



The Old BARN POST

Quarterly Newsletter of The Hess Agency

Winter 2021

Groundhog Day Again...

January is the time when we take stock of the past year, review our results, and put a plan into action for the coming year. For our company, we hold a “state of the agency” meeting at the beginning of each year to discuss results and future plans. This year we had to meet virtually, since some of our team now works from home. The main theme for our meeting was to continue to count our blessings. While we have continued to work hard to overcome challenges, we haven’t seen the disruption experienced by some of our valued customers.

A friend of mine recently told me that it feels like he’s stuck in a rut like Bill Murray in the old movie, *Groundhog Day*, where the same day repeats over and over again. Here’s a bit of a spoiler: Bill’s character gradually improves himself each day and ends up saving lives, speaking French, becoming a jazz pianist, and even gets the girl!

I’ve been part of the team here in the barn every day through the whole pandemic, and some of the days do run together. We took care of any outstanding continuing education requirements last summer, which seems like an eternity ago. We even took some classes beyond the requirements. So, we stand improved and better educated than a year ago.

One thing that breaks up the sameness is providing in-person meetings, either here in the office (we’ve been open to the public since Pennsylvania moved to the yellow phase last spring) or at your location if you prefer. Some of you have instead requested virtual meetings, and we’re happy to provide that service as well.

Another way to keep our days interesting is to get unusual insurance requests from you that require us to think outside the box. Just in the past few weeks,

we have worked on insuring a “tiny house” built on a homemade trailer, a beachfront condo in New Jersey that will be rented out sometimes, an antique fire truck, a business that makes faux foam wedding cakes, another that manufactures a bedbug-killing oven, a nonprofit shelter started by Star Wars fans, and finding life insurance with long term care coverage for someone with a chronic health history. We also enjoy working on your more “normal” insurance needs, and tackle those with accuracy and timely information all day long. But not everyone has two cars, a house with a picket fence, and 2.5 above-average children.

We continue to pride ourselves at quickly responding to all your requests. Whether it’s answering the phone with a friendly voice, issuing business certificates as soon as the request arrives, taking care of your claims, or answering your billing questions, we try to deliver excellence every day. We’re always excited to share all of the really beneficial and cool services and programs we offer—all designed to get you the best service and value for your money.

I’m excited for the year to come. I feel more hopeful and confident that we’ll reach the other side of the pandemic in the next few months. I’m looking forward to not wearing a mask, getting out to a ballgame, concerts, vacations, gatherings with friends, and going out to eat without restrictions.

Until then, enjoy another Groundhog Day, and stay well!

Steven L. Faus, CIC, CLU
President



Cyber Criminals

Unfortunately, we have all learned a little more than we asked for about how to take steps toward keeping ourselves and our family safe from the coronavirus with steps like washing our hands more often or limiting our social interactions. Are we taking similar precautions to protect ourselves against cybercriminals? During the pandemic cybercrimes have been on the rise and there are some steps we can take to help limit our exposure.

- Be wary of phone calls, emails, and even copycat websites asking for your personal information. Our bunny ears should certainly perk up when asked for our bank account numbers, social security numbers, credit cards, login IDs and passwords.
- Especially be wary of callers and emails asking for your personal information to move you up the list to get a faster vaccine. You can not pay anyone to get a faster vaccine. These scammers are tricksters.
- Do not click on links or pop-ups, open attachments, or respond to emails unless they are verified to be from a trusted source.
- Limit who you share personal information with, especially on social media.
- Trust your instincts. If you think an offer is too good to be true, it probably is.



Fresh from the Fields

Welcome to the Barn!

We are happy to welcome Greg Barge to the barn. Greg began his insurance career 6 years ago focusing on commercial, life, and health insurance and adds personal lines of insurance with The Hess Agency. He lives in Elizabethtown with his wife and enjoys spending time with his four children and four grandchildren.



We are here to serve you **Monday through Saturday**
Weekdays 8:00 a.m. - 5:00 p.m. **Thursdays 8:00 a.m. - 8:00 p.m.**
Saturday 8:00 a.m. - noon **Other hours by appointment**

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