

WELCOME



1539 W Elliot Rd Ste 103 Gilbert, AZ 85233 - 480-507-5191 - WWW.BetterBuyerInsurance.com

We appreciate your business and would like to welcome you to Better Buyer Insurance. We take great pride in our agency, community and clients. As an Independent Agent we offer personalized service, a full range of products and we strive to give back to our local community. You may think this sounds familiar, but here is what sets us apart.

Service: Our agency is committed to providing you superior service. We know that your insurance dollars can be spent in many ways. We treat you like a person, not just another number. We want to earn your business by regularly reviewing your coverage and helping you receive the best value for your insurance dollar.

Variety: Unlike some agents who can only sell you insurance from one company, we represent over 30 A Rated insurance carriers. We research with these carriers to find you the best combination of price, coverage and service. You will not have to shop around as we provide you with these limitless options. We can periodically review your coverage to keep up with your changing insurance needs.

Local: Located just 20 minutes from downtown Phoenix, we are easily accessible. Our office in Gilbert is on McQueen and Elliot right on the border of Chandler and Gilbert, Arizona. Although we can assist our clients all over the valley, its very important to us to maintain our local presence in our community. We look forward to the future of our community and helping others excel locally.

Please take a few minutes to read more about who we are, what we do and how we can maintain a long lasting relationship. We urge you to keep this Welcome packet for future reference. However, please don't ever hesitate to call our office and speak to a team member with any questions or concerns.

**Again, Welcome to Better Buyer Insurance, we are honored you have
chosen us to protect you and your family!**

OUR AGENCY



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Better Buyer Insurance LLC was established in 2013 after Sue left American Family insurance after 17 years. Brandon eager to get into the business joined forces and Better Buyer Insurance was born, a mother and son family business.

Our commitment to you as the customer:

- Work with you to identify the insurance and financial services that are right for you, your family or your business, and use our access to multiple companies to deliver those products.
- Guide you through the claims process for a prompt and fair resolution of your claim.
- Help solve problems related to your coverage or account.
- Explain the coverages and options available to you through our agency, at your request.
- Return your phone calls and emails promptly and respond to your requests in a timely manner.
- Provide 24/7 services for our customers, offering any or all of the following: emergency phone numbers, Internet account access, e-mail and call center services.
- Use our experience and multiple company relationships to customize your coverage as needed.
- Commit our staff to continuing education so they may be more knowledgeable in serving you.
- Treat you with respect and courtesy.
- Conduct our business in an ethical manner.



If you have been a customer for one day or 10 years, please hold us to this high standard you have come to expect from Better Buyer Insurance. We know that you rely on us to protect your most valuable treasures; we have every intention of living up to your expectation.

OUR STAFF



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Agency Principal - Sue Beyer



Sue Beyer, the owner of Better Buyer Insurance, began her business as an answer to helping people. Her college degree from the University of Wisconsin - Stout is in education, a lifelong passion to make sure that people learn to make wise decisions. For over 17 years Sue helped clients as a captive agent for a major insurance company. Her listening and educating skills led her to be one of the most successful agents in that company. She has won honors for being in the top 1/3rd in the company for 10 consecutive years, and has been entered into the company hall of fame, #3 in the state of AZ for Profit, including life sales and agent of the month awards continuously. Yet, Sue realized that representing only one company may not yield the best product for her clients, so Sue left that company to be an independent agent and the company called Better Buyer Insurance was created. By partnering with dozens of companies, Sue can research what's best for her clients and obtain the best policies at the best price for each individual situation. Insurance can be puzzling, but with Sue Beyer her aim is to solve the insurance puzzle and you can be confident that you will be a "better buyer with Sue Beyer".



Brandon Beyer

Brandon Beyer, Sue's son, joins the Better Buyer Insurance team, as a licensed Agent and a partner to the Family Business. Brandon graduated from Arizona State University where he obtained his Bachelors degree in Business and Communication. He was eager to get into the insurance field where he could help customers with all their insurance needs and build relationships along the way. Brandon is full time and an active partner of Better Buyer Insurance. Brandon plans on building the agency up and is truly passionate about making sure his clients and their families are protected. In his spare time Brandon enjoys playing volleyball and spending time with his family and friends.

