



Insurance for Auto Services

Count on EMC[®] to protect your business.



An **EMC[®]** Businessowners Product

You Take Care of Business. We'll Take Care of You.

EMC Insurance Companies has the knowledge and expertise to provide you with the right insurance coverage for your auto services operation. We offer a full range of commercial insurance products so you can focus on your customers — not your insurance. And with our extensive loss control resources and expert claims knowledge, you'll get the dedicated service you expect from your insurance company.



Comprehensive Coverages Tailored to Your Needs

You can get the important coverage you need from EMC Insurance Companies, including:

Essential Property Coverage for buildings, your business's personal property and the personal property of others

Businessowners Liability Coverage to protect your business from liability exposures, including premises and operations, product liability and completed operations

Comprehensive Business Auto Coverage protects the commercial vehicles driven by your employees

Umbrella Coverage provides your business with additional security in the event of a catastrophic liability claim

Workers' Compensation Insurance covers medical expenses and compensation for lost wages of workers who are injured on the job (available in select states)

Key Coverages for Your Business

Property and Liability

- Defective products and faulty work coverage
- Employees' tools coverage: Provides coverage for tools owned by employees located on the described premise
- Garage liability coverage: Extends coverage to the operation of the customer's auto in the course of garage operations
- Repairs and replacement provision: Provides 90 percent of the retail selling price of parts and materials and 100 percent of hourly labor rates for the repairs or replacement made by the policyholder to the customer's auto if property damage to the customer's auto arises out of the policyholder's garage operations, resulting from the policyholder's work or product
- Vehicle damage to buildings leased by the policyholder: Provides coverage for property damage caused by a customer's auto to the premise rented to the policyholder when required by written lease agreement

Why EMC?

Our customers *Count on EMC*[®] for their insurance needs, and you can too. We are:

- Strategically located across the country, offering property and casualty insurance in more than 40 states through 16 branch offices
- One of the top 60 property and casualty organizations in the country, based on net written premium
- Rated A (Excellent) by AM Best, an insurance credit rating organization*
- Financially stable with more than 100 years of commercial insurance experience

Learn more about EMC Insurance Companies on the back page and at emcins.com.

Commercial Auto

- Additional audio, visual and data electronic equipment
- Blanket coverage for additional insured
- Hired auto physical damage
- Locksmith service
- Personal property of others
- Rental reimbursement
- Temporary transportation expense
- Towing and labor
- Waiver of deductible for glass breakage

Read about more coverages on the next page.

*For the latest rating, visit ambest.com.

Disclaimer: This brochure provides a summary of coverages available. Coverage is subject to policy terms and conditions, limitations and exclusions, and may vary from state to state. Read your policy for specific terms and conditions, or contact your local agent for details.

We Offer You More Coverage Options

CyberSolutions

CyberSolutions provides the robust protection you need to respond to and recover from a data breach or cyber attack. The policy provides coverage for the costs associated with computer software restoration, data recovery, third-party liability protection, response efforts, defense and liability, and identity recovery for key individuals within your organization.

What CyberSolutions Coverage Can Do

CyberSolutions would have provided the support and protection these companies needed to respond to the following situations:

A burglar stole a laptop from a manager's office with data on clients, including Social Security numbers. Clients had to place a fraud alert with credit bureaus and monitor their credit reports.

A virus infected the computer system of an auto repair shop and stopped it from functioning properly, resulting in loss of income.

A PC was hacked by a disgruntled former employee of a transmission shop, causing software programs to crash and data to disappear. The company had to hire an outside IT firm to recover data and a public relations firm to explain the incident to customers.

Garagekeepers Plus

Garagekeepers Plus can be added to your EMC policy, giving you additional coverage for customers' personal property and sound receiving equipment. Coverage applies without regard to legal liability and extends to mobile equipment and nonowned watercraft while ashore on premise. Both comprehensive and collision coverages must be written subject to deductibles.

Why You May Need Garagekeepers Plus

Your customer leaves a boat parked on your premises while you perform maintenance on the towing vehicle. Valuables are stolen from the boat while parked in your lot.

