



Rolland & Associates

January News from Rolland and Associates



Happy New Year! Going forward you'll be receiving a monthly newsletter from us with tips and information we hope will be useful - if you'd like us to update the email address we use, please feel free to let us know. Thank you for allowing us to serve as your agents for all your home, auto, business, and life insurance needs! We look forward to working with you in the coming year.

5 Quick Questions with...Bob!



Over the next few months, we will be introducing the team here at Rolland and Associates so you can put faces with names on emails and voices on the phone. Full bios are available on our website (<https://www.rollandinsurance.net/>)! Of course, it goes both ways and we love to see our clients face to face so feel free to stop in and visit! Now, onto the questions:

What was your first job?

"My first job was at the age of 12 as a morning paper boy."

How long have you been in the insurance industry?

"I started with Nationwide when I graduated from college in 1984 so 36 years."

If you could live anywhere, where would it be?

"Somewhere warm, close to the ocean."

What is the best gift you've ever been given?

"A few years ago, my wife Beth reached out to my friends and family and had them write a letter about what I meant to them. She compiled them for me for Valentine's Day - it is still the most meaningful gift I have ever received."

If you could go back or forward in time, what year would you travel to?

"I would love to go back to the years when my kids were still in single digits and were a part of my life every single day."



What to do if...a pipe bursts?



Cold weather and water don't always mix - especially inside your house. You've probably already read all the tips to prevent a burst pipe when temperatures drop (leave the doors to sink cabinets open on especially cold days, wrap heat tape around pipes that are against outside walls, let the faucets drip so the water keeps flowing) but what do you if a pipe does burst? Here's some steps to take if you wind up with water where it shouldn't be:

1. Turn off the water. Seems obvious but does everyone in your family know where the main shut off valve is? It might be inside but many are outside so make sure everyone in the family knows the location and understands what to do in the case of an emergency.
2. Take pictures and video and make notes of what happened - you'll need evidence of the damage and it is best to record this while it is still fresh in your memory.
3. Clean up as much water as you are able to prevent further damage to your property and then call for a quote from a restoration specialist. Our clients have worked locally with [Technicare](#), [Teasdale Fenton](#) and [Shambaugh Cleaning](#) in the past.
4. Call us at 614-789-1891. Once you have a quote from a plumber and/or restoration company, you should give us a call and we can talk through your options for moving forward with a claim. Depending on your deductible, it might make more sense to

pay for the restoration out of pocket.

While a burst pipe can be incredibly disruptive and even a bit scary, please remember we're here to make sure you don't feel like you are under water in the process!



Surprise! It's 60 degrees...

Did you consider taking your motorcycle out of storage for a quick ride when the mercury hit 60 degrees last month but weren't sure about your insurance coverage? Good news for the next surprise warm day, you're covered! The motorcycle policies we have at Rolland and Associates write will cover you regardless of time of year or the weather. So go ahead and enjoy your winter ride!

Have questions about your insurance? Need help with your policies?
Please don't hesitate to reach out!

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