



“ I think the main thing that comes to mind is that Mennonite Mutual was there. It happened on a beautiful Friday afternoon in September and my thought was that until the company gets the loss notice and gets organized, it would be Saturday or maybe even Monday before they came out. The impressive thing was that I was on scene maybe 15 minutes before Tim Couch (company adjuster) arrived.

Tim was very professional as the insured was dealing with Case Farms representatives, construction folks and fire department leaders. We said a quick hello and then had to wait close to 45 minutes before we had some time with the insured. Tim was patient with this and once we had the insured's ear he showed empathy. Tim and I walked the scene and he gave me the play by play of what he was looking for and his thoughts. It was a good learning experience and I really appreciated this. On a late Friday afternoon he could have rushed through things wanting to get the weekend started or get to a football game somewhere, but I never once got the feeling that he was in a hurry. He wanted to make sure that both the insured and I had clear direction before he left.”

Evan Hershberger | Agent

# SHAGGY APPLE FARM



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