



CROSS INSURANCE

What Clients Say About Us

We Want to "WOW" You!

Your Feedback Helps Us Improve Our Service!

"My claim was handled efficiently and professionally. I am very pleased that I switched to Cross Insurance. The people make the difference."

"As a Navy veteran I had been a customer of USAA Insurance for over 30 years. I decided I wanted to keep my business local in hopes of more personal service. Pam reviewed my policies and was able to save me a considerable amount of money on both my Auto and Homeowners insurance policies while maintaining virtually the same coverage. When a micro-burst toppled a pine tree onto my garage roof last September Chris showed up to take pictures! How often does the boss show up to do that? My claim was handled efficiently and professionally. I am very pleased that I switched to Cross Insurance. The people make the difference. Sincerely, Bob Heuchling

"They are our go-to-team for all our insurance needs, concerns, questions...everything!"

Our company has been with Cross Insurance (even before as Gowen & Wainwright) for many years now. Our agent, **Vicki Turner**, is amazing! She takes care of anything and everything that comes up in an efficient and timely manner. She is always helpful, friendly and knowledgeable. We know we can count on Vicki and the staff at Cross - implicitly. They are our go-to-team for all our insurance needs, concerns, questions...everything! Thank you! ~Chantel Maahs & Jill Purington,
Commercial Maintenance & Landscape, LLC

"...their rates are really competitive and their service is great too."

I have been working with **Pam Hagen** at Cross Insurance with my NH property and auto insurance, and my dad has been doing business with them for years. Pam's responsiveness to questions and quotation requests are terrific! I think their rates are really competitive and their service is great too.
~Lois Erickson, Erickson Real Estate & Associates

"...Service means a lot to me, and Diane's was outstanding!..."

Good afternoon Chris, I am writing to you today to inform you of the pleasant experience I had working with **Diane Boyle**. I worked with Diane twice just recently and the first time I contacted her, my request was on very short notice. Diane took care of my request very promptly and professionally. I needed an insurance binder for a mutual client for a closing that was happening within a day and she faxed it right over to me. When I needed information on the binder corrected I once again reached out to Diane on short notice and within hours she had the corrected document to me. I can't tell you how much I appreciated her prompt attention to my needs; I have had to postpone transactions in the past because the person I was working with at the insurance company could not accommodate my request. You should be very pleased to have Diane on your team of experts, service means a lot to me and hers was outstanding. Thank you and please let Diane know of my appreciation.~ Mary Matheson,

"Gina, thank you very ,very much! The Harvard Club was very impressed with your efficiency, by the way. Have a great Holiday!"

Murray B. Long CEC,CCE,ACE

Artist, Sculptor - Wicked Good Ice Carving

"...and the fact that we've saved quite a bit is most appreciated in these poor economic times!"

To **Diane Boyle**: "I just want to tell you that I am very happy that we switched to Cross Insurance. You are all so helpful, even with "the small stuff." That goes for everyone from office personnel to adjusters to whomever happens to answer the phone. And, the fact that we've saved quite a bit is most appreciated in these poor economic times! Thank you all, and keep up the good work! God bless you. ~Barbara and William Cashman, Somersworth, NH.

"...I would highly recommend you to any of my sub-contractors and business owner friends."

Thank you for your patience and diligence during these past few difficult years. I will and would highly recommend **Vicki Turner** to any of my sub-contractors and business owner friends. ~**Jim Wood**

"...reassuring us that we had sufficient coverage to rebuild the garage and replace all of the contents and two lost vehicles."

We knew that we were in the best of hands when our insurance agent came right over late at night when our vehicle caught on fire while in the garage, causing the entire structure to be destroyed! On the spot, Chris Gorman reviewed our insurance policies, reassuring us that we had sufficient coverage to rebuild the garage and replace all of the contents and two lost vehicles...And, to top it off, we even got help from **Chris and Diane Gorman** making sandwiches for the fireman, who also remained well into the night. That's what we call great service! ~**The Ballestero Family, Madbury, NH**

"I've never had an insurance company notice that my premium increased significantly, shop around and get my premium cut in half..."

I've never had an insurance company notice that my premium had increased significantly, shop around my policy, and get my premium cut in half...all without me picking up the phone. **Diane Boyle** took it upon herself to lower my premium. I couldn't have been happier when she called, and impressed that she took the initiative to help me. Thank you!

D.S., Lancaster, NH.

"I was blown away when Tim got back to me with what he was able to save us, including adding the additional coverage we needed."

I own a Auto Body repair shop and when first introduced to **Tim Weddleton**. I was very impressed with how professionally he handles himself. I was looking to upgrade some of my current insurance for our expanding business and wanted to do some price shopping.

