

## INSURANCE POLICIES

05/24/16

Hi, my name is Jay Puppo and I am honored to serve as the Association's State Farm agent, protecting you and your home at Charbonneau Greens.

I put this packet together to introduce myself and my team and to help you better understand what is covered by the Charbonneau Green Townhome Association State Farm Policy. If you have questions about your coverage or if we at State Farm can help in any way, please call us at 503-582-8181.

### **About Our Team**

Please see the last 2 pages of this packet for a photo and bio of our team.

### **About the Charbonneau Greens Master Policy**

The Charbonneau Green Townhome Association By-laws direct the board to purchase insurance covering all building and liability for the association. The State Farm policy has been in force since the properties were constructed.

### **About Property Coverages**

The Master Policy protects all real property (buildings) from fire, smoke, theft, vandalism and other causes of loss which are listed in the policy.

*Property coverage is on a Replacement Cost Basis. This means that if your home were destroyed by fire, for example, State Farm would owe to **replace** the building to its pre-fire condition. Each year State Farm adjusts the coverage for inflation so your home is always protected for its full replacement value.*

The Board has also purchased Earthquake coverage to protect all buildings from an earthquake.

### **About Glass Breakage by Golf Balls**

Your policy has a special coverage that pays 100% of the cost to replace windows that are damaged by golf balls. If your window is damaged by a golf ball, simply call Ace Glass at: 503-266-6000. They will make an appointment to fix your window and bill State Farm directly.

### **About Liability Coverage**

The Association carries \$2,000,000 of General Comprehensive Liability insurance per occurrence, and up to a total of \$4,000,000 in the aggregate. This protects you if the Association is sued due to negligence. For example, if a small child is injured on the common grounds and her parents sue the association for negligence, State Farm would defend the Association and its members.

### **About Director & Officer Coverage**

The Association carries \$1,000,000 of Directors' & Officers' protection. This is important because if the board as a group or any individual board member is sued for their errors & omissions as a board/board member, State Farm will provide legal defense and pay any covered damages up to \$1,000,000. Many professionals and high net worth individuals will not serve on boards without this protection. Having this coverage protects the association and allows the association to attract and retain quality board members.

### **About Other Coverages You May Need to Purchase**

While the policy carried by the Association is very broad, it is not designed to cover everything. For example, there is no coverage for your personal belongings (furniture, clothing, jewelry, computers, etc). There is also no coverage for your personal liability. So for example, if a guest comes into your home and trips on your rug and breaks her hip and sues you, the Association's policy would not protect you.

You need to purchase a home insurance policy to protect your Contents and Personal Liability. Many insurance companies sell Unitowner's insurance to fill this gap. My team is happy to provide a quote for this important coverage, just call us at 503-583-8181.

### **About What's Not Covered**

The policy describes what is not covered. In general, if it's not sudden and accidental, it's probably not covered. For example, there is no coverage for wear and tear and there is no coverage for water leakage over time. See the policy for a complete list of exclusions and limitations.

### **About Submitting A Claim**

#### ***Building Damage***

Note: Oregon Law requires that all association claims come through a board member. The board has designated Larry Walker as the Board's claims contact with State Farm. Please call him at 503694-8549.

Because of the \$5,000 deductible, all building property damage claims should be submitted to your personal home insurance first and State Farm second. Your personal home insurance may pay some or all of the association's \$5,000 deductible.

Before my team will submit the claim to State Farm, they will contact the board for approval.

#### ***Glass Breakage By golf ball***

Call Ace Glass at 503-266-6000

#### ***Liability Suit***

Call my office at 503-582-8181. My staff will schedule an appointment for you to bring any court documents to my office and to discuss the facts of the claim.

### **About Deductibles**

There is a \$5,000 deductible for building damage. For example, if you have a small kitchen fire that burns the cabinets and smoke damages the carpets and walls, you would be responsible to pay the first \$5,000 of the cost to repair the damages; State Farm would pay the remainder. *Note: if your contents were damaged in the above example, you may have a second deductible to pay under your Unitowner's Policy. Note: if you have State Farm home insurance and you have a claim in your home and you put the claim in first on your State Farm home insurance policy, State Farm will only charge you one deductible. For many clients that is only \$500 or \$1,000.*

There is a 10% deductible for earthquake. For example, if your home is insured for \$250,000, you would have a \$25,000 earthquake deductible.

### **About Paying Your Insurance Premiums**

State Farm bills the Association each November. The Association will send you a bill for your portion of the insurance premium, usually in early November. Please remit payment to the Association payable to the Association. The Association then sends State Farm one payment. If you have any questions about the amount of your premium, please call the Association Treasurer.

