



118 Reasons Why You Should Not Pay Another Insurance Premium Or Renew Your Current Policy Until We Talk!

Carroll Insurance clients can say it better than anyone can. Here are some comments from many satisfied friends...satisfied at the time it matters most...after their claim was settled! Needless to say, this is what separates Carroll Insurance from the rest!

Michael Carroll

"Thanks for all your help. It's been a pleasure dealing with your office. We're lifelong clients!"

C. Floyd • Toledo

"Your staff was so courteous and helpful. They suggested a repair company, made the contact for me, and were concerned and helpful. Your payment to the repair company was made within two days of the date I received my bill. When I purchased my home, I recalled an earlier time of a tornado disaster where everyone affected compared who got prompt and satisfactory service from his/her insurance company. Carroll Insurance came out on top. I recalled this and chose Carroll Insurance for my homeowner's insurance. This is the only claim I've filed, but I was completely satisfied!"

J. Carlson • Sylvania

"Prompt and courteous. Appreciate the service."

P. Churgin • Bowling Green

"It was comforting to be served by your professional staff and your claims adjuster Bryon Korte. I have never had a claim and your staff was very helpful and informative. I will always remember how helpful your staff was during my claim. Thanks again."

C. Emanuel • Toledo

"Always courteous and helpful."

E. Greenberg • Gilbert

"You were very prompt in assessing the damage."

M. Morton • Maumee

"Your secretary was super – no problems. Keep it up – the service was excellent."

E. Allen • Maumee

"Thanks for being so helpful. I was able to pick up a check one day after you received all of the bills. I was glad to see that!"

A. Disomma • Lambertville

"Thank you for the personal attention! Your claims center personnel were very professional and understanding. You will always be my choice for insurance needs."

B. Coutts • Perrysburg

"Your office staff is always courteous and helpful. They keep us updated on all new coverage and have always processed any claims promptly regardless how small. The people at the claims center seemed very knowledgeable in estimating. We appreciate your excellent and professional handling of all our insurance. We don't like having to make claims, but is sure makes it easier when you are doing business with such a professional, caring agent and his staff. Thank you."

J. Carlisle • Monclova

"Great in all ways. Keep up the good work."

R. Bounds • Maumee

"Thanks so much for the timely, professional way in which our claim was received and taken care of. My compliments to your staff and claims center."

G. Underwood • Toledo

"Your staff was very concerned. They gave immediate attention, were very friendly and sympathetic to my loss. I will never have any other insurance other than Carroll Insurance."

P. Hall • Perrysburg

"I appreciate your kindness and service over the past 6 years. It is indeed a pleasure to have done business with you. Needless to say, it wasn't by choice that I left, but necessity due to the condition of my husband's mother who is 94. Should I ever be lucky enough to return to Ohio, you can be sure we will secure your services again. Thanks again for everything."

M. Lee • Sylvania

"You answered all my questions and conducted a complete interview. I felt the questions asked gave a fair representation of our side."

A. Wicke • Ottawa Hills

"Your staff gave clear info on how to contact the claims center. The next day after the accident I was also contacted by the claims rep. Great

service. Fixed within a few days and looks like new."

L. Bottolfson • Temperance

"Mike saved me time I might have wasted by explaining my coverage and whom to contact. Shauna Sallee was prompt explained my coverage and how Carroll Insurance could be of help. When I have a question about my coverage or a claim both you and Shauna have been most helpful. Thank you both for your outstanding service. I have been very satisfied. Keep up the good work!"

G. Guess • Sylvania

"Your Office Manager is a gem, and the courtesy and cooperation she extends is above and beyond. Don't suppose you'd like to take responsibility for my girls until I can find them husbands to take over, would you? Oh well, can't blame a mom for trying!"

A. Mitchell • Maumee

"Had a claim handled in less than 10 minutes."

M. Latta • Toledo

"Your staff made all the arrangements for the claim appraisal appointment."

