

## LOCATIONS

4634 Gulfstarr Drive  
Destin, FL 32541  
(850) 650-1950 phone  
(850) 650-9288 fax

10 Home Place Road  
White, GA 30184  
(850) 424-2711 phone  
(850) 650-9288 fax

2385 Executive Center Drive  
Suite 190  
Boca Raton, FL 33431  
(561) 394-2727 phone  
(561) 998-4844 fax

776 West Baldwin Avenue  
Suite A  
DeFuniak Springs, FL 32435  
(850) 892-3184 phone  
(850) 892-0320 fax

170 Fitzgerald Road  
Suite 2  
Lakeland, FL 33803  
(863) 802-9600 phone  
(863) 644-4645 fax

1007 Jenks Avenue  
Panama City, FL 32401  
(850) 257-2990 phone  
(850) 257-2991 fax

**Advanced Comp**  
2525 Drane Field Road  
Suite 3  
Lakeland, FL 33811  
(863) 646-3332 phone  
(863) 646-5004 fax



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## Happy Anniversary Acentria!

It is difficult to believe that Acentria has just celebrated its first anniversary and is now entering its 2nd year in business with great opportunities on the horizon! It seems like just a few days ago on April 1, 2010, that each of our team members were coming into the office to find welcome baskets on their desk, Acentria shirts for everyone and a popcorn break later in the day to celebrate the launching of our new company. I will never forget that day and how proud each of our team members made me feel personally and professionally. What a great day and, what a great year!

Over the past year, the Acentria team has faced many expected and unexpected challenges and worked tirelessly to complete many difficult tasks. From the data conversion process, to the development of our accounting procedures, to training our team members on our Applied system, to negotiating our carrier contracts, to completing mergers and acquisitions, there is no question that the Acentria team rises to the occasion over and over and over. We are truly blessed to have such a great team of people!

With many of the initial procedures and processes completed and behind us, each of our team members should start to realize a little less stress in their daily activities. Our leadership team has worked very hard in an effort to create a less stressful environment moving forward and will continue to monitor team member work levels closely. As we all know, our industry in itself creates very stressful demands on each of us daily and can become extremely frustrating at

times. When we notice this occurring with one of our team members, we should reach out with an offer of assistance!

As we open the 7th Acentria office within our first 13 months in business, I frequently get asked the question "how big do you want Acentria to become"? My answer is very simple, regardless of how big we become "it is my personal wish to know each and every team member on a first name basis and to learn something about them and/or their family". We have all heard the phrase "it is not what we know, but who we know" that gets us where we are. I prefer to lead our company by the phrase "it's not what we know or who we know, but how we got to where we are". It is a simple concept that states that we will never forget our team members, clients and carrier partners!

As our company grows in the future, it has been and will continue to be very important to our leadership team that each of our team members have a voice within Acentria. Each person makes a significant contribution to the overall success of our company and your opinion does matter. We may not always react to a suggestion and/or adopt a suggestion as policy, however; we are listening.

Thanks for a great first year at Acentria and I look forward to what in store for us in 2011.

Kendall

## IMPORTANT CONTACTS

### Insurance Agent

#### **Acentria**

4634 Gulfstarr Drive

Destin, FL 32541

850-650-1950

[www.acentria.com](http://www.acentria.com)

### Federal Emergency Management Agency (FEMA)

1-800-621-3362

[www.fema.gov](http://www.fema.gov)

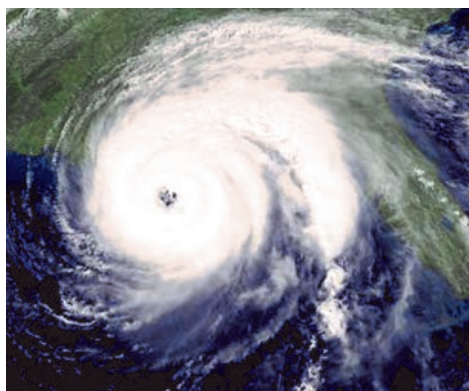
### American Red Cross Emergency Response Center

1-866-438-4636

[www.redcross.org](http://www.redcross.org)

### National Hurricane Center (NOAA)

[www.nhc.noaa.gov](http://www.nhc.noaa.gov)



## Hurricane Preparedness

EVERYONE RESIDING IN A HURRICANE PRONE AREA CAN BENEFIT FROM PRE-STORM PREPARATION. THE FOLLOWING IS INFORMATION TO HELP YOU CREATE YOUR OWN HURRICANE PREPAREDNESS GUIDE.

