



AMERICAN INSURANCE



COMMERCIAL LINES UPDATE ~ AUGUST 2005

PATRICIA JOHNSON RETIRES AFTER 38 YEARS

American Insurance has announced the retirement of a valued, long term employee, Patricia A. Johnson. Pat began her insurance career at American Insurance on November 1, 1959. She was hired by the agency founder Harry W. Christy and was one of four office staff not including the office manager Von Prideaux and agent Frank (Sully) Sullivan.

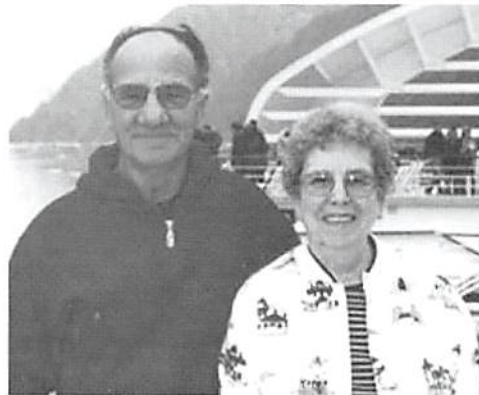
Pat said *"I remember that in 1959 we underwrote only fire and personal automobile insurance policies. We rated the policies out of a rate book and then typed the policies on manual typewriters, issuing them on the spot to our customers. We typed up a bill and collected all premiums at the office as the insurance companies didn't direct bill customers until many years later. Also, we used carbon paper to make a copy because copy machines weren't invented yet!"*

Pat took an 8 year break in service beginning September 1970 to be a full time mother for her son, Todd. She returned to work at American Insurance in August 1978 and worked as a Commercial Lines Service Representative until her retirement on June 30, 2005 for a total working career of 38 years.

"There has never been a dull moment" Pat said. "The insurance industry has continually changed and there is always something new to learn. What I'm going to miss most is my co-workers and all the great customers I've had the pleasure to assist over the years."

Agency President, John B. Sullivan said *"I have the utmost respect and admiration for Pat. Since the day I came on board as an agent in 1977 I have depended heavily on Pat's extensive insurance knowledge. She has always been an excellent worker - friendly and dependable while making sure the detailed work was done right and delivered on time to our customers."*

Unfortunately, a retirement party could not be held due to an illness. Happily Pat is doing fine now but an extended hospital stay left her weakened so she must do physical therapy and use a walker until she gets stronger. Anyone who wants to send best wishes can write her c/o American Insurance, PO Box 559, Lewiston, ID 83501 or email her at patj@AmericanInsuranceID.com.



Pat has been married 51 years to Mike S. Johnson, who retired from the Lewiston Fire Department in 1989. Now they plan to travel, visit family and just enjoy the freedom of retirement together.

WELCOME - SHIRLEY J LOSS, CIC, CPIW Commercial Lines Manager



We are pleased to introduce to you Shirley J. Loss, our new Commercial Lines Service Agent (CSA) for business accounts previously serviced by Patricia Johnson. Shirley has extensive insurance experience spanning 37 years at various positions with insurance companies and at the agency level. Most recently from 1994 to 1999 she was the Commercial Lines Rating Supervisor for UNITRIN Insurance Co in Spokane. Then from 2000 to 2005 she worked as a Commercial Lines CSA for a regional insurance agency. Shirley is a native of Lewiston and returned five years ago with her husband Bob to make their home in Clarkston.

Now at AMERICAN INSURANCE Shirley will manage the Commercial Lines Department along with her account service activities. Please note Shirley's name and contact information for any business insurance service need: Shirley J. Loss, 746-9646 ext 230, email ShirleyL@AmericanInsuranceID.com.

C.I.C. - The Certified Insurance Counselor designation is a mark of distinction that represents a commitment to professional excellence and leadership within the insurance industry. (A designation of THE NATIONAL ALLIANCE)

CPIW - Certified Professional Insurance Woman is a designation of the National Association of Insurance Women.

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