W. Moultroupe • Maumee

"You were courteous and prompt. Good work! Please convey my satisfaction to the claims center. Thank you."

J. DeLaTorre • Maumee

"You were prompt, courteous and helpful. I would like to

thank you for a pleasant and easy transaction at the time of my claim."

J. Colbert • Bowling Green

"As always, helpful, prompt and courteous. Nice doing business with you, Mike, and thanks."

W. Tudor • Lambertville

"You told me what to do, how to handle the situation, gave me directions which are important to one living here a short time. I was most pleased. You didn't make me feel this whole thing was my fault and that I had done it on purpose. Everyone made a bad situation so much easier. This was my first claim in eighteen years and I had forgotten many things. I also didn't have to do half the work myself."

A. Mangold • Maumee

"Your staff was too nice. I thought they were going to try and sell me something."

D. Willmes • Toledo

"Thank you so much for your prompt attention to our claim. We are very satisfied with our policy with Carroll Insurance. Also, thank Shauna for her nice letters about our claim."

G. & P. Foster • Toledo

"Your staff provided sound advice during the claim period."

J. Henderson • Sylvania

"When I had a question and didn't understand something you did your best to answer my questions and called me right away. Everything worked out great."

D. Love • Ottawa Hills

"Your told me exactly what I needed to do. I was there less than 30 minutes and all my questions were answered."

D. Marr • Findlay

"You and your staff are always courteous and helpful whether it's for a claim, billing, or insurance coverage. It's always been a pleasure to stop in and talk to you and Shauna."

D. Stufflebean • Toledo

"Very timely and prompt and personable. Claims center was prompt."

R. Ringer • Perrysburg

"There are always several questions a person needs answered when they are in an accident. You took the time to answer all of my questions. The claims adjusters were also very helpful."

J. Borgsmiller • Perrysburg

"Your secretary was very helpful. She gave me all the information I needed."

P. Brannigan • Toledo

"Your staff kept me informed, and the claims center took care of me right away."

S. Van Cooney • Sylvania

"Your staff was very fast and efficient in taking care of the claim. They took care of everything right away. The claims adjuster called and explained exactly what they were going to do and why."

J. Shelley • Maumee

"You were great (10+). I appreciated your suggestion to put in a claim for the locks and luggage. I couldn't believe how fast you were in reimbursing me! I would not hesitate to recommend you to my clients in your area."

L. Goldrich • Maumee

"Very helpful. All my questions were answered."

M. Reynolds • Bowling Green

"You were helpful. Thank you!"

D. Bounds • Temperance

"Your staff put me at ease, 'Don't worry, we'll take care of everything.' The claims center was very prompt."

E. Fenn • Sylvania

"You answered all my questions and dealt with all problems very efficiently. This is the first time in approximately 15 years I've had the 'opportunity' to see

what service Carroll Insurance gives."

S. Jones • Perrysburg

"...courteous and helpful...Shauna was great!"

K. DeHaan • Toledo

"Your staff responded quickly to phone calls. The claims people were prompt, also."

K. Johnson • Perrysburg

"All my questions were answered promptly. Claims center was prompt and courteous."

M. Colbert • Ottawa Hills

"Your office staff was very courteous and helpful. Shauna took the info and immediately processed the claim. The claims center wrote the check while I was there. I would hesitate to change to an out of state company that I must deal with by phone. Thanks very much."

M. Ewart • Toledo

"Your staff has been very helpful. They explained everything, and were very quick to act on our claim. The claims center was also very helpful. They explained each step we had to take to file the claim correctly and quickly."

E. Acevedo • Maumee

"Your staff was courteous and helpful...immediate service. I like having a claims center to go to instead of having to find places to give estimates for repairs."

L. Augustine • Monclova

"Your staff was very courteous. They always are. No suggestions for improvement because I always get great service. Everyone is always helpful."

C. Van Cooney • Paerrysburg

"Very helpful. Shauna was very patient with my many questions. Thanks. The claims center was very fair and courteous. We get calls to compare home insurance but always turn them down as we are very happy with you."

