

Other selections from "Our Menu" that may interest you

Personal Insurance

- Boat/Yacht
- Seasonal/Cottage
- Condominium
- Party Alcohol Liability
- Recreational Vehicles
- Residential Homeowners
- Tenant's
- Personal Umbrella Liability
- Life or Mortgage Insurance
- Personal Automobile
- Business at Home

Commercial Insurance

- Professional Liability
- Commercial General Liability
- Building and Contents Coverage
- Equipment Breakdown
- Business Interruption
- Special Events
- Commercial Automobile/Fleet
- Long Haul Trucking
- Marine Cargo
- Farm Insurance
- Directors & Officers
- Environmental Impairment
- Rental Properties
- Construction
- Commercial Umbrella
- Sub-Standard Properties
- Liquor Liability

Frequently Asked Questions

Q: Insurance for a red car will cost me more?

A: No - The colour of car is not relevant to the insurance.

Q: Parking lots accidents are always 50/50 right?

A: No - The rules of the road still apply in a parking lot. If you're "rear-ended" or someone backs into you for example, they're 100% at fault.

Q: Insurance on a new car is cheaper than an old one?

A: No - The physical damage portion (collision or comprehensive) is based on the value of vehicle, cost to repair etc., and thus will increase on a newer car. However, the liability (PL/PD) portion is based on the driver and should remain unchanged.

Q: "Acts of God" are not covered by insurance?

A: No - Perils such as fire, lightning and wind ARE covered, whether or not they were a natural occurrence.

Q: I'm at fault for a collision if I hit a deer or other animal with my car?

A: No - An impact with an animal is covered under the Comprehensive portion of your policy along with other mishaps like vandalism, falling or flying objects etc.

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Emergency After Hour Claims

Aviva	1-800-704-3388
Citadel Assurance	1-800-561-3936
Dominion	1-800-661-5522
ING	1-888-542-3333
Premier Marine	1-888-244-7821
Royal & Sunalliance	1-800-319-9993
Sovereign	1-877-268-5888
Wawanesa	1-800-561-3936

SPRING/SUMMER 2006



W.C.L. Bauld

INFORMATION NEWSLETTER

Welcome

Many of our clients have indicated that they'd like to hear from us more often, and we thought that a newsletter a couple times a year would be one more way we could increase contact and provide clients with information about what's going on in the world of insurance. Our goal will be to keep you informed about changes, answer some frequently asked questions, and provide you with the information you need to be a more informed consumer.

I'm very interested in your feedback on this project, and welcome your input whether that be how we can improve the newsletter, or topics you think should be covered.

Looking forward to hearing from you.

Steve Earle BA, CAIB
Operations Manager

Out 'n' a Boat

With longer daylight hours and the last of the snow banks finally melting away, many boating enthusiasts count the days until they can once again set sail, and start their engines.

Recently we had the chance to catch up with our many great clients, new and old, at our booth at the Halifax International Boat

Show. Year after year, our marine insurance business grows, and it's great to have such a good variety of companies available to insure and accommodate "almost" every adventure known to the deep blue sea.

In preparation for the spring launch, it is always important to check your policy wording for the winter lay up periods. Generally speaking, most insurers make December 1st - March 31st, the normal lay up duration.

If you are buying a "new to you" boat this year, make sure you have an updated survey completed, and reassure that all the survey recommendations have been looked after, and that all the safety gear is aboard. Insurance companies like the confirmation that the boat is sound and in good order before the spring launch. The boat will be insured for the market value estimated by the qualified surveyor's appraisal at that time. Be certain to keep your receipts for all updated electronics or other improvements you make following a survey. This will aide in any settlement disputes, should a loss occur.

With all that said, cast away for a very safe, and adventurous boating season... and we will see you on the water!!



Commercial General Liability Insurance & Commercial Auto Insurance? Should they come together?

There is a definite advantage in having the same insurance company look after both policies. Many vehicles covered under a commercial auto policy are equipped with attached machinery,



(back-hoes, dump trucks, straight trucks with loaders, snow plow gear, etc.), the automobile policy will respond to bodily injury and property damage losses

occurring while the vehicle is being operated on the road, but while the vehicle is stationary and/or performing the operation for which it was designed, any losses occurring will usually be looked after by the commercial liability policy.

