

## Signing on the Digital Line

**IN AN ONGOING EFFORT** to further protect your identity and keep all of your personal information secure, Arthur Hall Insurance utilizes DocuSign or Paperclip to electronically exchange information and materials with you via email. As the paperless world continues to expand, these two services allow us to send and receive contracts, applications, quotes, renewals, etc. in a way that completely protects you and your personal information.

Easy to use and convenient, DocuSign allows effortless business transactions anywhere, anytime, and from any device all while remaining completely secure. Rather than waiting days for traditional postal services to deliver a document, a simple email will alert you that your signature is required.

### HOW IT WORKS:

1. You'll receive an email from an Arthur Hall Insurance advisor via DocuSign
2. The subject line will read "Please sign using DocuSign"
3. Click on the "View Documents" box
4. Choose your unique signature style
5. Sign and complete

Both you and Arthur Hall Insurance will receive an email alert that the transaction has been completed. Your signed document is completely secure, legally enforceable and stored electronically.

Paperclip is a paperless system of exchanging documents quickly and securely. When no signature is required, Paperclip allows us to electronically send completely compliant documents leaving no private information on non-secure mail servers.

### DOCUSIGN ALLOWS EFFORTLESS BUSINESS TRANSACTIONS ANYWHERE, ANYTIME.

1. You will receive an email from your Arthur Hall Insurance advisor
2. The subject line will read "Sending a secure email to you using Paperclip"
3. Choose "Click Here to Read Message" to open a secure web browser window
4. Click attachment to view or return a secure document

It's as easy as that! You can feel confident using DocuSign and Paperclip to take care of business with Arthur Hall Insurance. 

## Winterize Your Car

Winter weather conditions create hazards for drivers. Prepare yourself and your vehicle for a safe winter driving season with these tips from Travelers Insurance.

- Be sure all scheduled maintenance is up-to-date. Have your mechanic check fluids and hoses to reduce the risk of mechanical breakdown.
- Make sure heater and window defrosters are in proper working order.
- Ensure your tires are in good condition, properly inflated and have sufficient tread.
- Check that your lights and windshield wipers are operating properly and keep your washer fluid reservoir full.
- Test your battery and be sure it is in good condition.
- Keep your gas tank filled and your mobile phone charged.
- Pack a Winter Driving Survival Kit with blankets, warm gloves and extra warm clothing, first aid kit, flashlight and extra batteries, bag of sand and/or salt for traction, jumper cables, ice scraper, shovel to dig your car out if you get stuck, water and non-perishable snacks, and a bright or white cloth to tie to the outside of your car signaling for help. Triangular reflectors will make your vehicle more visible when stopped on the side of the road.

Winter driving can be challenging. Adequate preparations can help you stay safe in the worst weather conditions. We encourage you to drive carefully this winter and always. 

## MATURE DRIVERS CAN SAVE MONEY

If you are 55 years of age or older, you may qualify for reduced rates on your auto insurance. Mature drivers who complete a defensive driving course tailored to seniors may qualify for a Mature Driver Discount.

Upon completion of either an online or classroom course offered by AARP you must submit a certificate to your insurance advisor to qualify for a discount. Arthur Hall Insurance is recognized as an Authorized AARP Agent. Visit [www.aarp.org](http://www.aarp.org) and search Driver Safety for course information.

### Arthur Hall Insurance Consultants

#### MANAGEMENT TEAM

James S. Denham, CPCU, CIC  
Glenn D. Burcham, CIC, CRM  
Nicole C. Grebloskie, CIC, CISR  
Mark D. Sammarone, CIC, CISR  
Karen L. Leary, CIC, CISR

#### COMMERCIAL LINES

Kayce M. Alford, CPCU  
Edward R. Blake, CPCU, CIC  
Susan M. Carey  
Diana Dion  
Virginia R. Glassman, CISR  
Robert G. Hackett, Jr., CIC  
Joshua J. Isler, CIC

Jonathan Koegel, CISR  
Daniel P. Mackarevich, CIC  
Carol H. Panetski  
Charles E. Panetski, CPCU, CLU, ARM  
Melissa M. Phillips, CISR  
John M. Rayner  
Tracy S. Sammarone, CIC, CISR

#### PERSONAL LINES

Christopher M. Keefer  
Gloria M. Mastrangelo, CISR  
Karin E. Ricciardi  
Eric C. Rosle  
Elizabeth D. Stanley, CISR  
Carol A. Starr

# Faces in the Hall

## SUSAN M. CAREY

*Commercial Lines Account Manager*

Susan brings over 15 years of casualty experience to Arthur Hall Insurance where she adeptly assists and services commercial lines accounts. A graduate of St. Joseph's University, Susan lives in Havertown with her husband and three children. Susan can be found gardening or enjoying the beaches of Ocean City, NJ whenever possible.

## MELISSA M. PHILLIPS, CISR

*Commercial Lines Account Representative,  
Small Business Unit*

Welcome back Melissa! A Personal Lines Account Manager with Arthur Hall Insurance from 2006 – 2012, Melissa returns to handle the SBU division of Commercial Lines. Having earned the Certified Insurance Service Representative designation, her knowledge, experience, and commitment are a strong asset to the Arthur Hall Insurance team. Interesting side note: Melissa's three-year-old Black Lab, Lexi, recently competed in the Dock Dog World Championships in Dubuque, IA.

## JOHN M. RAYNER

*Commercial Lines Claims Advocate*

With over 22 years insurance industry experience, John joins Arthur Hall Insurance as a full time claim advocate. His extensive knowledge in general liability, medical professional liability, auto, property, and workers' compensation claims enable him to successfully navigate claims fairly and effectively with the least amount of difficulty. The addition of John's expertise on a full-time basis is paramount to our ability to advocate the best possible solution for our clients.

## BETH STANLEY, CISR

*Personal Lines Account Manager*

Beth joins Arthur Hall Insurance with more than 9 years of experience in many aspects of personal lines insurance. In the process of earning CISR Elite designation, Beth confidently manages new and existing accounts providing personalized service to best meet clients' needs. Beth and her husband parent an energetic three-year-old son. In her spare time, Beth participates with the March of Dimes March for Babies, funding research for the prevention of premature birth.

## GRETCHEN YARNALL

*Receptionist*

Best retirement wishes to Gretchen who retires after 13 years of dedicated service as our receptionist in the West Chester office.

## JODI MAYCHAK

*Receptionist*

We are pleased to announce Jodi Maychak as our new receptionist. Jodi is actively involved in Girl Scouts and community service. She lives in West Chester with her husband and two daughters.

*In an era of automated answering systems, Arthur Hall Insurance remains committed to superior customer service. All calls will be answered by a live person during regular business hours. This ensures that calls are directed to the best person able to handle your needs in a prompt and professional manner.* 

[www.arthurhall.com](http://www.arthurhall.com) West Chester, PA 610-696-2394 | Hockessin, DE 302-658-0100 | Sparta, NJ 609-681-4040



101 East Chestnut Street  
PO Box 512  
West Chester, PA 19381-0512

## WE'VE GONE SOCIAL

Connect with us on our social media sites for all the latest news, tips, and insurance industry highlights.



[facebook.com/ArthurHallInsurance](https://facebook.com/ArthurHallInsurance)



[linkedin.com/company/arthur-hall-insurance](https://linkedin.com/company/arthur-hall-insurance)