

Text on screen: Peace of Mind and Protection. Grange Insurance.

Shon: We had just come home from a family outing; walked in the front door and was hit with a ton of smoke.

Brittany: I remember pulling out my phone and thinking, well should I be calling 9-1-1 cause there's no fire, we don't see a fire.

Shon: And as I'm running out, my daughter's pointing at the roof of the house "Dad look fire". It wasn't even registering that our house was on fire because that couldn't happen to us. And then once the firetrucks arrived and they started going in to put it out, then I started to really grasp what was happening, and that's when we called Grange.

Brittany: One of my major concerns was clothes. There's so many clothes that you need for a family of seven and pajamas and socks and underwear and things you don't really think about.

Shon: As soon as we talked to the agent on the phone, they were immediately ready to take care of us. Since had never had to make a claim like this ever in our entire lives, I expected pushback and I expected maybe to be blamed for something. And instead when I called I had an immediate partner. Grange got us through, probably the most difficult time we've had as a family. Not only were we made whole, I think we were in a better spot when it was all done which is hard to believe.

Brittany: Once you have this kind of experience you talk to other people who have been through it, and a lot of people went through the ringer with their insurance companies, and I guess I didn't realize how good we had it until we needed it.

Shon: It was never about the insurance company. It was always about our family and how we were doing and what do we need and how can they help, which is exactly what somebody in that situation needs. There's no question that we'll be Grange customers for life.

Text on screen: Peace of Mind and Protection. Grange Insurance. Read what our customers have to say at [grangeinsurance.com/customer-reviews](https://grangeinsurance.com/customer-reviews).