A thief breaks in and steals stereos* and navigation systems* from several cars inside your auto shop.

While a vehicle is kept overnight for repairs, a customer's DVD player* is stolen from the vehicle.

*Must be permanently installed.

Visit www.emcins.com/businessins/cybersolutions for detailed information on CyberSolutions coverage. Talk with your EMC insurance agent to determine the right coverage for your operations.

Disclaimer: These hypothetical examples are provided for illustrative purposes only. They are not intended as predictions of coverage for a claim. The terms and conditions of your insurance policy, including exclusions, in conjunction with state and federal laws, establish coverage. It is important to check your insurance policy for the specific risks that are covered.

Employment Practices Liability

Employment practices liability coverage, available by endorsement from EMC, pays for the liability damages and defense costs due to employment discrimination, wrongful termination or harassment charges brought by full-time, part-time, temporary and seasonal employees.

Here are some examples of when you might need employment practices liability coverage:

- Wrongful termination, discharge or dismissal
- Harassment, including sexual harassment
- Discrimination (based on age, gender, race, color, national origin, religion, sexual orientation or preference, disability or pregnancy)
- Retaliation
- Wrongful failure to employ or promote
- Violation of an individual's civil rights relating to a wrongful employment act

When Employment Practices Liability Coverage Can Help

An auto shop owner was sued by a long-time elderly employee for wrongful termination.

The employer had to move the employee to other positions in order to accommodate the employee's failing dexterity due to arthritis. The employee continued to have performance issues and was let go after several warnings. The suit was dismissed nine months later, but cost the employer \$25,000 in defense costs in addition to lost time and productivity.

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Get More Out of Your Insurance With EMC

When you insure your business with EMC, you receive the added value of our included loss control services, no matter the size of your company. Plus, you can register for Commercial Policyholder Access to have secure access to your insurance information.

Improve Safety, Control Losses

EMC has provided loss control services for our policyholders since 1926. Our experienced loss control professionals can give you suggestions and solutions that can lessen your risks, including:

Ergonomic Evaluations* to identify ergonomic issues before losses occur. We also offer online resources to help you spot problems and educate your employees.

Slip and Fall Prevention to help you develop a proactive approach to reducing these incidents in your facility. We also offer many online resources to help prevent slips and falls—a leading cause of workplace injuries.

Hazard Control Assessments to identify hazards that pose the greatest potential safety risks to your operations. We then recommend viable solutions to control or reduce these risks.

Injury Management Programs* to help reduce the impact of injuries at your facility, including select provider, return to work, prework screening and worksite wellness programs.

Online Safety Training to give your employees convenient access to short training segments, complete with quizzes to check for understanding. You can register, assign training and track your employees' training progress through our easy-to-use online training system.

Visit www.emcins.com/losscontrol to learn more and access our extensive collection of online safety resources.

Manage Your Insurance

You manage all aspects of your business—and your insurance should be no different. With Commercial Policyholder Access on emcins.com, you have quick access to your insurance information at any time.

Depending on your access, you can:

- View policy, billing and claims information
- Manage payment preferences and paperless notifications
- Report and monitor claims
- Access loss control resources
- Find your agent's contact information

*Visit www.emcins.com/businessins and select **Policyholder Access** to learn more about Commercial Policyholder Access, or contact your insurance agent to request access.*



*These services are available only in territories where EMC provides workers' compensation coverage.

Reduce the Impact of Claims

EMC offers an array of valuable services to help your business keep claims to a minimum. We know the real measure of an insurance company is how well it responds to your needs at the time of a loss. So our primary goal—regardless of the size or type of your claim—is to handle it quickly, accurately and with as little interruption to your business operations as possible.

Experienced, Accessible Claims People

When it comes to responding to a claim, EMC will be there with the outstanding local service you deserve. We have trained, experienced claims professionals in each of our branch and service offices, ready to help when a claim arises.

Easy Claim Reporting

Choose from four easy claim reporting options:

Phone

Call our toll-free claim reporting number (888-362-2255), available 24/7.

