

Travel Rescuer and SECURA bring family home after crisis

As Jim Paschen awoke that morning at his Florida condo, he was met with gripping fear. One look and he knew — Evelyn, his wife, had a stroke.

Jim called 9-1-1 and she was rushed to the hospital. Far from home, Jim knew he had to get Evelyn home to Milwaukee, Wis. for a full recovery. But the doctors required that she travel via special medical air transport and not a regular commercial flight. At a cost of more than \$20,000, the task seemed insurmountable.

“Then I recalled a pamphlet I received with the policy renewal for my home and auto insurance from SECURA Insurance — something about a service called *Travel Rescuer*,” he said. “I wasn’t really sure what it was or if it could help, but figured it wouldn’t hurt to ask.”

This is what insurance is about

Jim contacted Dawn, his independent insurance agent in Milwaukee, Wis. She immediately provided all the necessary information and gave Jim the toll-free phone number for the service.

“We made the call. From there, the wheels started turning,” he said.

While doctors attended to Evelyn, SECURA’s travel assistance provider worked diligently to make arrangements. “The next thing I knew, they told us to check our email for our travel itinerary,” said Jim. Within days of making the call, Evelyn was on a medical transport plane and headed home to Wisconsin to be cared for by her own doctors and specialists at Froedtert Hospital in Milwaukee.

Dawn, Jim’s agent, was equally impressed with the service. “From a human perspective, this is what insurance should be about,” she said. “It’s not just about repairing a damaged vehicle or home; it’s about people’s lives.”

Spreading the word

People don’t always talk about good service, but Jim can’t stop telling everyone he knows about his story and how SECURA came to the rescue. He’s referred numerous customers and generated several opportunities for Dawn to write new business.

Dawn, his agent, notes that a key selling point for *Travel Rescuer*SM is that it’s a free added value. It is automatically included with SECURA’s MILE-STONE *Gold* policy for home and auto, as well as Farm policies with Agri-Protector Plus.

Travel Rescuer provides 24/7 emergency and non-emergency travel, medical, and security assistance to policyholders who travel 100 or more miles from home.

Getting back to normal

The Paschens decided to stay closer to home and put the condo in Florida up for sale. Meanwhile, Evelyn is recovering at home. “Things are returning to normal — minus a thousand throw rugs that she could have tripped on,” said Jim with a chuckle.

Jim is hopeful as he describes Evelyn’s strong-willed spirit. “She’s an amazing person who’s overcome a lot of obstacles — breast cancer, pneumonia, rheumatoid arthritis, and more,” he said. “We’ll tackle this one together, too.”

Receive the same benefits

Travel Rescuer is just one of the many value-added coverages available with a MILE-STONE *Gold* home and auto policy. Contact your independent agent today to learn more.

*Because of state regulations, *Travel Rescuer* is not available in Illinois.

