The VanVleet View

NEWS LETTER

WHERE EXPERIENCE MEETS EXCEPTIONAL SERVICE.

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VISIT OUR WEBSITE

A Message From the Owners

Celebrating 45 Years of Service & Growth

Welcome to the first edition of the VanVleet Insurance newsletter! As we settle into 2026, we're proud to celebrate a major milestone—45 years of serving our community. Since the beginning, our mission has been simple: to provide honest, dependable insurance protection for families and businesses. That commitment remains at the heart of everything we do, and today it stands stronger than ever.

At the end of 2025, we completed our second expansion at 1 Glen Miller Parkway to support our growing team of 24 dedicated professionals. The 2,000-square-foot addition includes six new offices and a shared meeting space, further strengthening our ability to serve clients with excellence. This growth is a direct reflection of our clients' loyalty and the strong partnerships we've built with our carriers over the years.

As we enter our 45th year, our commitment remains unchanged: to deliver exceptional service, trusted guidance, and lasting relationships—today and for generations to come. We are deeply grateful for the trust you place in us; it is an honor to protect what matters most to you.

With gratitude,
Eric & Brad VanVleet

WATCH OUR JOURNEY

2025 Awards & Recognitions

Celebrating Excellence

As we reflect on an exciting year, we're proud to share several achievements that highlight our commitment to exceptional service.

Carol Stevenson, Senior Account Manager, was awarded the 2025 Erie Insurance Quality CSA Award. This prestigious recognition is presented to only one customer service agent in the entire state, and our very own Carol earned the top honor for her outstanding dedication and quality service. We couldn't be prouder of the care and professionalism she brings to our clients every day.

In addition, Erie Insurance ranked #1 in Small Business Insurance Customer Satisfaction by J.D. Power in 2025. This national recognition reflects the level of service and responsiveness our clients can expect.

Erie was also named the highest-rated auto insurance company by Consumer Reports. This distinction reinforces our confidence in partnering with a carrier that delivers exceptional value, protection, and claims service.

These recognitions are more than awards—they're a reflection of our promise to provide trusted coverage and outstanding service to every client.

Welcoming New Members

Team Updates

We're excited to share that our team continues to grow! Over the past few months, we've welcomed three new team members to the VanVleet Insurance family. Please join us in giving a warm welcome to Charity, Noah, and Mackenzie. We're thrilled to have them on board and look forward to the energy, talent, and dedication they bring to our agency and to the clients we serve.

CHARITY HUSTON
Group Health Account Assistant

READ BIO

NOAH MULLINS
Personal Lines Account Manager

READ BIO

MACKENZIE YATES
Personal Lines Account Assistant

READ BIO

Our 45th Anniversary Logo

Agency Milestones

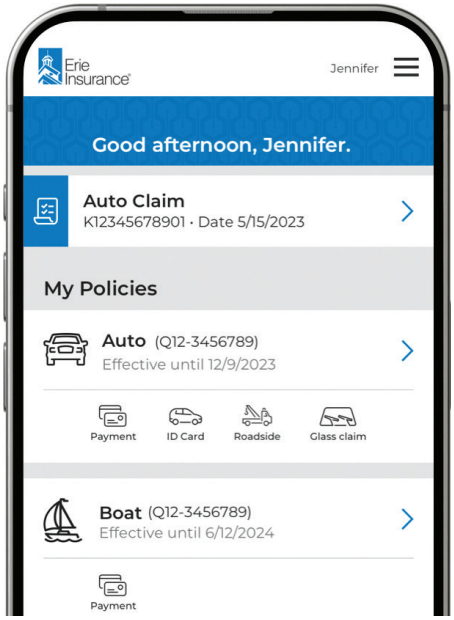
We're proud to unveil our special 45th anniversary logo, created to commemorate this remarkable milestone in VanVleet Insurance history. You'll see this logo throughout 2026 as a symbol of our legacy, growth, and the trust our clients have placed in us for over four decades. While it celebrates where we've been, it also represents our continued commitment to service, excellence, and the future we're building together.

Personal Lines

Coverage News & Reminders

Now Representing Ohio Mutual

Great news! We've added Ohio Mutual Insurance Group to our lineup of personal lines carriers. Their strong reputation and commitment to customer service align perfectly with our mission to provide exceptional insurance solutions for our clients.



ERIE at Your Fingertips

With the Erie Insurance mobile app, you can access your policy anytime, anywhere. View coverage details, make payments, check claim status, and more, all in one secure, easy-to-use app. Visit your app store and download the Erie Insurance app today.

Has Your Roof Been Replaced?

One of the most important factors in home insurance rating is the age of your roof. If you've recently replaced your roof—congratulations! Not only does it enhance your home's value and curb appeal, but it can also impact your coverage and premium. If you replaced your roof within the last 15 years, please get in touch with us so we can update your policy and ensure you're receiving any eligible benefits.

CONTACT US

FAQs

WHY DID MY PREMIUM INCREASE?

Even if you haven't filed a claim, premiums can change due to industry-wide factors such as inflation, rising repair costs, severe weather events, and increasing replacement values. The good news? There may be ways to manage costs—bundling policies, reviewing coverage limits, and updating available discounts. If you have questions, we're here to help.