Online

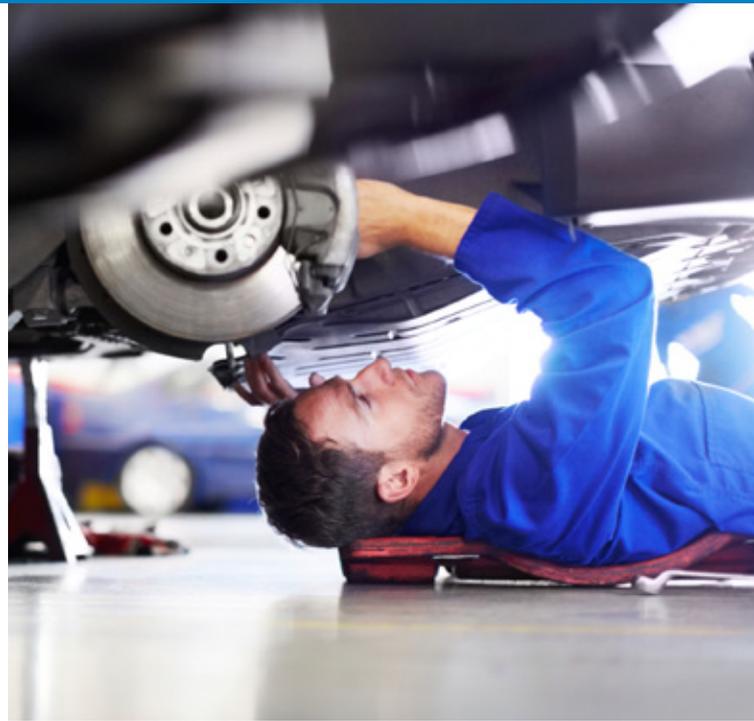
Log in to Commercial Policyholder Access on emcins.com and select **Report a Claim**.*

Independent Agent

Contact your independent insurance agent.

EMC Branch Office

Contact your local EMC branch office.



Medical Management Services

EMC offers a full range of medical management services** to help your employees receive appropriate, cost-effective medical care after an injury and return to work as quickly as possible. These services are provided at no additional cost and include:

EMC OnCall Nurse to prevent unnecessary costs and time away from work by having injured employees speak directly to a registered nurse 24/7

Medical Bill Review to ensure billing is reasonable, accurate, appropriate and in compliance with state laws, and to facilitate fair pricing of treatment related to employee injuries

Pharmacy Benefits Management to facilitate fair pricing of medications related to employee injuries

Utilization Review to monitor and maintain appropriate duration, setting and intensity of medical treatments, such as chiropractic care and physical therapy

Case Management to maintain ongoing communication between you, your employees and medical providers

Rehabilitation Services to help create a smooth transition for employees to return to work and to increase the potential for an early return to work

*May not be available to all policyholders.

**These services are available only in territories where EMC provides workers' compensation coverage.

Independent Agents, Local Expertise

When you work through your independent insurance agent, you can get a superior level of personalized service and expertise. That's why EMC distributes products solely through the independent agency system.

Because EMC operates through a network of 19 branch and service offices throughout the country, we're there for you when you need us. You can *Count on EMC* to provide exemplary local service in underwriting, claims and loss control—top-notch service that can only come from our more than 2,400 knowledgeable, well-trained insurance professionals.

With EMC, you get great insurance coverage, outstanding loss control services and the local attention you deserve.

Count on EMC®

EMC Insurance Companies is in the top 60 property and casualty organizations in the United States and is one of the largest in Iowa, based on net written premium. EMC is rated A (Excellent) by AM Best, the premier insurance credit rating organization that rates a company's ability to meet its obligations to policyholders.*

Organized in 1911 to write workers' compensation protection in Iowa, EMC Insurance Companies now offers property and casualty insurance products and services throughout the United States and writes reinsurance contracts worldwide. With more than 100 years of experience, customers know they can *Count on EMC*—and you can too.

Contact Us

Contact your local independent insurance agent and ask about insurance from EMC.

EMC Insurance Companies

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www.emcins.com



*For the latest rating, visit ambest.com.

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EMC Office Locations



- Corporate Office and Des Moines Branch
- Branch Offices
- Service Offices