K. Klupp • Toledo

"Everyone was courteous and helpful. Always are!"

J. Kennedy • Sylvania

"Your staff was very courteous and helpful, as usual. Don't change."

I. Garrett • Maumee

"Your secretary was courteous, sympathetic and very helpful taking the necessary information to complete the service. The claims center gave prompt, courteous attention to our loss. Both incidents were not questioned, but just necessary papers given to complete the repairs. I just wish to thank you Mr. Carroll, for your years of trust and service to my wife and myself. I don't think any other insurance company would have done the same."

B. Coppock • Monclova

"Very helpful. All questions were answered, leaving no doubt. The claims center gave immediate and courteous service and their estimate was the same as others I received. No suggestions or comments for improvement. Your system works – so don't fix it."

P. Legac • Findlay

"Your staff was very friendly and helpful in seeing that we were taken care of at once. The claims center was very prompt, courteous and efficient. The people were quick to set an appointment, quick in making the estimate and preparing the necessary paper work. We're glad to recommend your company."

B. Stevens • Maumee

"Your staff was very helpful and courteous. My claim was handled promptly and gave it excellent attention. I want to thank every one for their help in getting this taken care of for me."

E. Smith • Sylvania

"Mike and Shauna were very helpful. They always returned my phone calls promptly, answered my questions and did

all they could to relieve my frustrations."

J. Mickelson • Perrysburg

"Dan was great! Very helpful. I thought Mike Carroll went out of his way in helping me completely understand the situation."

J. Guest • Lambertville

"Your staff was polite, friendly and concerned. Also they are always helpful in providing information that will be beneficial to me."

T. Miller • Toledo

"They were courteous, helpful and prompt. Everything was fine. Thank you."

M. Bycott • Bowling Green

"Thanks for all your help over the years."

C. Anderson • Maumee

"Very helpful. Your secretary explained my father's policy and let me know what to do and what to expect. Prompt and courteous service from the claims center. Thank you!"

P. Gioscia • Perrysburg

"Both your staff and the claims center were helpful and courteous. Thank you for the great service."

D. Billings • Toledo

"Your staff and claims center people gave us prompt and courteous attention."

M. Falconer • Ottawa Hills

"Your staff was very helpful."

R. Weirich • Maumee

"Your staff explained everything carefully – options, etc. Quickly remedied the situation in error of my assumption."

S. Kelly • Sylvania

"Your office people were very courteous and helpful:

1. Answered questions completely
2. Prompt response to phone calls.

The claims center gave so much better service than the last incident we had. The settlement was very fair, which allowed us to secure an

excellent replacement for our loss."

B. Davidson • Toledo

"Very courteous and very fast response in our claim.

Wonderful staff, friendly and enjoyable. How can you get better when you're the best!!"

B. Ladehoff • Perrysburg

"Mike, the lady in your office is always very helpful and knowledgeable. She is a gem. I had to reschedule my appointment at the claims center, and they were very understanding. I got an appointment for the next day. Shauna was very helpful and did a very professional job with me and the next claim. I was finished in twenty minutes including the paperwork."

S. Miller • Ottawa Hills

"Your Office Manager is always on top of things and gives her immediate attention to my needs. The claims center gave prompt attention to our needs as well. Don't lose your Office Manager!!! I pay a little more thru Carroll Insurance, but I'm given one on one service."

S. Anderson • Toledo

"Every time I've had to call or go to your office I've come away pleased because of the friendly help I've received. Your claims center is quite an improvement over running around getting estimates. I received a check before the parts were available to repair the car."

J. Hatos • Maumee

"Mr. Carroll, I haven't had any claim, so I don't really know what to say about all this. All I know for sure, when ever I call your office for any information I have always had very good service. Thank you."

F. Beirle • Perrysburg

"Carroll Insurance has always gone out of their way to be helpful and is always courteous."

