Helpful ideas
to start 2018
off right!

Inside

- Begin by reviewing your policies
- Learn how your deductibles work
- Protect your family's financial future

Happy New Year!

Set aside some time to review your policies

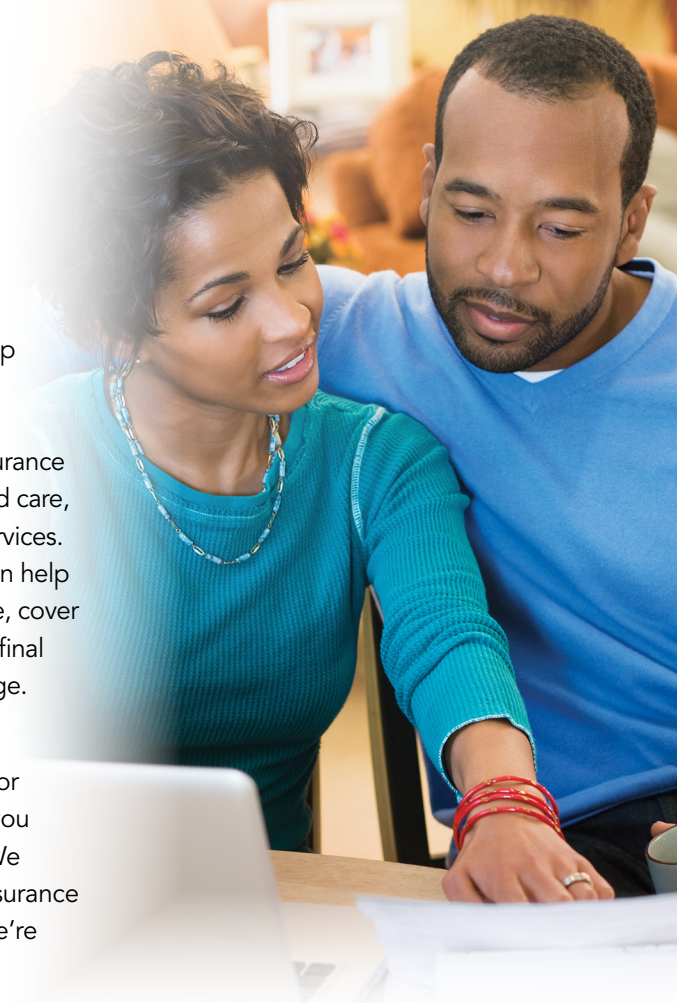
You're probably filling those new 2018 calendars with vacation plans and special events. But how about setting aside some time to review all of your personal insurance policies? Here are seven helpful suggestions to get you started.

1. Read your insurance policies and check your limits to ensure you have adequate protection to handle a catastrophic loss.
2. Consider whether you have any high-value or unique items that might require additional coverage.
3. Create an inventory of your belongings and store it in a safe place so that you can remember what you had in the event of a serious loss.
4. If you rent, consider that your landlord's insurance policy may cover damage to the building, but it generally won't cover your belongings in the event of a loss.
5. Employer-provided life insurance coverage typically provides only one to two times your income, and it usually ends when you leave your job or retire. Getting your own life insurance policy puts you in control so that you have the right amount of coverage in place.
6. It can be useful to match term life insurance coverage to the term of your mortgage. If you have a 30-year mortgage, purchasing a 30-year term policy that's equal to or more than

the mortgage amount will help cover this expense if the unexpected happens.

7. When reviewing your life insurance policy, consider costs for child care, education and household services. Having the right coverage can help your family stay in their home, cover any child care, household or final expenses, and save for college.

This issue of the *Amica Today* includes a wide variety of tips for your car, home and life to get you off on the right foot this year. We look forward to serving your insurance needs throughout the year – we're here to help in 2018!



Looking for a new or used car this year?



With Amica's Car Connection, it's easy to start researching your next new or used car. Just visit Amica.com/carshopping to get started.

1. Find a new car and see what others paid – or browse quality pre-owned vehicles.
2. Get real pricing on in-stock vehicles from local Certified Dealers.*
3. Schedule your test drive, make your choice, and enjoy a stress-free car-buying experience.

Amica's Car Connection – give it a spin today and see how much you can save.

*Used car discounts not available in all states.

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Amica Today is published quarterly for policyholders and friends of Amica Mutual Insurance Company and Amica Life. The magazine is also available online at **Amica.com**.

Join our communities and join the conversation!



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Travel plans?

4 tips to protect belongings

We're a nation that loves to travel. In fact, four out of five trips taken in the U.S. in 2016 were for leisure, according to the U.S. Travel Association. But it's important to be aware of your surroundings when traveling.

Amica suggests the following tips:

1. Avoid bringing large amounts of cash on the trip. Using one or two credit cards or travelers' checks is a safer option.
2. Leave valuable jewelry, electronics and collectibles at home.
3. Label each piece of luggage, inside and out, with your name, address, telephone number and email address.
4. Carry only the cash or credit cards that you need each day – the safest places to store them are your inside pockets or a cross-body bag. Secure other cash, credit cards, passports and airline tickets in the hotel safe, and make sure to always lock your room.



