

Bieniek, Joe

From: Barclay, Lee
Sent: Thursday, April 10, 2008 12:53 PM
To: Bieniek, Joe
Subject: Consumer Guides WG

Here are my comments (due tomorrow, I think) on the March 10 redraft of the homeowners guide:

Under "Questions you should ask the agent":

Bullet 3, sub-bullet 1: "collaborated" should be "confirmed"

Bullet 7: "fence it" should be "fence it in"

Bullet 10: "I" and "my" should be "you" and "your" (unless we want to change all the previous bullets to first-person questions)

Under "How the premium is determined":

Second sentence: Insert "so" before "be sure to shop around"

Third sentence: "Be prepared to provide your agent with information on the following items" does not really apply to a lot of items in the list below. The list includes a mix of items--some requiring information from the homeowner and others not.

Under "What to do before a claim occurs":

Bullet 1: "timely" should be "on time"

Bullet 1: "in full" could be confusing. Some readers might think they're in trouble if they pay according to one of the insurer's installment payment plans.