



James B. Famme
President

110 King Street East, Oshawa, ON L1H 1B6 • Phone: 905-576-6400
Toll Free: 1-877-727-0757 • Fax: 905-576-6624
email: wbwhite@wbwhite.com • web: www.wbwhite.com

W.B. WHITE INSURANCE & FINANCIAL SERVICES

News and Tips to Make Your Life Easier and Safer for our friends and clients

Keeping Your Home Dry — and Insured

Just One Water Damage Claim Could Leave You Without Coverage and Forced to Search for a High-Priced Policy

Here's a rather shocking reality about the current insurance market: A water damage claim by a homeowner, even if the claim amount is not very high, can cause an insurer to refuse to renew the coverage for the residence. With the high cost of reinsurance and the low return on their investments, insurance companies are trying to control their losses. Both frequency and severity of claims are taken into account.

A good example of this involves water damage claims by homeowners. Water damage claims no matter how minor, is of concern to insurers. While some companies may not wish to renew a policy, others may impose expensive surcharges or high deductibles. Many people underestimate the destructive force of leaking water, which can ruin flooring, woodwork, drywall, furniture, family heirlooms and entertainment systems.

Because of this market reality, the smart homeowner should do whatever possible to avoid the

possibility of water damage. Refrigerators, dishwashers, clothes washers and toilets are all potential sources of leaks.

For refrigerators, dishwashers and clothes washers, the following should be done a few times a year:



Pat Delsey,
Chartered Insurance
Professional

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What's Not on Page 1

- Protecting yourself from Carbon Monoxide poisoning
- The Big Myth: Here's Why Privately Held Companies Need D&O Insurance

Client of the Month

This brokerage is nothing without the loyalty of you, our valued clients. It is in recognition of that loyalty and gratitude for your business and faith in us that we honour:

John & Japhia Scott

as our "Client of the Month."

John & Japhia will receive a gift certificate from us in recognition of this honour.

Thank you, *John & Japhia* for your continued business.

Here's a hint of who the next Client of the Month will be: It could be you. Watch this space for the announcement.



Working in
partnership with:



Pilot Insurance Company



Royal & Sun Alliance



Farmers' Mutual Insurance (Lindsay)



ING Insurance



Western Assurance Company

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- Inspect all waterlines and waterline connections.
- Make sure waterline connections are tight and that lines are not crimped, cracked or frayed.
- Inspect the area around the connections and the lines for any unusual moisture or staining.

Toilet Leaks Are Harder to Detect

While leaks from these appliances are usually apparent, toilet leaks are another story. If the wax seal that connects the toilet to the sewer line fails for any reason, wastewater will leak under the floor surface, damaging the sub flooring and floor joists. The seal often fails when the toilet is loosened from the sewer line flange, causing the toilet to rock back and forth, ultimately breaking the seal.

- To ensure the toilet seal is intact: Check all toilets in the home regularly to see if they can be moved or rocked.
- Check for loose fasteners.

- If a toilet is loose, turn off the waterline and don't use the toilet until repairs are made.
- Make sure the repairperson you call comes highly recommended.
- Ask the repairperson to check for hidden water damage under the flooring.

Additional Leakage-Avoidance Steps

Here are some other ways to minimize water leakage:

- ✓ Turn off the water supply to your home before you leave for extended trips or vacations. (Remember, of course, to turn it back on when you return.)
- ✓ Install or have installed an automatic shut-off valve on the waterlines to your clothes washer.
- ✓ Advance planning is important. Know where your home's main water shut-off valve is, and make sure that valve is easily and quickly accessible.

Reappraisal Needed if House, Market Conditions Have Changed

How to Ensure Your Home Has Adequate Insurance

Do you have enough insurance for your home? How do you know if you have enough? To get an idea if you do, take this quiz:

Have you made any big improvements since your home was last appraised?

Have the values of homes in your area dramatically increased or decreased in recent months?

If you answered "yes" to **any** of these questions, you need to have your home re-appraised. In addition, you should also make sure your insurance does not include any coverage for the value of the land your home is on. You don't need insurance for the land, as it won't lose its value in case of fire, flood or any other peril covered by your homeowners policy.

Free Report

"Liability Coverage.....what you should know about what's not covered with Umbrella Insurance! "
Call 905-576-6400 or e-mail us at wbwhite@wbwhite.com now to receive your free copy!

