

*“Your Insurance Doctors”*

# DOCTOR & DOCTOR

Ph (818) 368-3764  
Fax (818) 363-0167

Insurance Agency, Inc.

10216 Reseda Blvd.  
Northridge, CA 91324

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Insured \_\_\_\_\_ Policy Effective Dates \_\_\_\_\_

Insurance Company Mercury Insurance Policy # \_\_\_\_\_

Total Premium \_\_\_\_\_ Down Payment Received \_\_\_\_\_ Payment Plan \_\_\_\_\_

Payment Schedule \_\_\_\_\_

# to call for payments 1-877-559-9033 # to call for claims 1-888-313-6372

## Welcome to Doctor & Doctor Insurance Agency!

Thank you for selecting our agency to handle your insurance needs, we appreciate your business! We put this handout together to help you better understand your home policy and coverages, to avoid potential problems, and to make sure you're getting the lowest price possible. We cannot urge you enough to read and understand this entire handout. Many people don't fully understand their coverages until after there is a claim. We will do our very best to put the complexities of insurance into plain English, to help keep you informed, and safe!

Although your sales agent helped start your new policy, our Service Department will help with existing policies. All change requests must be in writing! You can use our fax # listed above, or email: [service@doctorins.com](mailto:service@doctorins.com). No changes are done until we confirm them with you! Our hours are Mon-Fri 8:30-5pm.

## Important Facts about Your Mercury Home Policy:

**Accuracy:** Your policy and price are subject to final approval by Mercury Insurance underwriters who will conduct an outside drive by inspection of your home. For high value homes of over \$1 million in dwelling coverage, they will also schedule an interior inspection with you. Your price is subject to change (up or down) if any of your information differs so please review your application for accuracy or typos and let us know if anything was not disclosed or seems inaccurate.

**Changes:** It's important to keep all information on your policy current so please notify us immediately with changes in: Household members, added rooms or custom modifications etc. It's ultimately your responsibility to ensure the accuracy of your own policy and to review all insurance paperwork received in its entirety. When any change is made, a new Declaration page will always be sent to you showing the revisions. You're also encouraged to call us periodically and have us review your policy with you. Together, we can ensure you're getting the best protection at the lowest possible price.

**Discounts:** Mercury offers many ways to save money! An Auto policy with Mercury will save you 15% off your home, plus up to another 15% off your auto policy! Other discounts: Having an alarm on your home, being in a fully gated community, increasing your deductible, a new home credit, automatic renewal discounts, and for signing a dog liability exclusion form which saves you 10% for waiving your ability to make liability claims from a dog you own or have in your custody. Please ask for more details.

Page 1 of 4 (Insured Initials) \_\_\_\_\_

### Doctor & Doctor Insurance Agency - Your Prescription for Protection

This handout is purely for general information and guidelines. Only your actual policy has the precise wording used to determine exact coverages, give detailed coverage descriptions & assess potential payout amounts.

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Page 2 of 4: Important Facts about Your Home Policy

**Understanding Coverages:** Listed below are all available coverages, in general terms and descriptions only, available on your home policy. It's imperative you know exactly what your specific policy has or does not have.

**Dwelling/Replacement Cost:** Your dwelling amount is based on a replacement cost guide calculating how much money your insurance company feels it needs to completely replace your home in the event of a total loss. This is of course much lower than the sale price! Although this dwelling amount can vary, it will typically range from \$160-\$200 per square foot. There can also be an additional 20%-50% of coverage above and beyond your dwelling amount, called extended replacement cost, which is built into your policy, so a \$400,000 dwelling policy may really be \$480,000 or \$600,000 of coverage, depending on the policy type.

**Other Structures:** This is a % of your dwelling amount and is used to cover those things that are not attached to the primary structure. Such as a fence around your home, gazebo, detached garage etc.

**Unscheduled Personal Property:** Also a % of your dwelling amount. This is all of your removable personal items in your home such as furniture, clothing, electronics etc... You'll be amazed at how fast all items in your home can add up to a very large dollar amount! While “unscheduled” means Mercury does not need to know what you have prior to making a claim it's critically important you document your belongings with digital photos, or video and keep them backed up or off site in the event of a loss. This will not only help you greatly speed up the claim process, but can maximize your potential settlement.