How to handle aggressive drivers

We're sharing tips to help you react to angry or upset motorists. Aggressive driving behaviors can include intentionally running stop signs and red lights, tailgating, passing on the right, making sudden lane changes and leaning on the horn.

It's important to understand how to handle aggressive drivers to help keep safe on the road. February is Aggressive Driving Awareness Month,

and the National Highway Traffic Safety Administration offers these five tips to deal with stressful driving situations:

1. Make every attempt to move out of the way of aggressive drivers and into another lane.
2. Avoid eye contact with erratic or irate drivers.
3. Ignore offensive gestures and don't return them.
4. Don't pursue aggressive drivers.

5. Report aggressive drivers to the authorities by providing a vehicle description, license number, location and direction of travel.

And the next time your patience hits its limit, take a few slow, deep breaths through your nose, and exhale completely through your mouth. This will calm you down, help relieve frustration and keep you safer on the road.

Understanding deductibles

In our fourth article on insurance terms, we will look at different types of deductibles, how they are applied and the important role they play when insuring your car or home.

► How deductibles work

A deductible is the out-of-pocket amount you agree to pay toward a loss before your insurance kicks in. In other words, when you have a car accident or something happens to your home, you are responsible for the damage up to the amount of your deductible. You would normally pay your portion of the loss directly to whomever is doing the repairs.

If covered damages exceed your deductible, we would pay that additional amount, up to any applicable limit.

It's important to know that deductibles apply to first-party claims, such as a claim to repair damage to your vehicle or your home. Claims to repair damage you caused to someone else, or a third-party claim, would not be subject to a deductible.

As a general rule, deductibles for auto and homeowners claims apply for each new loss. This is different from healthcare deductibles, which can be calculated on an annual basis.

The deductibles for each insurance policy can be found on the Declarations page of your Amica policy, along with your listed coverage limits.

Some deductibles that are associated with special coverages will be shown in the body of the policy or in the policy endorsements.

Deductibles can be listed as either a specific dollar amount or a percentage of the total insurance coverage.

- **Dollar amount** – Suppose your auto insurance policy has a \$500 deductible. If covered damage to your car costs \$490 to fix, you would not have a payable claim because the damages are below your deductible. If the covered repair bill comes to \$5,000, you're responsible for the first \$500 and we would cover the remaining \$4,500.

- **Percentage** – Percentage deductibles generally apply only to homeowners policies and are typically for a specific type of loss, such as a named hurricane or a windstorm. These deductibles are calculated based on a percentage of your home's insured value. Let's say you insure your house for \$100,000 and your policy has a 2 percent deductible, your deductible amount would be \$2,000 (2 percent of \$100,000). So, in a \$10,000 insurance loss, you would pay the first \$2,000 and we would pay \$8,000.

\$ave money by raising your deductible

Insurance helps protect against financial loss, especially from high-cost damage to your auto, home or other property. The deductible is the way you, the policyholder, share that risk with Amica, and raising it is one way to save money. Generally speaking, the higher the deductible, the more you can save on premiums. It's important for you to be comfortable with the deductible amount you choose, as this

is the portion you will be responsible for in the event of a loss.

Auto insurance deductibles are fairly simple, but homeowners insurance can be more complex. A good time to review your deductibles is when your policies are due for renewal. Please call us at **800-242-6422** for a thoughtful discussion about your entire Amica account.



Sweet 16!

Amica has once again earned the "Highest Customer Satisfaction Among National Homeowner Insurers" ranking* in the J.D. Power 2017 U.S.



Home Insurance StudySM. This marks the 16th year in a row that Amica has finished in the top spot. Our score of 866 (on a 1,000-point scale) was 58 points higher than the national average and two points higher than our score in 2016.

"This is more than an award, it's confirmation that our customers are satisfied with the overall experience we provide," said Robert A. DiMuccio, chairman, president and CEO of Amica. "Our employees earned this award with each helpful interaction they've had with our customers."

The study measures overall customer satisfaction based on five factors: interaction, policy offerings, price, billing process and policy information, and claims. To learn more about the study, visit JDPower.com.

*Amica Mutual received the highest numerical score among home insurers in the J.D. Power 2002-2017 U.S. Home Insurance Studies. 2017 study based on 12,345 total responses among 30 providers, measuring the opinions of customers with their current home insurer, surveyed June – July 2017. Your experiences may vary. Visit jdpower.com.

Be prepared in case of a Power Outage

Check to see if you have **flashlights** and extra **batteries** of various sizes.

Keep at least a three-day supply of **water**. Store **one gallon** per person per day.

Stock up on **ice and coolers**.

Charge **cellphones** and other electronic devices.

Have extra **cash** on hand – ATMs may not work.