### PRIOR TO A STORM

- Prepare a Disaster Supply Kit (water/canned food-at least enough for 3 to 7 days, manual can opener, blankets/pillows, clothing, first aid kit, special items, toiletries, flashlight & batteries, radio, NOAA radio, cash, keys, paper and pen/pencil, cell phone and charger, prescriptions, etc.)
- Remove or secure outside loose items. (Garbage cans, swing sets, etc.)
- Remove diseased or damaged limbs from trees and shrubs.
- Close/install any shutters, plywood, window/glass/doors protection.
- Make arrangements for your pet in event you must evacuate.
- Keep important papers with you. (i.e. insurance policy with agent contact information, deeds, closing papers, drivers license, social security card, proof of residence, birth and marriage certificates, tax records, inventory and/or video of your personal property, etc.) Make sure if you evacuate you take papers with you.
- Written instructions on how to turn off electricity, gas and water if authorities advise you to do so. REMEMBER: You will need a professional to turn them back on.
- Charge cell phones, pagers, beepers and laptops. If all land line telephones in your home are portable and/or electronic, buy a regular phone that does not require electricity to operate.
- Fill bathtubs or other large containers with water for flushing toilets or boiling for drinking.
- Fill car(s) with gas.
- Determine the evacuation route you will take if evacuation is ordered.
- Prepare inventory and/or video of your personal property. Keep with important papers.
- Advise out of town family and friends where you will go in event of evacuation.

### AFTER THE STORM

- Assess damage.
- Notify your insurance agent of any damage.
- Make temporary repairs as necessary to prevent further damage, theft or vandalism.
- Take photos or videos of damaged areas prior to making temporary repairs if possible.
- If you can, obtain one or two detailed estimates for repairs from a reliable contractor.
- Refrain from signing any contracts for repairs prior to discussing with your insurance company adjuster.
- Prepare an inventory of all damaged property.
- Keep ALL receipts and invoices for EVERY expense you incur after the loss. Including tarps, cleaning supplies, any receipts related to any Additional Living Expenses such as hotels, gas, etc.



## Employee of the Quarter

Congratulations to Janet Booker for being named Employee of the Quarter for the first quarter. This award recognizes and rewards employees of Acentria who demonstrate extraordinary service; a commitment to job excellence, initiative and innovation; and go above and beyond their daily job functions.

Janet Booker, Account Manager, has been with Acentria since 2008. She is responsible for servicing the daily needs of various commercial clients, marketing business and performing coverage comparisons. In addition to her daily functions, she has been instrumental in the developing of the procedures manual and the recruiting efforts at her Alma Mater, Florida State University. Her dedication and commitment to Acentria is acknowledged and appreciated by her peers. Please join us in congratulating Janet Booker.



## Here We Grow Again!

Acentria is proud to announce the opening of their new Florida branches in DeFuniak Springs, Lakeland, and Boca Raton.

The DeFuniak Springs branch, formerly L. Peck Cawthon Insurance Agency was founded in 1965 by L. Peck Cawthon, Sr. and in 1994 his son; Peck Cawthon became owner and operated the agency until it was purchased by Acentria on December 1st. Peck Cawthon remains with the agency as a Sales Agent and Sue Yearwood has returned to the agency as the Office Manager and Personal Lines Sales Associate.