**Scheduled Personal Property:** Every home company has heavy restrictions specifically on theft of certain items. Your Mercury policy will greatly limit your payout on the following items but only due to theft: Jewelry, cash, silverware, tools (but only on standard policies), firearms and related equipment, home computers, and baseball cards or similar memorabilia. Oriental rugs and bicycles have named peril coverage only, so please check your policy for specific limitations. All of the restricted items mentioned above (except for cash) can be increased for better protection, at a nominal price. Please assess your total items to be covered in those categories and contact us for a free quote, ESPECIALLY for jewelry which among the highest theft item and limited to as little as \$1,000 per claim. Adding additional jewelry can be done for as little as 3% of value. Please keep in mind to increase or schedule items, receipts or recent appraisals may be needed.

**Loss of Use:** Pays for living expenses when you are forced to move out due to a covered claim. This food and lodging coverage is meant to keep you in your normal standard of living, not a Penthouse Suite at the Four Seasons Hotel. You could be waiting a year or more for them to rebuild your house from the ground up.

**Personal Liability:** Pays for 3<sup>rd</sup> party injuries or damages for which you could be held legally liable. This can also protect you and your household family members when away from your home. Your policy comes with \$100,000 but for a small fee you can increase that to \$300,000, \$500,000 or up to the max of \$1 million. Since dog bite claims are covered under this line item, Mercury may not pay out and will cancel a policy for the following dog breeds in your home: Rottweiler, Pit Bull, Akita, Chow, Jindu, Staffordshire or Bull Terrier, Presa Canario, exotic animals or any animal with a biting history. They will also not allow more than 3 dogs in the home. If you do not own a dog or dog sit for someone else, you can sign an exclusion form waiving dog bite protection in exchange for a 10% policy discount. This is NOT recommended for anyone with a dog!

**Medical Payments:** 3<sup>rd</sup> party liability protection for Bodily injury incurred on the premises. Your policy comes with \$1,000 per person, but it can be increased to the max of \$2,500 per person for only a few dollars more.

Page 2 of 4 (Insured Initials) \_\_\_\_\_

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Page 3 of 4 - Important Facts about Your Home Policy

**Condition of your home:** Your insurance company wants to limit any risk they see as a potential hazard and we sometimes receive a memo from the home office after they conduct an outside visual inspection of your home. Common examples include: Asking you to trim trees that may be touching or overhanging the roof of your home which can reduce the likelihood of a fire, fixing cracks or potholes in a driveway or walkway which create a trip hazard, or doing general repairs on your home to maintain a nice appearance and safe condition.

**Earthquake:** Please be aware earthquake coverage is NOT included in any homeowner policy but we do represent several companies who offer it. While some people feel they can't afford earthquake protection, the reality of it is, you can't afford to not have it. Ask for your fast and free quote today.

**Down Payment:** If your down payment is by check, it must clear the bank on the first attempt or your policy will be rescinded, meaning you will have NO coverage since day one, and a new application must be completed.

**Upgrades:** Common reasons your policy may be issued at a higher price than quoted: Information listed on your application is not accurate. This can include type of roof, whether you have a swimming pool, if it's a one or two story home, # of square feet. If an alarm is listed, proof will need to be provided. Please review your application for accuracy and let us know if you have any questions or changes.

**Claims:** Claims are handled directly by Mercury's home office at 1-888-313-6372. You should report a claim as soon as possible, they are available 24 hours a day, every day. They will assign an adjuster to handle your case and answer your questions. You can have repairs done by anyone you'd like but should get approval prior to starting work. If you need emergency repairs to stop damage from getting worse you are encouraged to call their pre-approved company ESR at 800-540-5532 who is available 24 hours a day, 7 days a week.

**Is It Covered?** While many “perils” on your home policy (water, wind, fire, theft, vandalism & smoke damage to name a few), are covered, there are many gray areas in terms of what may be covered or not covered on your policy. In most cases you will file the claim and let your adjuster make a determination. Claims found to derive from household maintenance issues like a pipe that's old and leaking will not be covered by your policy!

**Billing Questions:** While our office can assist you with billing questions, we encourage you to call Mercury billing directly to pay by check or credit card at 1-877-559-9033. It's an automated system but just press 0 to speak with an operator. You can also call to verify due dates, payment history, or amount owed. Payments online by credit card can be done at mercuryinsurance.com. Billing fees apply to all policies not paid in full. A cancellation fee of approximately 10% of your “unearned” premium is charged by Mercury if a policy is canceled prior to your renewal date.