I was blown away when Tim got back to me with what he was able to save us including adding the additional coverage we needed. I have recommended Tim to all of my friends that own a business.

~**Jason Battistelli, [Mirror Image Automotive](#), Greenland, NH**

"Pam was able to get me better coverage at less than half the price I had been paying."

Pam Hagen proved to me that having the ability to quote with many different companies provided me **options**. She was able to get me **better coverage** at less than half the price I had been paying. I've always preferred face-to-face customer service, and my experience with Pam has reinforced my desire for personalized service. I will never go back to anything less, and would highly recommend Pam as an agent. With Pam, I was not a number. She understood my needs and found the right coverage at the right price. She exhibited attributes that are important to me; professionalism, quick response, and follow-through. I will recommend Cross Insurance and Pamela Hagen to all of my friends! ~ **Denise Leclerc, Dover, NH**

"Kudos to Barbara Allen for pursuing the correct course of action that resulted in the settlement of our claim!"

We are grateful to Barbara Allen of Cross Insurance for expediting our recent insurance claim against two young men who, while involved in a police chase at 2:30AM on January 28, 2012, crashed their car into the trees surrounding our sun room. Once they were apprehended, they accused each other of being the driver of the vehicle causing an unnecessary delay in the claim. Kudos to **Barbara Allen** for pursuing the correct course of action that resulted in the settlement of our claim. We have lived in our historic home since we were married fifty years ago. During that time, we have remained loyal and satisfied clients of Gowen and Wainwright and now Cross Insurance. We extend our sincere appreciation for the excellent service we have received over those fifty years, especially to Barbara Allen who is an outstanding Cross Insurance employee.

~Dr. James and Maria Faskianos

"...we needed a broker that would partner with us to help navigate the changes and recommended ways to control our increasing benefit costs."

We recently switched health insurance brokers at [GlobalSign, Inc.](#) from a broker we have had for several years. We have doubled our employees in the last two years and added two additional offices in Massachusetts and Washington state. With multiple policies and impending health care mandates, we needed a broker that would partner with us to help navigate the changes and recommend ways to control our increasing benefit costs. **Blaine Horne** worked in our best interest and proved to be a true asset to our business. He also is very patient and never winces at my "uninformed" questions or requests.

~Chris O'Connell, HR Manager, [GlobalSign, Inc.](#)

"The gas cards (referral program) will come in handy!"

You guys do a great job...that's why I send people your way. The gas cards will come in handy! ~Rick Weik

"Oh, did I mention that Chris (Cross Insurance) saves you money as well?"

In today's marketplace, it is hard to find someone you can trust. I have found that person - **Chris Gorman**. Chris is there to guide you and to make sure that you have the RIGHT protection. Oh, did I mention that he saves you money as well? That is a home run!

~Bob Coffey, [Green Power Management](#), Newmarket, NH

"I am so relieved to get through the Audit with such a positive result."

Tim, I am so relieved to get through the Audit with such a positive result. Thanks again to both you and **Gina Venio**, it was a great help to feel that you were on 'my' side.

~ Adrian Fieldhouse, [Yard Arm Construction](#)

"Everyone was very friendly, and I hope this is the beginning of a long-lasting relationship."

I just moved to New Hampshire. We were very happy with our independent insurance company in Iowa City, so I looked for another independent agent in the Barrington area. I looked at websites and I liked yours, plus it was close to grocery stores in Dover. I thought that **Becky Masse**, your receptionist, was awesome and I thought Pam listened to my needs and found good solutions for me. Everyone was very friendly, and I hope this is the beginning of a long-lasting relationship.

~Patricia Gingrich

"...Nancy went above and beyond to find a company that would be of best value to me."

Dear Mr. Gorman, I have had homeowners insurance with your company for many years, and I have been extremely happy with your service agent, **Nancy Nelms**. She has been very accommodating, and always eager to help in any way. When I had a recent problem with my homeowners this year, Nancy went above and beyond to find a company that would be of best value to me. It is evident that she likes her work and always has a positive attitude. She is an asset to your company as a customer service agent, and I feel comfortable knowing that she is there for me. ~ **Lorette Witham**

"Cross Insurance has saved me hundreds on car, home and jewelry insurance!"

Amanda Payeur is very knowledgeable and helpful whenever I contact her. Cross Insurance has saved me hundreds on car, home and jewelry insurance! You have a great agency!
M.D., Dover, NH

"I would recommend them without a moment's hesitation!"

