**“Love Your Agent Guarantee”**

**Money Back Guarantee**

We want you to be completely satisfied with your decision to join our agency. If, for any reason, you are not happy within 30 days of your policy inception date with us, we want you to write or call and tell us before you cancel your policy. We will then try to resolve whatever issues you may be experiencing, in any way we can. If the issue cannot be resolved, we will cancel your policy and you will be refunded any applicable unearned premium- with no hard feelings! This offer is void if any claims have been, or are to be made under the policy or if there was any misrepresentation on any insurance application. On the other hand, if your experience with us here at **Lone Star Insurance Agency** produced an incredible insurance experience for you, we want you to not only write a testimonial about it, but we also want you to tell your colleagues, friends, and family about us too! Pay it forward!

**Continuing Guarantee**

Our ability to shop and give you the choice of numerous companies sets us apart from many agencies out there. If you ever make a change to your policy or receive a renewal notice that does not look “right”, don’t hesitate to contact us. We will be happy to rerun your information through our systems and see if there is a better option for you. Also, if you are receiving an offer for insurance from someone else that looks “cheaper” please run it by us as well. Often times there are huge differences in the “guts” of a policy which are hard for someone who is not in this business to see . We speak insurance, we are licensed, and we have several years of experience. We know what to look for.

**No Pressure-No Hassle Promise**

Our goal is to take the hassle out of buying insurance. We want to educate you on what you are buying and let *you* make an informed decision from there. Since your choice in insurance, regarding both coverage and carrier selection, is such an important part of your financial well-being, we want you to understand completely the coverage you have purchased and what it will do for you. Our promise to you is that we will *never* “hard sell” you insurance, use “slick” sales tactics, or pressure you into making a decision that you aren’t comfortable with. We even promise to tell you if you are better off having your policy with another insurance company! Wow!!

**Total Client Satisfaction Guarantee**

If you have any questions, comments, or concerns, please feel free to call our office at

**817-426-2886**. By affixing our logo below, we attest that this is our “**Love Your Agent Guarantee**,” along with our commitment to giving you unparalleled service.

  