The Lakeland branch opened on January 17th. This office is home to our Chief Operating Officer, Mitch Weinstein and branch manager, Jason Wozniak. Wozniak has been in the business for 12 years and specialize in the Oil and Gas, Contractors and Citrus Industries. He helps business owners solve risk management problems to keep premiums down and profits up.

The Boca Raton branch opened on January 25th under the management of Michael Schwartz. Schwartz has been in the insurance industry since 1993 and his primary focus is large habitational risks including condominiums/apartments and automobile dealerships. Joining him is Rob Bobyack. Bobyack has built a strong and respected reputation in the insurance industry over his 25 years of experience and his primary focus is automobile dealerships, workers compensation and contractors.

On March 22nd, Acentria acquired Advanced Comp, one of the largest workers' compensation insurance agencies in the southeastern United States. Fielding Dickey, President and founder of Advanced Comp, and his team will continue to operate in Lakeland and Boca Raton, Florida. Advanced Comp provides a service that is not being offered by typical brokers and focuses on reducing employers' work comp costs by utilizing risk management principles, claims management, medical management and extensive loss control.

## NEW TEAM MEMBERS

### Phyllis Odom

Atlanta, GA  
Account Manager

### Rob Bobyack

Boca Raton, FL  
Producer, Vice President

### Cindy Cuellar

Boca Raton, FL  
Account Manager

### Michael Schwartz

Boca Raton, FL  
Branch Manager, Vice President

### Peck Cawthon

DeFuniak Springs, FL  
Producer

### Sue Yearwood

DeFuniak Springs, FL  
Office Manager

### Tamara Armstrong

Destin, FL  
Assistant Account Manager

### Scarlet Doherty

Destin, FL  
Assistant Account Manager

### Tara Moe

Destin, FL  
Administrative Assistant

### Jennifer Warhop

Destin, FL  
Accounts Receivable

### Tomi White

Destin, FL  
Accounts Payable

### Julie Horchen

Lakeland, FL  
Account Manager

### Fielding Dickey

Advanced Comp - Lakeland, FL  
President

### Susie Peck

Advanced Comp - Lakeland, FL  
Office Manager, Vice President

### Gayla Wheelis

Advanced Comp - Lakeland, FL  
Claims Manager, Vice President

### Mandy Sanger

Advanced Comp - Lakeland, FL  
Marketing

### Jody Fetz

Advanced Comp - Lakeland, FL  
Account Manager

### Jennifer Bush

Advanced Comp - Lakeland, FL  
Admin/Marketing

### Wendy Griner

Advanced Comp - Lakeland, FL  
Account Manager

### Roger Greenleaf

Advanced Comp - Lakeland, FL  
Safety Consultant

### Blake McEachern

Advanced Comp - Lakeland, FL  
Producer



**American  
Heart  
Association®**  
*Learn and Live*

## GIVING BACK

Acentria was a proud sponsor of the American Heart Association's 2011 Okaloosa/Walton Heart Ball held on Saturday, February 12, 2011. The Heart Ball was a huge success raising over \$78,000 to fight heart disease and stroke, America's No. 1 and No. 3 killer. To learn more or join us in helping all Americans, visit [americanheart.org](http://americanheart.org).

## Coverage Corner

**ATTENTION CONDO OWNERS:** DID YOU KNOW THAT ACCORDING TO FLORIDA STATUTE 718, IT IS YOUR RESPONSIBILITY TO INSURE THE FOLLOWING IN YOUR CONDO UNIT?

### Statutorily Required

- Interior paint
- Carpet, tile, vinyl
- Ceiling tile/ "popcorn"
- Interior lights
- Ceiling fans
- Exhaust fans
- Range
- Built in microwave
- Dishwasher
- Refrigerator
- Garbage disposal
- Water heater
- Water filtration systems
- Kitchen cabinets
- Laundry room cabinets
- Counter tops
- Curtains, blinds & hardware

### Additions / Upgrades

- Enclosed porch
- Bath tubs
- Sinks
- Toilets
- Windows
- Shutters
- New interior walls
- California closets
- New interior walls
- Wall mounted shelving



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