Mary Blake • Sylvania

"In dealing with you Mike, you were most helpful. Absolutely no complaints. Everyone made an unpleasant chore so simple and not a bit unpleasant."

O. Griffiths • Toledo

"Thanks for checking with me to see if things were progressing. Little things make a difference."

C. Robertson • Toledo

"Your staff gave me information on how to proceed in filing the claim. They recommended the body shop and rental agency. I was satisfied with the way they handled things for me. Thank you for your participation to me."

R. Sprenz • Bowling Green

"As soon as I presented a bill and explained what happened, I was immediately reimbursed, no waiting. We have carried insurance with your company for nearly 18 years and have been pleased with the service received."

J. O'Leary • Sylvania

"You and Dan both were helpful. The initial paperwork as well as the follow up was handled professionally."

J. Guess • Temperance

"Please let Shauna know I appreciate how fast she took care of my claim."

T. Weir • Monclova

"I just want to let you know how grateful Eric and I are for the wonderful service your office provides. It's those personal touches that truly make a difference!"

D. Aisoff • Perrysburg

"Mr. Carroll you started helping me immediately. This is my first accident in my life. Thank you. You are good at your job."

K. Kumar • Maumee

"You called and checked on us everyday to see how we were doing, and offered his assistance night or day. Mike, thank you for all your help, but most of all, your friendship. It

means the world to us. You're just so neat!"

G./S. Bulechek • Ottawa Hills

"I was treated as an individual and not a number or a claim. Keep up the good work!"

Y. Sanchez • Perrysburg

"Mike was quick to respond to my questions. It took less time than I had scheduled for."

S. Allen • Maumee

"Shauna was very helpful in our son's accident. She knows our policy, and was concerned if he was okay."

J. Forsht • Findlay

"The good service we received made me forget about all those premiums that we pay."

R. Heiken • Toledo

"I was very unfamiliar with the process, and Shauna answered all my questions thoroughly and was very helpful. She sent several letters and called me to see how everything was going. I received my check for the doctor's visit very promptly. She was very thorough and helpful in answering my questions. Doing a great job! Keep it up!"

E. Bowling • Sylvania

"Our long term relationship has been beneficial and we are able to get honest information. Thank you for your support."

M. Carr • Maumee

"Shauna had me taken care of in minutes! Keep up the good work! Do you realize it's been 18 years, Mike?"

J. Komurek • Lambertville

"As always, your Office Manager was very helpful in dealing with another one of my unusual losses. Your claims center was prompt and courteous, also."

D. Judd • Toledo

Shauna does her job so well. It's great not to have to worry that something will go wrong because she knows everything and is so efficient. Even in non-crisis situations, she is helpful

and tried to get me the best deal on coverage. It's such a relief, under trying circumstances, to deal with people who know how to do their job and seem to have your best interests in mind."

J. Alden • Maumee

"Mike, the claims folks were excellent! However...I told Marge I knew they would be since they would not want you in their face!"

B. Johnson • Toledo

"Your office gave good, caring service. Shauna called to see how Katie was doing. That was nice."

P. Reynolds • Maumee

"We were happy to know that our insurance agent Mike assisted us in the claim, and didn't just pass it on."

A. Rosales • Toledo

"Your office has always been very pleasant to work with. Quick to return call, etc. I hear many horror stories from others about their insurance claims, but I feel very well taken care of by your office. You always seem to get compliments from your customers."

C. Stewart • Bowling Green

"I felt like I was being taken care of. Support/information is always timely. Everyone was helpful and cooperative."

M. Powell • Perrysburg

"Mike, I've been with you for 11 or 12 years I think. You and your company have been one of the most gratifying customer-client relationships I've experienced! (Most bang for the buck). Mike, for people to help make your business more profitable for you and your family and hopefully them, you could not have made a better choice than Shauna. She has been most helpful and informative and has gone out of her way for myself and my wife. Would you please let her know we thank her for her help when we purchased our new vehicle last month."