The Big Myth: Here's Why Privately Held Companies Need D&O Insurance

There's no greater myth among business owners and executives than the belief that only publicly traded companies need to have directors & officers (D&O) insurance. **Wrong.** In fact, the directors and officers of privately held companies *are exposed to all the liabilities that are covered by D&O insurance.*

Lawsuit protection. As far as the need for directors & officers insurance, it makes little difference if you're a Fortune 1000 company, a coffee shop or a small accounting or legal firm. The range of potential lawsuits is largely the same. A privately held company without D&O insurance can see its hopes for future growth dashed by just one lawsuit that names an officer or director of the company.

Many Sources of Litigation

So, you're thinking, why would someone or something sue me as the president, chief financial officer, chief operating officer, vice president, whatever, of the privately held company I work for? Let us count the ways. You could be sued for any of the following reasons. **Yes, you, not just the company, but you personally could be sued.** Examples:

1. **A disgruntled shareholder** of the company unhappy with the way you and others managed some aspect of the firm — failing to disclose key information or making misrepresentations about some aspect of the company; failing to reach profit and growth objectives; not properly executing a merger, whether the company is buying or being bought.
2. **An employee** who alleges discrimination, harassment or wrongful termination.
3. **A competitor** that alleges your

company violated antitrust or unfair competition laws, resulting in lost business for the competitor.



Peter Graham,
Account Executive

4. **Disgruntled clients.**
5. Companies or individuals who allege your firm **infringed on patents** and/or trademarks.
6. **Bankruptcy-related claims**

Many executives and directors of privately held companies believe that D&O insurance is not affordable. In fact, the costs of D&O coverage have dropped continuously for all types of businesses in the past few years.

Given the list of possible litigation sources that directors and officer's face, can any business avoid *not* to have D&O?

For more information on D&O insurance, please call our office.

Home Insurance Tip of the Month

Protecting yourself from Carbon Monoxide poisoning

Early warning signs of low-level poisoning include fatigue, headaches, dizziness, nausea or vomiting and shortness of breath. If you experience any of these symptoms, you may be suffering from carbon monoxide poisoning and should call 9-1-1 as well as talk to your doctor.

Protect yourself

Install at least one carbon monoxide detector on every level of your home, especially outside sleeping areas. There are several types of detectors, including battery-operated and plug-in models. Install the carbon monoxide detector according to the manufacturer's instructions.

Free Report

"The different kinds of life insurance policies...what they're good for, when to use which one".
Call 905-576-6400 or e-mail us at wbwhite@wbwhite.com now to receive your free copy!

Pearl of Wisdom

“Little is needed to make a wise man happy, but nothing can content a fool.”

La Rochefoucauld



An Independent Insurance Broker
Covers You Best.

A Not-So-Trivial Pursuit

Every quarter, W.B.White sponsors a Trivia Contest and offers you a chance to win valuable prizes, one of which is NOT a million dollars. Test your knowledge! Just two correct (or nearly correct) answers and you could be this quarter's winner. The entry that comes closest to the correct answers to the following question will be the winner. If more than one person has the exact answer to the first part, the one who comes closest to the correct answer of the second question wins. If more than one person answers both questions correctly, the winner will be the person whose entry reached our office first. Write down your name and answers, and then fax — (905) 576-6624 — or send — 110 King Street East, Oshawa, ON. L1H 1B6 — or e-mail — wwhite@wwhite.com this page. Good luck!

What country has the most islands? How many islands are part of this nation?

Your Name: _____ Your Answer: _____

P.S. The answer to the previous question: What nation is the biggest per-capita consumer of ketchup and what is the per-capita expenditure (in U.S. dollars)?

Answer: *Sweden, \$4 per person.* Congratulations to Isobel Sawicki who guessed the right answer

Tell Others About Us And Win a Prize

Referrals are the lifeblood of any business, and there's no better source than you, our clients. This month, we honour:

Ken and Susan Sherban

who spread the word of our brokerage and brought us new clients. For this referral, we present Ken and Susan with a “dinner for two” gift certificate. Thank you, Ken and Susan.

Next month's referral business prizewinner could be you. Just mention W.B.White to a friend, relative, colleague, whomever. Thank you in advance.

Remember: Proper insurance protection requires constant vigilance. Did you know that 37% of unpaid claims result from perilous **GAPS** in insurance coverage? Be sure to let us know whenever changes arise in your life (new car, adding on to your house, etc.).

Note: Providing your e-mail address will help us deliver important information to you about your protection.

Our clients say it best...

“W. B. White Insurance has been my Broker since 1941. I've found them very helpful... My last claim in April 2001, due to a severe flood, was handled promptly... I strongly recommend this company to anyone who wants excellent service.”

Albert E. Johnson, Oshawa, ON

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National Society of Brokers for
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