Reminder: Baby-proof your home

It's an exciting time when babies begin to crawl and walk, but it's important to protect them from potential hazards. That's why we're sharing some tips from Safe Kids Worldwide (www.safekids.org) to help keep them safe at home.

- **Use approved safety gates at the top and bottom of stairs.** Attach them to the wall, if possible.
- **Mount flat-panel TVs** to the wall to prevent them from falling off stands.
- **Don't hold a child while cooking.** It's better to put your child in a high chair where you can still see them.
- **Store poisonous items out of reach,** including liquid detergent packets for the laundry and dishwasher. Use safety locks on cabinets.
- **Install stops on dresser drawers.** This will prevent the drawers from being pulled all the way out.
- **Keep toilet lids closed.** Make sure doors to bathrooms and laundry rooms are also closed.
- **See the world from a child's point of view.** Get on the floor on hands and knees to see things at a child's eye level. Grandparents should take a look around their homes, too, especially if little ones visit often.



How children can change your life insurance needs



A child is a wonderful addition to any family. But with each new bundle of joy comes a new bundle of responsibilities, and as your household changes, so should your life insurance coverage.

"As soon as your baby is born, you're naturally thinking of a thousand different things," says Frank Muscat, assistant vice president at Amica Life. "But it's important to realize that if something tragic should happen and

policy can help financially protect your children while they may still be under your roof. Similarly, parents with a home mortgage or long-term loan should consider matching the length of the loan to the term of the policy.



you're no longer there, life insurance can help fill the financial gap."

Passing away ranks as the No. 2 fear for 68 percent of the U.S. population. And while it isn't the most comfortable conversation topic, choosing to not discuss the situation today could have long-term consequences.² Financially preparing for the unexpected

The cost of raising a child to the age of 17 totals well over \$230,000.¹ In the event a parent were to unexpectedly pass away, life insurance could help to lessen that financial burden.

Much like buying a home or changing jobs, welcoming a new baby is among the significant life events that should lead you to reassess your life insurance coverage. Taking the time to review your current policy and financial situation is the best way to make sure that your life insurance is doing what it's intended to do: help provide financial security for your family.

With all of the excitement a new baby brings, it's easy to put the discussion about life insurance off until later, or not address it at all.

and creating a financial safety net while your children are young will help ensure that they're supported throughout their lives.

Ask yourself the following questions to help determine the best coverage and policy type to fit your needs:

- Do I think my children will need financial assistance with a college education?
- Do I have any outstanding debts, such as a mortgage?
- Do I have a financial plan to cover my final expenses?

Whether you already own a policy and are looking to update it, or you're thinking of purchasing life insurance for the first time, a 20-, 25- or 30-year term

For those seeking a permanent type of coverage, a whole life policy is a good option because it can be in place for the rest of your life, as long as premiums are paid.

"If life insurance is something that you think you should have eventually, I would take care of it today," Muscat says.

No matter the coverage amount or policy type, reviewing your life insurance needs if you have a policy – and considering coverage options if you don't – is imperative to helping ensure your family is financially protected should you pass away. Take the first step and learn how much coverage you need with the Amica Life insurance needs calculator.



Consider starting the new year off right by giving Amica a call today.

¹Expenditures on Children by Families, Center for Nutrition Policy and Promotion, United States Department of Agriculture (USDA), March 2017.

²Fear/Phobia Statistics, Statistic Brain, 2016.

Visit [AmicaLifeLessons.com](https://www.AmicaLifeLessons.com) for more helpful articles like this one.



Does your life insurance have your back?

When it comes to life insurance, many Americans are unaware that they're underinsured.

Six in 10 Americans have purchased some form of life insurance.¹



And 85 percent believe that adequate life insurance is important for financial peace of mind.¹

Yet, the reality is that those who have life insurance coverage often possess only a fraction of what they need.

The American Council of Life Insurers recommends that Americans purchase a policy with a value equal to **seven to 10 times** their annual income.²

But most Americans' coverage equals only 2 to 3 times their annual income.¹



➡ Find out if you're properly covered by using the Amica Life insurance needs calculator at [AmicaLifeLessons.com](https://www.AmicaLifeLessons.com).

Sources:

¹2016 Amica Life Financial Peace of Mind Survey, 2016

²Life Insurers Fact Book, The American Council of Life Insurers, 2016

There's more to Life Lessons®

We've given our Life Lessons® website a new look and added even more helpful articles, fact-filled



infographics and short videos. Our goal? To help you better understand life insurance, and how your needs may change throughout your life.

When you visit [AmicaLifeLessons.com](https://www.AmicaLifeLessons.com), you'll see how easy it is to learn the basics, get answers to your questions, determine how much coverage you need or get a personalized quote. And it's all from the comfort of your home – on any device, at any time of day.

You'll find:

- Real-life stories
- Interviews
- Life insurance guides
- Our needs calculator
- Quoting options
- Online application*
- Live chat
- Consultation scheduling
- And more!

We're sharing a few tips here, but we hope you'll visit the site to learn more and see all it has to offer!

* Online application not available in all states.



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and places where we live and work.

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