LET'S CHAT

Schedule Your Annual Review

As life changes, so do your insurance needs. An annual policy review helps ensure your coverage still fits your home, vehicles, and lifestyle, and identifies potential discounts. A quick check-in today can prevent unexpected gaps tomorrow and keep your protection aligned with what matters most. Start the review process today.

GET STARTED

Serving Beyond Insurance

Community Connection

We believe insurance is about more than policies—it's about people. At VanVleet Insurance, we're proud to support and serve the community that has supported us for 45 years. Here's a look at what our team has been up to.

HELPING KIDS AT THE ANNUAL CHRISTMAS SHOP

The Annual Christmas Shop at the Boys & Girls Club is one of our favorite holiday traditions. Helping Club kids select gifts for their loved ones always brings big smiles to our team. This year, we also spent a month collecting women's items to donate, making the season even more meaningful.

CRAFTING VALENTINES FOR LOCAL SENIORS

Our account managers have big hearts! This February, they created and delivered Valentine's Day cards to a local senior community, sharing encouragement and kindness with residents.

BUILDING COMMUNITY, ONE JENGA BLOCK AT A TIME

The Adult Day Care of Richmond is just a block from our office, making it an easy and rewarding place for our team to volunteer during the workday. Whether it's playing games or simply spending time together, these moments strengthen the connections that make our community special.

Weathering Spring's Surprises

Claim Stories

April showers bring May flowers, but whoever mentioned the wind? While spring brings warmer temperatures and longer days, it can also bring severe weather that leads to unexpected damage. When storms impact your home, it's natural to feel overwhelmed and unsure of what to do next. We're here to help guide you through the process if weather-related damage occurs.

Take Preventive Measures: If shingles blow off your roof, siding is damaged, or a tree falls on your property, act quickly to prevent further damage. Your insurance company expects reasonable action to protect your home from additional harm. Expenses incurred to prevent further damage are typically covered as part of a claim, should you choose to file one.

Document the Damage: Take plenty of photos as soon as it's safe to do so. These images help document the condition of your home at the time of loss and can be extremely helpful for the adjuster if a claim is filed. Ideally, leave the damage as-is until an inspection can take place. However, if debris must be removed for safety or to prevent additional damage, be sure to take photos before cleanup begins.

Can an Adjuster Look Before I File a Claim? This is a common question. Unfortunately, adjusters can only inspect damage once a claim has been filed. If you're unsure whether the damage exceeds your deductible or if filing a claim makes sense, consider contacting a local contractor for an inspection. A contractor's estimate can provide valuable insight and help you make an informed decision.

Now you're ready for warmer temperatures and spring's unpredictable weather! Here's hoping for more sunshine and less rain—but remember, even when storms roll in, VanVleet Insurance is here to help keep you sane.

Save The Date: Thursday, September 17, 2026

Customer Appreciation Party

Client Spotlight: Jim & Deborah Harlan

Honoring Loyalty

For more than four decades, Jim and Deborah Harlan have been part of the VanVleet Insurance family—a relationship that began in the early 1980s and has grown into something far deeper than a typical client–agency relationship.

Deborah says their experience with VanVleet Insurance has always been defined by great service, trusted advice, and genuine friendship. Even in the early years, when they had very few claims, they appreciated knowing that the guidance they received on what to insure and what not to insure was always honest, thoughtful, and tailored to their family.

Their connection to VanVleet only strengthened when Deborah later joined the agency as an employee. Working in the claims department, she saw firsthand the care, dedication, and personal attention that shaped every client interaction.

"The VanVleet agency believed in, and we executed, a caring, very personal experience," she shared. "I learned how important it was to give clients individual attention, not only as an insured myself, but as someone assisting them through their struggles. Checking on the progress of a claim and making sure everything was handled well was always top-notch."

Her time at the agency also revealed something else: not all insurance companies operate the same way. The level of compassion, communication, and consistency she witnessed at VanVleet stood out.

Both Jim and Deborah were born and raised in Richmond, IN, and have watched the community evolve over the years. Through all those changes, Deborah says one thing has remained constant: "VanVleet Insurance has always remained steadfast in providing warm, friendly, and great service, especially in times of trouble, when clients need it most. I know it. I've seen it. I've experienced it."

We are grateful to clients like the Harlans, who have trusted us for over 40 years and have been part of our story, both as customers and, in Deborah's case, as a valued member of our team. Their loyalty is a testament to the relationships we strive to build every day.

Our Products

Insurance plays an important role in every stage of life and business. At VanVleet Insurance, our team will work hard to make sure you have the coverage you need when you need it.

PERSONAL: Car, home, condo, boat, RV–we have it all in one place and with a choice of top-rated carriers to fit your protection and budget needs.

BUSINESS: Businesses serve a wide range of needs and come in all sizes. We can tailor an insurance program to fit yours.

FARM: Whether you farm for a living or live on a hobby farm, we can provide coverage that suits your needs.

LIFE: Let us help protect your family with affordable and flexible life insurance coverage.

BENEFITS: We are happy to discuss new ideas to enhance your employee loyalty and help you retain the best and brightest.

MEDICARE: We pride ourselves on being a trusted Medicare-focused insurance agency representing the best carriers that allow our clients the freedom to choose the plan that works for them.

GET A QUOTE