Should your Automobile insurance be placed with a different insurance company than your Commercial Liability, there is a possibility that in the event of a loss, each Company may deny responsibility for the mishap, based on their belief that the other company should pay the loss. Having both policies with the same insurance company eliminates any confusion arising in situations such as this.

Replacement Cost

When we use the term "replacement cost" it means the amount it would cost to replace your assets (house or belongings) with items of like kind and quality with no deduction for depreciation.

Most home insurance policies are written to include "replacement cost" on both the building and the contents, so as your broker we try to make sure that you are insured to value. The insurance companies we represent insist we provide them with the calculations we use in determining the "replacement cost" of your house, so we gather the necessary information from you such as

building size, type of heat, and type of building materials used etc. We then enter this data into our system, and using up to date software we are able to determine how much it would cost to re-build your home. This amount is then used as your "replacement cost".

From time to time we may ask you if there have been any up-dates or additions to your home which could increase your amount of insurance required.



What's the Spill on Oil Tanks?

Every year there are hundreds of oil spills across Nova Scotia from home oil tanks. The cost of cleaning up an oil spill can reach hundreds of thousands of dollars, not including the added disruption and inconvenience to you as a homeowner. Government agencies will not pay to clean up an oil spill. Heating oil will spread quickly, and will soak into all porous surfaces. One litre of leaked oil can contaminate one million litres of drinking water. In one particular claim example, there was an oil spill in a confined area that impacted 227 tonnes of soil. Cost for that cleanup was \$145,260.00, all caused by a loss of only 200 litres of diesel fuel.

The responsibility of the cleanup rests on the property owner. Fortunately, most property owners will have an insurance policy on their home and the insurance company will deal with the cost of the cleanup. However, properties covered by a commercial insurance policy have an absolute pollution exclusion. Commercial property owners have to purchase specific additional coverage for pollution, for fuel spills or other possible contaminants.

Insurance companies in the past few years are placing stricter rules on policyholders and their oil tanks. There are now guidelines on how old a tank should be, when they should be replaced and how they should be installed. Experience has shown an oil tank can rust through, from the inside, in as little as 2-3 years with no signs of imminent failure visible from the outside.

As a general rule oil tanks should be replaced every 10-25 years, depending on the type of oil tank, it's thickness and its placement inside or outside the home. Today, there are more improved tanks available on the market such as fiberglass and double walled. The double walled tanks have a bladder made of plastic, and an outer shell made of either galvanized or stainless steel. Many of us still use the single

walled steel tanks, and they come in either 12 gauge, or 14 gauge, 12 gauge being thicker.

The W.C.L. Bauld (1975) Ltd. staff have plenty of information to share with you in the form of pamphlets, web site references and other useful tools to provide you with valuable information and to help you decide what type of oil tank is best for your home.

'Get To Know Us' Staff Spotlight



Glenn Wallace
Account Executive

Glen is an Account Executive in our Dartmouth Branch. Coming to us from Antigonish in July 2005, Glenn has been a broker since 1997 and has a Business Insurance Diploma from Algonquin College in Ottawa.

Question: *What do you like best about your job?*

Glenn: I enjoy dealing with the public and meeting new people in the HRM and more specific the Dartmouth area where I work. I also enjoy knowing that I'm doing a good job for someone and they feel confident that I am looking out for their best interests with their valuable possessions.

Question: *What's the most frustrating thing about your job?*

Glenn: One of the most frustrating things about my job is to convince people that the best price doesn't always mean the best deal. It important to consider other equally important factors such as the customer service a brokerage provides the client and how effecient claims are handled. I believe we offer excellent customer support and our insurance companies have a long history of high quality claims departments.

Question: *What are your duties?*

Glenn: My duties incl working with customers to identify their financial needs and to recommend the appropriate insurance for their auto, home, commercial, marine and life insurance products to provide protection, security and peace of mind.

Christa O'Connor



Personal Lines Account Manager
Christa joined our team in February 2004. She has five years prior experience working in customer service, accounting and processing with another insurance

brokerage. Christa currently has her General Insurance License and is looking into furthering her insurance knowledge by enrolling in specialized courses offered by the industry.

Question: *What do you like best about your job?*

Christa: The friendly clientele I deal with on a daily basis.

Question: *What's the most frustrating thing about your job?*

Christa: When people don't realize I'm here to work for them, not for the insurance companies.

Question: *What are your duties?*

Christa: My duties are to manage accounts at W.C.L.Bauld & help our clientele find the right package and premium to suit their needs.