**In Home Business:** Many people work from their home these days but an occupation which creates foot traffic (visitors) to your home, or one where child care is conducted in the home could be determined unacceptable. This creates a higher risk of injury and a greater potential for payouts under your liability protection so always let us know of any change in living situations or added risks. Since your business contents may not be covered under your “personal” property ask us about adding In-Home Business Coverage to your home policy.

**Rented Homes or Condo's:** Keep in mind that many Rental policies include little to no Personal Property protection so if you rent a place furnished, please let us know so we can secure adequate protection for you.

Page 3 of 4 (Insured Initials) \_\_\_\_\_

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Page 4 of 4 - Important Facts about Your Home Policy

**Standard Versus Superior:** Mercury offers a Standard policy which is similar to most of their competitors but they also offer an upgraded Superior policy which is substantially higher protection for just a little extra money. This raises your extended replacement cost on your dwelling from 20% to 50%, increases coverages for Other Structures, Personal Contents, Loss of Use, and raises your theft limitations on many items. You also get significantly higher protection for building code upgrades, something essential for older homes. And here is the best part, while a Standard Home policy gets you 10% off your Mercury auto policy, a Superior policy will raise that to 15%! When you do the math you will find that the additional 5% savings on your autos from the Superior policy will often pay for the entire annual price increase from Standard to Superior! Please ask for more details.

**Condo's & Townhomes Only:** These policies are a little more tricky than your standard single family dwelling. While your Homeowner Association charges you monthly dues and includes some insurance protection it is not always enough to give you the full protection you need. They offer NO liability protection inside your home, only outside in the common areas. They also don't cover your personal contents (clothes, furniture, electronics etc). We've found many Associations won't even cover your dwelling damage at 100%. The 3 essential coverages you need to add to all condo policies are 1) Additions and Alterations. This is Mercury's dwelling protection and while we suggest a minimum of \$25,000 you can add up to \$100,000 on a Standard home policy and \$200,000 on a Superior home policy. 2) Loss Assessment. This will be paid out if your Association charges each unit owner for damages caused by a covered home peril. Even if the damage is not to your individual unit, they have the right to Assess all unit owners in the Association (community). We recommend at least \$10,000 but it can be increased up to \$50,000. 3) Special Loss Assessment. Similar to Regular Loss Assessment, this is paid out, not for actual damages within the Association, but for an insurance deductible paid out by them and "assessed" among all unit owners. We recommend at least \$10,000 but it can be increased up to \$25,000.

**Renter's Policies:** If you don't own a home, and rent instead, you still need valuable protection. While not all rules and regulations from a home or condo apply to a Renters policy, it's still important to read over this entire handout to better educate yourself on your insurance protections. If you rent you have no responsibility for the dwelling and therefore coverage is not offered, nor is coverage for other structures. Your personal contents minimum is \$25,000 but can be raised to \$100,000 if needed. You can get the same Liability and Medical coverages available on the home policies. With Mercury, they allow one non-relative to be in the home, more than that and they would require all non-relatives to show proof of their own renters or home coverage. Non-relatives to the named insured have NO coverage under a Renters policy, so it's best they get their own policy.

**Summary:** We've tried to convey the most important aspects of your coverage here but encourage you to read your entire policy when sent to you. It's difficult to read unfamiliar terminology but we're always here to answer questions and put things in plain English. We sincerely care about our clients and want to see you adequately protected, while staying within your budget of course, but you'll find a little more money per month can get you significantly higher coverages and alleviate a great deal of potential stress and out of pocket costs.

**Thank You:** Your business is greatly appreciated! We know you have many options and we hope you'll refer us to your friends and family, and consider us for all of your insurance needs: Auto, Home, Condo & Renter's, Earthquake, Motorcycle, Watercraft, Life and Health, Commercial insurance for your business or an Umbrella policy for complete protection. One call does it all. Our goal at Doctor & Doctor Insurance is to provide you superior service at the lowest possible price. Please don't hesitate to contact us any time we can be of service.

I received a copy of this Home Handout:   **Signature** \_\_\_\_\_   **Date** \_\_\_\_\_

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