



"HELP OUR COMMUNITY" REFERRAL PROGRAM

CHANCE to **WIN \$50** and help those in Need

Your referrals mean the world to us. We work hard to earn each referral with great service and appreciation for your business every day. As our way of saying thank you, we're kicking off our new referral program.

What qualifies as a referral?

A referral is when we get a call for a quote from someone saying you referred them to us. Don't worry we always ask if they were referred.

• **For every referral we receive**, we will send you a **\$5** Starbucks card as our thanks and donate a matching **\$5** to Circle of Concern Food Bank in St. Louis. In addition, your name will go into our end-of-year **\$50 Drawing** for each referral that calls in for a quote. This will be matched with an additional gift of **\$100** to the Brotherhood Mutual Mission, SerbiaNow Program, that we have been involved with over the years.

• **That's it.** The person you refer does not have to purchase a policy, if we're not competitive, for your referral to count.

Our referral program is open to anyone, whether they're a client or not.



Kathy, Chuck and Julie Hembree worshipping in Novi Sad on Mission with SerbiaNow

Sweet Testimonial

Gracious words are as honey-comb, sweet to the soul and healing to the bones. Proverbs 16:24

"CLH has always been top notch for my whole family. We might be able to find bargain basement insurance somewhere else, maybe, but you guys have always gone above and beyond to take care of our family's insurance needs. Always prompt and always pleasant. Thanks so much." - Ken Hall

Ken and his family have been with CLH for 17 years.

2015 CHALLENGE FROM CHUCK

Dear CLH Valued Friends and Customers:

The challenge to CLH in 2015 was to build upon our customer service with Intentional, Architected Service. The addition of this CLH newsletter is a continuation of that process. At CLH Insurance, we want to give many options in how we communicate with you and how you connect back with us. This has led our implementation of:

- The CSR 24 website portal so that you can directly connect to your insurance Information,
- Upgrading the functionality and clarity of our website at www.clhins.com,
- Adding video insurance reviews as an option, so we can "meet" together when scheduling an "in person" meeting is difficult for you,
- Reviewing and revising our written communications with you,
- Expanding our Risk management capabilities and services,
- Enhancing our presence and communication through Social Media, and
- Continuing to keep on top of the latest changes in our industry by making sure our employees participate in education specific to protecting you.

We hope that the addition of this newsletter will enhance CLH Insurance as your Insurance Connection. To those who have made us their Trusted Choice, "Thank you!"

Sincerely,

Chuck Hembree, CIC, CRM
President, CLH Insurance



EMPLOYEE SPOTLIGHT: HEATHER



Heather works at CLH Insurance as our Executive Support Manager by day but is VERY busy after work hours, too. Her interests are many with experience in:

- Cake baking and Decorating (actually anything she makes and brings in to the office is amazing!).
- Jewelry Making. She creates intricate beaded items.
- Photography, Sewing and Painting
- General Crafts, all kinds. She is so creative and always on some fun, new project.

• She has two dogs with one that works as a therapy dog. Colby brings many smiles to patients in hospitals and residents at Retirement Homes. Sometimes just petting Colby's big fluffy hair calms the most anxious heart.

I am not sure how she works all day and then keeps going night, but she enjoys all her outlets... sleep can wait.



Colby posing for a picture after a hospital visit. Lunch out for a job well done.