C. Tapp • Monclova

"Everyone talks about how difficult it is to get claims processed, but I tell them not with your office."

B. Caldwell • Sylvania

"Your staff is super, responded immediately. It was wonderful dealing with you all."

L. Manos • Findlay

"When I call your office I feel as if you know me and I'm not just a number."

R. Bath • Sylvania

"Shauna gave all the info I needed to sail smoothly thru this ordeal. Keep up the great work and attitude – that's why I keep you guys. Mike, thanks for the concern."

C. Burnett • Temperance

"I liked not getting the third degree regarding the claim."

J. Heiken • Perrysburg

"My schedule was such that our getting together was quite difficult. You made the difference. Thanks."

R. Vance • Toledo

"My agent, as always, was most helpful and your claims agent was about as understanding an individual as I have ever met. These two men made a very difficult situation for us tolerable. We appreciate their concern and dedication."

K. Thomas • Maumee

"Extremely helpful from my first call. Questions were answered accurately, patiently and completely. All dealings were 100% professional. You were polite, concerned and supportive. I never felt like a piece of work. You explained the current status each time we spoke, then how it would proceed. Your descriptions of what to expect were always right on the mark! I knew from beginning to end exactly what was happening, no surprises, and no unreliability whatsoever. I did my own market research before receiving your offered settlement and so I knew when you called that the settlement was absolutely fair, well within

my expectations, and the check was in my hands without delay. I cannot overstate my satisfaction. I am grateful, and feel free to tell anyone anything I've written."

J. Vincent • Ottawa Hills

"No run around. Gave you the paperwork and receive check same day. Never before did this ever happen. Keep up the good work. I would recommend you in a second."

T. Imbesi • Monclova

"Mike, you're great. Thanks for the help!"

D. Holman • Sylvania

"It was comforting to be served by your professional staff. I have never had a claim and your staff was very helpful and informative. I will always remember how helpful you were during my claim. Thanks again."

C. Emanuel • Maumee

"I was very pleased with the quick action taken. I'm pleased with my agent, Mr. Carroll – very dependable."

A. Butler • Perrysburg

"Service has been consistently excellent through the years."

S. Shank • Toledo

"Wow! Such fast service. Thank you so much. Voice, attitude, attention to detail, using my name. Keep up the good work."

J. Weldon • Toledo

"Keep up the good work, and

I'm happy that I also took out my homeowner's policy with you."

F. Jeffrey • Findlay

"Shauna always has an answer is quick and gets things done – we trust and appreciate your service."

C. Cazier • Bowling Green

"I feel lucky to have come across an agent that takes as much time and interest in my insurance needs."

F. Hoeffler • Perrysburg

"Shauna was great, she's always on top of everything. Very nice person."

S. Bertram • Maumee

"Shauna is the best."

J. Pierce • Lambertville

"Shauna is always very nice on the phone and she always gives all info ASAP."

W. Brassell • Perrysburg

"Shauna is always a delight to talk to and always can answer my questions. We elected to do the repair work ourselves and had a check the next day. Because of the great service we've received from your office, I recommended you to my sister and as I knew she would be, she was very impressed."

D. Tallman • Toledo

"It was a surprise to be able to pick up a check the same day I turned in my claim."

D. Stephens • Maumee

These are just some of the many thousands of stories of WHY Carroll Companies is in business!

The team and I think of the people insured here as more than just clients and practice that by taking the time to build relationships...long-lasting relationships with them and their families.

Each client is special and unique and we enjoy getting to know them and their families, and helping them in their times of crisis. They are more than "just policyholders," they are our good friends.

By building relationships while professionally servicing their insurance needs, they continue to renew year after year, and refer their friends, neighbors, relatives and associates.

As a result, the Carroll Companies grows primarily by referrals from the best clients in the world! Please choose to become a client, you have my GUARANTEE it will be the best insurance decision you will ever make!

Michael Carroll 419 897-0101