OUR INVOLVMENT IN COMMUNITY SERVICE



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WE BUILD

Brandon has been involved with Habitat for Humanity where he has completed 3 house builds in our own community. He also regularly helps a non profit group by aiding in building 5 homes and 2 churches in San Luis, Mexico for families in need.



WE DONATE

Sue has partnered with Red Nose Day spreading awareness and donating to help support hungry children. She also has collected and made care packages to support our troops over seas.

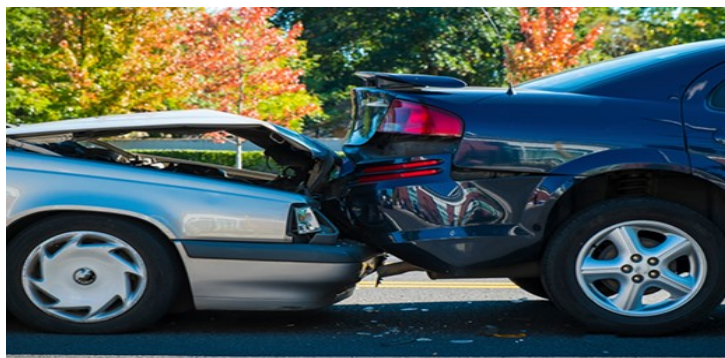
WHAT TO DO IF YOU HAVE A CLAIM



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Our office staff would be more than happy to assist you with any claim situation that may arise. In the event you are ever involved in an accident or have a potential claim situation, please try to contact our staff first at 480-507-5191. If we are unavailable or this situation arises outside of business hours, please visit our website to locate your carrier claim contact information.

Our website is www.BetterBuyerInsurance.com



The Claims Process: Report your claim to your insurance company, they are responsible for determining if your policy will apply to this claim and the amount that may be paid.

The Time Frame: Most claims are settled quickly, however, there may be additional information that the insurance company must request from you in order to process your claim.

Your Part: Please respond promptly to any communication you receive from the insurance company or our office. This will help speed the claim process. Keep copies of any documents that may be important to settling your claim, such as police reports, receipts, or notes of conversations.

One of the most important reasons to do business with Better Buyer Insurance, is the support we provide when you've had a loss. Please feel free to call us at any point in the claim process. We're here to help!

WHAT CLIENTS LIKE YOU SAY ABOUT US



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"Sue did a great job answering all my questions when I was not sure how to change from one home insurance to another. She was able to find better coverage for me and at a better price. I feel comfortable calling her and knowing with her vast experience she will be able to help me with any concerns I have. Thank you Better Buyer Team!"

- Karina C.

"I know anytime I phone or stop by with a question, I will get the answer right away. I appreciate you were able to save me over \$1500 a year for all of my coverages, which was a tremendous savings! Also I love the honesty, and customer care you and your team provide, and I'm so happy I switched my business to you!"

- Debra

"I received a quick response for a quote for my auto insurance and renters insurance. I was very impressed with the timeliness and was able to sign up seamlessly."

- Kim C

"Excellent customer service and products as well as almost immediate responses! We are extremely pleased."

- Nanette D

"I've known, and been a client of, Sue Beyer for many years. Simply the best."

- James N

"Love the personalized service not like I'm just another random customer. The customer service is there – returning calls, emails, researching – always prompt!!"

- Christine H

"I love the personal care that I receive from Sue and her son, they always take their time to give me a detailed answer on any question or situation that arises and explains it very clearly. Awesome people to work with!"

- Christian H

CONTACT US



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Visit our website: www.BetterBuyerInsurance.com

Our Office hours are Monday – Friday 9:00 a.m. to 5:00 p.m. Arizona Time.

Sue Beyer– Agent/Owner

Phone: 480-507-5191

Email: Sue@BetterBuyerInsurance.com

Brandon Beyer– Agent

Phone: 480-507-5191

Email: Brandon@BetterBuyerInsurance.com



Other Services:

- **Personal Auto/ Classic Vehicle**
- **Home/Condo/Renters**
- **Umbrella/Personal Articles**
- **Commercial**
- **Boat/Yacht**
- **ATV's/ RV's/Trailers**
- **Motorcycle**
- **Mexico Insurance**
- **Life Insurance**
- **Medicare Supplements**
- **Flood**
- **Bonds**
- **SR22 Insurance**
- **Vacation Rentals**
- **Landlord Rentals**

*The biggest compliment you can give to us
is to share us with your friends and family!*