My family has done business with Cross Insurance for over 14 years. We've worked closely with Gail Howe for many years, and then **Vicki Turner**. Both women are OUTSTANDING in their customer service. I would recommend them without a moment's hesitation! **Karen Mairs**, [Keller Williams Real Estate](#)

"...Diane was very punctual in returning my calls, and saved my husband and I approximately \$600+ on our Auto insurance."

Chris, **Diane Boyle** is fantastic! She was very punctual in returning my calls, and saved my husband and I approximately \$600+ on our Auto Insurance. I would recommend your organization anytime!
~ **Deb and Lee Anderson, Sanford, Me.**

"Tim definitely made our life easier and saved us money as well!"

We are so glad to have met Tim. First of all, he wasn't pushy. He established trust with us, and soon after he offered to review our policy. We are happy that we did – **Tim Weddleton** and his "team" searched for the best policy that met our needs and was quick to get back to us. He definitely made our life easier and saved us money as well!"

~ **Pam and Bart Rzepa**, [Rzepa Chiropractic](#), **Stratham, NH**

"Thanks for the quick turnaround issuing me 6 certificates of insurance this morning!"

Deb (Gifford): You're super-fast! Thanks for the quick turnaround issuing me 6 certificates of insurance this morning! **Luke Hydock**, [LJH Landscape](#)

"...quick to respond to questions, no matter how small."

Pam Hagen has always been helpful, quick to respond to questions, no matter how small. We appreciate her help for home and car insurance. Thank you. ~ **A.W., New Hampshire**

"...The staff was very helpful and saved me over \$1,500. Thank you so much!"

I had Personal accounts with your company. I was not happy with my Business accounts at another organization, so I switched them to Cross. The staff was very helpful and saved me over \$1,500! Thank you so much! ~ **Hollis and Philip Nepus**, [Haircare Specialists](#)

"The question I had was taken care of, and I walked out with a smile on my face as well!"

From the moment I walked into the door at Cross, I was greeted with smiles, and that made me feel very comfortable. The question I had was taken care of, and I walked out with a smile on my face as well! ~ **Albert Croteau, Rollinsford, NH**

"...I told the other company that I'd be switching over to Cross. It was only then when they 'approached the manager' to see if they could match Cross' price..."

When working with **Diane Boyle** she was so helpful to me, both in saving quite a bit of money on my insurance, as well as being so informative and pleasant. I had my insurance with someone else, and when the cost went up asked Diane to see if she could do better for me . When finding out that she could save me that much, I told the other company that I'd be switching over to Cross. It was only then when they 'approached their manager' to see if they could match Cross' price, and they decided to lower their rate. I'm very happy that I made this decision to change, since my rate wasn't lowered at the other company until I said I'd be taking my insurance elsewhere, and I had already seen how Diane and Cross were so helpful to me. ~ **Helen Forbes**

"I have complete trust in Becky in that she will follow through with my communication needs."

It's always such a positive, welcoming experience whenever I call or come into the Cross office and am greeted by your receptionist, **Becky Masse**. She always makes me feel exceptionally comfortable, and you can tell that she puts more than 100% into everything she does to assist others, by the way that she expresses such great interest in your Cross clients. I have a complete trust in Becky in that she will follow through with my communication needs. Having trust in the person 'up front', likewise, encourages trust in the agency. ~**Don Michaud, Rollinsford, NH**

"I would definitely recommend working with Amanda and your office in the future."

Amanda Payeur was extremely helpful, informative and efficient. She was delightful to work with. I would definitely recommend working with her and your office in the future. Thanks Amanda! ~**Matt Dauphinais**

"...your receptionist was awesome, and Pam listened to my needs and found good solutions for me."

I just moved to New Hampshire. We were very happy with our independent insurance company in Iowa City, so I looked for another independent agent in the Barrington area. I looked at websites and I liked yours, plus it was close to everything, and grocery stores in Dover. I thought your receptionist, **(Becky Masse,)** was awesome and I thought **Pam (Hagen)** listened to my needs and found good solutions for me. Everyone was very friendly, and I hope this is the beginning of a long-lasting relationship. ~**Patricia Gingrich**

"Thank you so much for the quick turn around on these certificates..."

Deb (Gifford): Things look great on these. Thank you so much for the quick turn around on these certificates- especially considering it took me longer than anticipated to get the list to you! I wanted to also let you know how pleased both Naithan and I are with your level of service has been so far throughout this entire process. This has been a very painless process! ~**Jenn, Make a Difference Landscaping**

"...Amanda Payeur is courteous, efficient and helpful!"

Dear Mr. Gorman: I Just wanted to let you know that **Amanda Payeur** is courteous, efficient and helpful. She always answers my queries promptly. It's a pleasure to work with her. ~**Brigitte Williams**