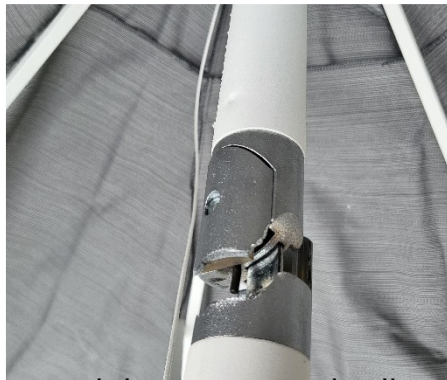


## Previous Plus plan claims

- 86156 Menchise-
  - CCOM table washed away during the hurricane
    - Replaced table
- 160216 Senft



Push button on umbrella broke

Replaced frame

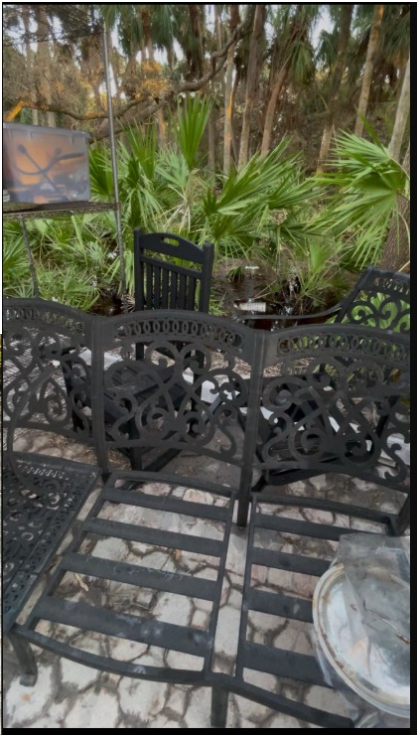


- 146199 Fernandez
  - Glass broke on cocktail table
    - Replaced glass



- 130415 Stone
  - o Fire damage to all items- \$9308.92
  - o Replaced all items







- 147461 Du Plessis
  - o Dog chewed on the frames
    - Replaced frames



**The culprit**

## Plus plan recap

- Why add Protection Plan to your orders
  - o Protects the customer
    - Gives piece of mind that the items are covered for the 1<sup>st</sup> 4 years of ownership
  - o Covers accidents and natural disaster damage
    - No accumulation or neglect is covered
    - 25 claims for Oct -\$14,924.39 due to hurricane damage
- How
  - o Should be added to every order- per piece
    - Frame and cushion- 1 plan
    - Umbrella and base- 1 plan
    - Toss pillow- 1 plan per pillow
  - o Explain previous plan usage and outcomes
    - See next page