



## Treat Yourself to Professional Help

Any insurance agency can sell you a policy. But agencies differ in the service and follow-up they provide.

As professionals, we think there is more to our job than "selling." We believe you deserve:

- **Thoughtful listening** – to understand your lifestyle and insurance needs.
- **Interest** – in asking the right questions to learn more about you.
- **Experience** – to help you make informed decisions about what you're buying.
- **Value** – in top-quality insurance products and claims service for the dollars you pay.
- **Communication** – such as this newsletter to help you understand more about insurance and our services, and
- **Gratitude** – because you are a valued customer.

**Thanks for allowing us to serve you!**

Remember that insurance is a very personal thing. No two individuals or families are alike. The choice of insurance company, customization of coverage, and advocacy we offer you as independent agents comes with every purchase because we work for you, not for a single insurance company. If we're not currently your trusted advisor for all the protection you are buying, you'll want to give us a call today. With discounts for everything from fuel efficient vehicles and newer homes to limited use of your car and in-home business coverage, you'll want to make sure you're doing business with one agent who understands and respects your needs in this challenging economy.



John Timm,  
Agent

## Beach Blanket Bob (and Andy)

Agency Vice President Andy Rosson and his wife, Marge, have a wonderful way of celebrating the seasons with family. Their special tradition is a family gathering at an Oregon destination similar to a recent Easter weekend at Olivia Beach in Lincoln City. With some luck and lots of planning, they assemble their 4 children, 11 grandchildren, and Marge's sister's



family to enjoy a long weekend of sharing and caring with cousins, brothers, sisters, and spouses...36 in all! Frequently, they'll find time away from sandcastles on the beach to fly kites or watch grandchildren jumping waves. There was even a "Rosson/Coussens Beach Volleyball Championship" with family team photo and a kids' football game on the beach... not to mention the ever-popular cookie decorating! In the evenings, they played lots of games together and watched the moon glisten on the majestic ocean. The whole clan captured some memory making moments. Andy's granddaughter, McKenzie, was heard to say as her parents drove away from the beach, "*We have the BEST family. We are the luckiest family. I loved this trip!*" See if you can spot fellow agents Andy and Bob among the cast of Rossons! In coming issues, we'll share some of our other colleagues' favorite things to do in the Northwest.

## Referral Rewards Earned Rapidly



Our Referral Rewards Program is over one year old and continues to thank customers who favor us by sending friends, relatives, and co-workers to us to save money, improve coverage, or both! Your generosity means you'll be rewarded for your recommendation. Our Charity of the Quarter, "**I Have A Dream Foundation**" – Oregon earns

\$10 for each referral through June. And, don't forget how you can qualify for the monthly and year-end customer appreciation drawing.

Here's a reminder of the Referral Rewards you can earn for each referral:

- You receive a \$5 gift card for Starbucks or a car wash
- You get another entry for the monthly \$50 McMenamins gift card drawing
- Your name is entered into our year end drawing for an iPad 2
- \$10 is donated to the "I Have a Dream Foundation" – Oregon

**Congratulations to our April \$50 McMenamins gift card winners:**

**DAVE & EVELYN QUINN**

You could win like the Quinn family did...we always ask!



## Quick. Have Friends Name 5 People They Trust.

Did their insurance agent make the list? No? Odd, don't you think? After all, isn't that who you depend on to protect everything that's important to you? Your car. Your home. Your business. Your family. So, why not recommend your friends and family work with someone they can really trust? And, as our Referral Rewards Program continues, you'll be doing them, yourself, and a local charity a number of favors!



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“ I have been an agency customer for several years. Recently Susan went above and beyond what you expect from your insurance agent. We called her with a claim problem and she was on it like honey on biscuits. Quick, efficient, and good. I sent Susan flowers and she told me it was the first flowers she had received from a customer in 10 years. My thought is that not enough people value agents like Susan or she would have had dozens by now.” – **Clifford Engel**, West Linn

## Like Us, Follow Us and Gooooaaaal!!!



In the May e-news, we asked you to watch for our June announcement about our new Facebook page. Enter a drawing for two Portland Timbers’ match tickets by simply “liking” us during the month of June. As sure as the sun will shine when our boys take on Club America at Jeld-Wen Field on Thursday, July 7, your name will be entered in a drawing for the chance to win two reserved sideline tickets. We also encourage you to say hi to @timmcoinsurance on Twitter. Get connected and join the “Timm-bers” Army today!



## Umbrellas Aren’t Just for Rain

Our auto and home insurance customer, Bill, hit three teenagers as they darted across three lanes of traffic in the middle of a block while rushing to a restaurant on their lunch break. Months later, after the two day trial in which the three students presented their claim for injury, loss of income, and disruption of their senior year at the local public high school, our policyholder admitted to us that the reason he was able to sleep at night was the Personal Umbrella Policy he had with the agency. Bill knew that the extra million dollars liability coverage he had in addition to his car insurance was *“the best \$15 per month he ever spent.”* You may want to plug some of the potential leaks in your protection package by calling about a Personal Umbrella Policy today! We’re here to help.

## Happenings in the ‘Hoods

Our agency has supported the communities in which we do business since we opened our doors in 1970. Here are some events you might enjoy in our local office neighborhoods:

**Broadway** – The NE Broadway Business Association is sponsoring the annual **Summer Super Sale** July 15 –17 along Broadway from NE 7th Avenue to NE 33rd Avenue. Broadway’s wonderful retail shops, restaurants & pubs, and professional services will be celebrating with local musicians, a kids’ play zone, free pedi-cab transportation for shoppers, and a health and wellness fair.

**Cedar Mill** – Mother’s Day signaled the return of the **Cedar Mill Farmers’ Market** to the Safeway parking lot for the lucky 13th season. The market is open Saturdays from 8 am to 1 pm through October 29. Check out the gorgeous flower bouquets, spring and summer veggies, and the work of local artisans.



**St Johns** – The **49th Annual St Johns Parade** wound its way through the town square on Saturday, May 14. Hundreds of people flocked to this historic neighborhood to cheer parade participants, marching bands, colorful floats, antique cars and wave to the festival court. Plan to attend the **Grand Floral Parade** on Saturday, June 11 as it traverses the city from Memorial Coliseum to downtown.

## Coffee & Coverage Served in St Johns



This month’s informal coffee with coverage conversation moves to our North Portland office to complete the “world tour of agency advisors.” We’ll be offering an hour long Q & A opportunity for our curious customers to inquire about exclusions and admire extending endorsements. Attendees will receive a free wallet-size compact lighted magnifier that’s handy for both restaurant menus and policy fine print. Come join Greg Bair and call today to reserve your spot at the round table! He’ll serve you all the tasty pastries and beverages you desire...but this sweet deal is free and it’s all straight talk...no selling!

**JUNE 23 at 9am – 7330 N Leavitt Avenue**