

Winter 2022

Special Issue #5



AMERICAN  
INSURANCE  
Lewiston ▲ Moscow

100  
YEARS  
Since 1922

We Protect Your American Dream!



John Sullivan presents the Lewiston Tribune article titled "A Century of Protecting Your American Dream" as a plaque to Shawn and Philip.

## THANKFUL FOR 100 YEARS



Shawn D. Sullivan, CIC  
Agency President

As our 100<sup>th</sup> anniversary year comes to a close, we can sum up everything by saying one word – “thankful”!

**We are thankful for you,** our loyal customers and friends, for your continued trust and confidence in us. For some, this trust has spanned over several family generations. So we thank you all for your business!

**We are thankful for our dedicated employees.** Our experienced agents and staff put **you, our customer, first** and are dedicated, day-in and day-out, to providing personal service and trusted advice.

**We are thankful for our Company Partners.** We maintain close relationships with dozens of top insurance companies that we represent with direct agent authority. These companies provide us with clout and an advantage in coverage, pricing and service on behalf of our policyholders.

### 100th Anniversary event pictures

Thanks to everyone who braved the 100+ degree weather to attend our 100th anniversary events in August! Find pictures of yourself or people you know inside this issue ([pages 3-4](#)) and more online at [Am-Ins.com](#).



## LOOKING AHEAD TO THE NEXT 100 YEARS

We continue our dedication to providing complete insurance products and personal service with the convenience of new digital tools. **Here are 3 ways that we make insurance easy for you...**

1. **Complete insurance products means** we provide all lines of insurance – auto, home, business, farm, bonds, workers compensation, health, senior medical, and life insurance. You can have the convenience and continuity of all your insurance at American Insurance.
2. **Personal service means** we care to know you personally by name – from the receptionist who answers the phone; to our Agents who work hard to discover your needs and match you to policies that provide you with the protection that you need; to our friendly Customer Service Agents who promptly and accurately handle all of your requests.
3. **Digital tools for convenience** and ease of doing business means you can call, email or text your agent with policy changes and quote requests. Or, visit our website at [Am-Ins.com](#) for 24/7 services such as claim reporting, payment contacts, policy changes, new quotations and other useful information.

We believe that insurance is a very personal business. What could be more personal than protecting your assets, livelihood and income from financial loss? We take our responsibility seriously and feel the better we know you, the better we can customize insurance policies to benefit you.

For 100 years and continuing into the next 100, “We Protect Your American Dream!”

Shawn D. Sullivan, CIC  
Agency President



**Calendar opt-out form** – Do you prefer to not get a mailed calendar? We’d like to know so we can add you to our “opt out” calendar list. Text us at (208) 518-0823 or email us at [marketing@am-ins.com](mailto:marketing@am-ins.com) or call Stephanie at (208) 413-6242 and just say “I would like to opt out from the calendars list.” Thanks!

## How to contact your service agent

Our top priority is providing you personal service! Below is a list of our Customer Service Agents who you can contact for claims, payments, policy changes and new quotations. If, for any reason, we are not meeting your service needs, we want to know that by contacting us online at [www.Am-Ins.com/Service-Feedback](http://www.Am-Ins.com/Service-Feedback) to share your thoughts.

### Personal Lines Services

(Auto, Home, Renters, Motorcycle, Boat, RV, ATV, Umbrella, etc.)

#### Lewiston Personal Customers

- Last Names A to G – Tina Heitmann, CSA, (208) 816-4393, [TinaH@Am-Ins.com](mailto:TinaH@Am-Ins.com)
- Last Names H to M – Call our office at (208) 746-9646 and we will find a CSA team member to help you
- Last Names N to Z – Angela Hobart, CSA, (208) 816-4394, [AngelaH@Am-Ins.com](mailto:AngelaH@Am-Ins.com)

#### Moscow Personal Customers

- Last Names A to Z – Jenni Waters, CSA, (208) 882-8545, Email: [JenniW@Am-Ins.com](mailto:JenniW@Am-Ins.com)

### Commercial Lines Services

(Farm, Business, Business Auto, Workers Comp, Bonds, etc.)