### **About Keeping Premiums Low**

State Farm gives a discount to Associations with fewer claims. You can help keep premiums low by making the Association aware of any hazardous situations.

### **About Getting Help**

We are here to help. During business hours you may reach us by phone or email. Our phones are forwarded to a State Farm call center for after-hours service. Just call our number and follow the prompts to be connected to a State Farm associate 24 hours a day. And, if you need me anytime, my personal cell number is 503-329-4150. **You are important to us, so call anytime you think we can help.**

Jay Puppo, CPCU, LTCP

O - 503-582-8181

C - 503-329-4150

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Wilsonville, OR 97070

**The Charbonneau Greens' Board of Directors does not endorse State Farm or Jay Puppo's agency.**

# Team Puppo



Tristan Fowler, Serina Ma, Lauren Ostrander, Jay Puppo, Stacy Zwald, Rachael Nelson, Lindy Galatz  
Not pictured (Audrey Midthun)

## **Jay Puppo**

Jay has been with State Farm for 26 years, 15 years as an agent in Wilsonville. He specializes in Retirement Income Planning and Home Refinancing. Prior to becoming an agent he managed all of State Farm's Fire Insurance underwriters for Oregon, Idaho and Montana. He graduated from Willamette University with a BA in International Studies and has completed his CPCU and LTCP designations. Jay lives in Wilsonville with his wife Tammy and their 3 sons: Aaron, Luke & Carson. He loves to hike, especially in the Columbia Gorge, and travel to Guatemala to study Spanish.

## **Audrey Midthun**

Audrey has been with State Farm for two years. She is well versed in all State Farm product lines including State Farm Bank. She holds licenses in the state of Oregon for Property, Casualty, Life and Health. In September 2014 Audrey shifted her focus from product sales to a service/support role. She currently telecommutes from Charlotte North Carolina where she lives with her husband, Nowell and their two children, Genevieve and Connor. In her free time, Audrey enjoys spending time with her family and friends, reading, volunteering with her church and at her children's school. She also loves to travel. She recently visited the Portland area and loved the diverse culture and beautiful mountain views!

## **Lauren Ostrander**

Lauren started working for Jay in October of 2014 and is licensed in Life, Health, Property & Casualty. Lauren has other financial experience working for a local bank for 7 years and a large brokerage firm downtown for 3 years. She took several years off to spend time with her son Shawn, and now that he is

in middle school she is ready to work full time. Lauren and Shawn live in Donald and enjoy rafting, tennis, ping pong, biking, and community service.

### **Lindy Galatz**

Lindy has been with State Farm for 10 years. She specializes in property and casualty insurance as well as establishing new relationships with potential clients. Lindy has been in the industry for 24 years and has been licensed for 20 years. She started a successful scratch agency in 1999 that grew to over 1600 policies in less than 3 years. Lindy relocated to the Metro area from Central Oregon for opportunity and to raise her family offering a more diverse life. She has been the office manager for the past 9+ years for a State Farm Agent that most recently retired. Lindy loves being a wife and the mother of 5 daughters and the grandma of 5 beautiful grandchildren. She and her husband Chris lead a very busy life and love family time and the beach.

### **Rachael Nelson**

Rachael started her career at State Farm in July 2014. She came to us after spending 5 years at Xerox doing account management. She is fully licensed in Property & Casualty and Life & Health. Rachael enjoys working with new clients to make sure that they are protected in case the unexpected should happen. She lives in Aurora with her husband and son. In her free time she enjoys spending time with her family, the outdoors, and reading.

### **Serina Ma**

Serina has been with State Farm for approximately 8 years and is licensed in Property & Casualty, Life & Health. She was previously with a downtown State Farm agency that specialized in commercial accounts. She graduated from University of Oregon in 2004 with a BS in business. She lives in Portland and enjoys travelling, running, practicing yoga, baking, and ceramics.

### **Stacy Zwald**

Stacy started with State Farm in December 2012. She enjoys working with our team as a supporting role in our office. Before having her children she spent 10 plus years in the event planning and catering industry. She lives in Wilsonville, is married to her best friend, and together they have 2 children. She enjoys volunteering at her children's school, local church, reading, doing anything outdoors including watching her children play sports, hiking, camping and gardening with her family.

### **Tristan Fowler**

Tristan has been in the insurance and financial services industry since 2007. She has worked for State Farm Agents since 2012. She is licensed in Property, Casualty, Life and Health. She has National Flood Insurance Program training and has experience with life insurance, opening retirement accounts and assisting with retirement rollovers. She recently moved to the area from Eugene and got married in August. She has two large dogs and enjoys geocaching, crafting, couponing and shopping in her free time.