

[IMPORTANT PLEASE READ!!!!]

GUIDEONE INSURANCE

WATER SENSOR PROGRAM UPDATE

Water damage continues to be a top cause of property claims for GuideOne's insured church buildings, and this issue is drastically increased in the winter months largely due to frozen pipes. To help you prepare, GuideOne has put together the following checklist to ensure your buildings are ready for the cold weather ahead: <https://www.guideone.com/safety-resources/readying-your-property-cold-weather>.

In addition, to help combat this growing water damage issue, **GuideOne provides Susquehanna Conference of the United Methodist Churches with water and temperature monitoring sensors at no cost to the church.** These sensors not only save congregations and the insurance program the costly physical repairs to the building, but also allow churches to continue their regular operations without interruptions to their services and programs. It also avoids the headache and emotional stress of filing an insurance claim. As an added bonus, all **properties with water sensors installed and activated** will have their **deductible waived** for any water damage related claims.

While the sensors are a valuable tool to avoid costly claims, they must be properly installed and activated in order to work effectively.

As of this mailing, approximately 40% of the water sensor program member churches who have requested sensors have not installed and/or activated their devices. **These outstanding sensors must be installed and activated within one year of the shipment date in order to continue to be supported by the GuideOne program. Many of these sensors reference above were mailed in February of 2023 and will therefore not be supported starting in February 2024 unless they have been activated prior to the deadline, meaning they will no longer properly monitor and alert of any issues.**

If you need assistance with activating and installing the sensors, please contact the HSB Monitoring and Support Center at (844)468-1866 or SensorSupport@HSB.com

If you have any general questions regarding the GuideOne Water Sensor Program, please contact Sherri Sayre at (515)267-5626 or SSayre@guideone.com