#### Lewiston Businesses

- A to F – Anna Franklin, CISR, (208) 816-4583, [AnnaF@Am-Ins.com](mailto:AnnaF@Am-Ins.com)
- G to O – Karen Virgin, CSR, (208) 816-4585, [KarenV@Am-Ins.com](mailto:KarenV@Am-Ins.com)
- P to Z – Brittney Allen, CSR, (208) 816-4586, [BrittneyA@Am-ins.com](mailto:BrittneyA@Am-ins.com)

#### Moscow Businesses

- A to Z – Karyl Wayt, CSR, (208) 816-4587, [KarylW@Am-Ins.com](mailto:KarylW@Am-Ins.com)

**Time to update your files** – We have closed our PO boxes in Lewiston and in Moscow. Please make sure your bill payment address on file is listed as 55 Southway Avenue, Lewiston, or 604 S. Washington St., Moscow **especially if you use a web bill pay service**. Thanks!



**We are hiring!** – We have an opening in our staff for the Personal Lines customer service agent. If you're interested in learning more about this position, email [HRDept@am-ins.com](mailto:HRDept@am-ins.com) to request the details about the job opening.



## Reviews – How are we doing?

Get \$5 gift cards for reviews. Get the details on the "Reviews" button at [Am-Ins.com](http://Am-Ins.com)

**Marian Barber, of Moscow, Idaho**, said, "I would like to commend 2 of your agents. **Jenni (Waters)** in your Moscow office has been so helpful in finding us a way lower premium for our auto policy. Our premium was cut in half and the coverages are better. She was so polite, both on the phone and in person. We have worked with **Tim Gleason** in your Lewiston office for several years now. He helped my husband with his Medicare Advantage plan, helped me with my Blue Cross plan, and just recently helped me again with my Medicare Advantage plan. He is also polite on the phone and in person. I can leave a message or e-mail and he gets back to me usually within the hour. We have all of our insurance with your agency and have been very pleased with everything. I would recommend you to anyone."

**Jared Monroe, of Lewiston**, said, "I had **Angela Hobart** run a few quotes for auto insurance. Not only did I save a bunch of money, she was very easy to work with. I had tons of questions and had her changing and checking all kinds of different options. She remained very helpful and as happy to help with whatever I needed. She made the process easy and I'm very happy with my experience."

**Julie George, of Lewiston**, said, "Recently I have had issues with my health insurance but **Dave Root** kept up with what was needed and saved me much confusion. He has always been very professional, friendly and knowledgeable. This is true of the rest of the staff at American Insurance anytime I've needed help or had questions. I'm very grateful for the assistance I've received and am happy to give referrals!"

**Tara Everheart, office manager at Living Waters Lawn & Landscape Inc**, shared, "**Karen (Virgin)** is awesome! She answers my inquires for contractors needing documentation and is great at getting back with us. I know I can trust that she'll get it done when we need something. I am very satisfied!"

**Connie with Sisters Cookie Company in Moscow, Idaho**, said, "I'm very satisfied. **Brittney (Allen)** did a wonderful job obtaining additional insurance for our business. She was helpful, communicative, and prompt. She represents your business well."









## Hometown Business 7<sup>th</sup> Annual Food Drive Nov. 14 - 19

**American Insurance created and sponsors the Hometown Business Food Drive**, which is now in our seventh year. This drive has become one of the largest drives to support the local food banks including the Community Action Partnership Food Bank in Lewiston, Asotin County Food Bank in Clarkston and the Palouse Cares organization in Moscow.

**THE NEED HAS NEVER BEEN GREATER:** Post pandemic inflation has severely driven up the costs of food and rent. We all feel the effects but it is really hard on young families, under-employed, the disabled and the elderly. Food insecurity has never been more urgent. Many are forced to pay more rent with nothing left for food. Together, we can continue to make a huge impact on the needs of those living in our local regional communities.

**HOW YOU CAN HELP!** We collect food from over 50 Hometown Businesses Partners, their employees and individuals. If you own a local business, large or small, we would invite you to Partner with us. If you are an individual, please consider donating a bag of groceries.

**SUPPORT THESE PARTNER LOCAL GROCERS:** Bring food from your own pantry or visit our grocery partners for discounted bags of food at **Grocery Outlet on Thain, A & B Foods on 8<sup>th</sup> Street or Thain** in Lewiston, **Rick's Family Foods on Highland** in Clarkston, or the **Moscow Food Co-Op**. You may purchase bags of food and leave them at the store or bring them to an American Insurance office or take your donation to any of our Hometown Business Partners. See our listed Partners at [www.Am-Ins.com/Community](http://www.Am-Ins.com/Community). For more information or questions call Stephanie at (208) 413-6242 or email [Community@Am-Ins.com](mailto:Community@Am-Ins.com).

