



### **A Message from Dennis**

Have you ever met someone who is ungrateful? They complain and whine, are unhappy; they are victims; not aware they create their own victimization. They fail to see the beauty and live in the moment. They're too busy whining to see opportunities. They also fail to see it is a choice.

The holiday season and the New Year are a great time to pay attention to the people and things for which and whom you are grateful. In your thoughts of gratefulness, you will find peace, happiness, and success for yourself.

I am grateful for the times we live in, for the opportunities I have living in America, and the fact that I have survived. Survived, especially, my teenage years and Vietnam. Oh boy am I grateful. I am grateful for all the people in my life, even the ones with rough edges. Because when my rough edges bump into their rough edges, just like stones in a tumbler, both become smoother and polished.

I am grateful for the prosperity I know is coming to YOU, our world and me. By our being prosperous we will show others the way.

I am grateful for the courage you and I will find to live our lives our way and again to teach others to do the same by example.

I am grateful for each and every one of you! Thank You. May you have peace and prosperity.

~ **Dennis**

### **The 10 Most Common and Costliest Small Business Claims**

Four out of 10 small businesses are likely to experience a property or general liability claim in the next 10 years, according to an analysis of The Hartford's small business claims. Topping the list for the most common claim is burglary and theft. However, the most costly claim for a small business is reputational harm, which includes libel, slander and violation of privacy.

Burglary and theft affected 20 percent of small business owners in the past five years. Yet, burglary and theft ranked lowest out of the top 10 most costly claims, averaging \$8,000, compared to reputational harm claims, which cost \$50,000 on average.

A claim payout on a reputational harm claim, covered through a general liability policy, can run much higher if a lawsuit is involved. And if a lawsuit is involved, a general liability claim can average more than \$75,000 per case just for the defense and settle. Based on The Hartford Insurance Company's claims history, 35 percent of all general liability claims result in a lawsuit.

Fire claims are ranked in the top five of both the most common and costly claims. The average cost for a fire claim is \$35,000, impacting 10 percent of small business owners in the past five years.

The top 10 costliest small business claims are:

1. Reputational harm, (\$50,000)
2. Vehicle accidents (\$45,000)
3. Fire (\$35,000)
4. Product liability (\$35,000)
5. Customer injury or damage (\$30,000)
6. Wind and hail damage (\$26,000)
7. Customer slip and fall (\$20,000)
8. Water and freezing damage (\$17,000)
9. Struck by object (\$10,000)
10. Burglary and theft (\$8,000)

(Source:  
<https://www.insurancejournal.com/news/national/2015/04/09/363801.htm>)

## 8 Ways To Lower Commercial Driving Risks

The following was shared with us, courtesy of Liberty Mutual.

1. **Implement a fleet safety program:** Document the program and communicate expectations to all employees.
2. **Enforce company policy for use of vehicles:** Follow practices such as limiting personal use and monitoring who can use company vehicles.
3. **Hire qualified drivers:** Document standards and call for medical evaluations, references, and road tests.
4. **Use a company fleet:** Be aware of extra risks when drivers use personal vehicles on the job.
5. **Train your drivers:** Cover these essential topics: break-downs, distracted driving, driving under the influence, rest, speeding.
6. **Regularly check driving records:** Set a schedule for checking employee records and stick to it.
7. **Monitor drivers with telematics:** Focus on controlling risky practices like speeding and other aggressive behaviors.
8. **Review every crash:** Learn how to help prevent repeat incidents.

## What's Driving the Poor Loss Results?



## 4 Reasons Why You Should LIKE Us on Facebook

It's that time of year again when there tends to be more weather-related claims and questions. So how can you get assistance when our office is closed due to an impending storm and/or power outages?

Facebook. That's right! Facebook! When you follow us on Facebook, you will

1. know if our office is closed and when it will re-open;
2. have a McCurdy contact phone number;
3. find carrier claim phone numbers so you can report a claim; and
4. you will also be able to contact us with questions and someone will get back to via Facebook.



We also encourage you to add your carrier's claim number to your contact list.

- AIM: 866-270-3354
- Arbella: 800-272-3552
- Foremost Commercial Insurance: 800-435-7764 to report an insurance claim for your business including BOP, Commercial Auto, Umbrella and/or Employment Practices Liability Insurance. Call 866-967-5256 to report a Workers' Compensation insurance claim.
- Guard Insurance: 888-639-2567
- Liberty Mutual: 800-362-0000
- Providence Mutual: 401-827-1800
- Safety Insurance: 800-951-2100 in Massachusetts; outside of Massachusetts and New Hampshire dial 617-951-0600
- Travelers Insurance: 800-238-6225

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