



The Old BARN POST

Quarterly Newsletter of The Hess Agency

Summer 2026

Fireworks of a Different Sort

July 4 is known for its fireworks, but this year regularly scheduled shows were preempted by fireworks of a different sort. On Independence Day, Lancaster and York Counties were placed under a severe thunderstorm warning for high winds, hail, and even a tornado watch. Such messages are never good news for an insurance agent, or anyone else for that matter. I received this particular one as an emergency alert on my phone on the first night of our family vacation in Virginia, advising me that the Elizabethtown area was about to get hit.

Sometimes watches and warnings end up being much ado about nothing, but unfortunately, that was not the case this time. While we avoided hail and tornadoes, violent wind caused widespread damage particularly along the PA Turnpike from Middletown to Adamstown, and everywhere in between. Our clients experienced downed trees, roof damage, loss of power, and spoiled food in fridges and freezers. Some businesses couldn't stay open without power. At this point, we have received more than 175 total claims from that day. Thankfully, none of our clients reported serious injuries.

To put that volume into perspective, we average about seven claims per day, so to have 175 reported from one day makes things hectic, to say the least. Because my son and business partner, Corey, and I were on vacation when the storm hit, and other staff also were away, handling the volume of claim calls after the storm fell on those remaining in the office.

One of our basic tasks as an agency is to provide advice and assistance when you have a claim. I'm proud to say that, with everyone here pitching in with an "all hands on deck" mentality, we were able to submit all claims promptly and answer our clients' questions. Corey and I responded to emails and voicemails that came directly to us

and assisted as best we could from a distance without having our normal office resources at our disposal.

Since we've returned from our vacation (a great week with all four of our children's families including our seven grandchildren along with my Dad), I've been answering questions about coverages and following up to ensure that claims are being handled properly. I even got to use my Dad's chainsaw to remove a downed tree in our daughter and son-in-law's backyard. (Let me know if you need to borrow a chainsaw—or maybe let my Dad know!)

Hopefully those of you impacted by the storm are back in action, but if you have any questions, please don't hesitate to contact us. And let's hope our next round of fireworks is the traditional kind with loud booms, colorful lights, and no collateral damage.

Steven L. Faus, CIC, CLU
President



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FRESH FROM THE FIELDS



Welcome to the Barn: Debra MacKnight

Debby lives in Oxford with her husband, Dean, and their two German Shorthaired Pointers, Cody, and Ollie. With more than 38 years of experience in the personal lines insurance industry, she truly loves what she does and can't imagine doing anything else. Debby has two adult children, their spouses, and three wonderful granddaughters. Her favorite way to spend time is being with family—whether on vacation, at family gatherings, or simply enjoying time together. She also enjoys reading and watching crime shows.

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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