



# ADVENT RESOURCES, INC.

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## IN THE NEWS

Data from  
*Powergram*®

### Customer Satisfaction With Auto Insurers Hits 5-Year High

Overall customer satisfaction with auto insurance companies has reached a 5-year high in 2009, averaging 801 (on a 1,000-point scale), which is 14 points higher than in 2008, according to the J.D. Power and Associates National Auto Insurance Study.<sup>SM</sup>

■ While satisfaction has increased in the four most important measures that contribute to overall satisfaction, the largest increase is in the Price factor—which rises 32 points from 2008.

■ Some 42% of customers this year report that their premiums decreased without having to switch to another insurer. This is nearly twice the rate from 2008.

■ For a 10th consecutive year, Amica Mutual (851) ranks higher in customer satisfaction with auto insurance companies, followed by State Farm (831); Shelter (828); Auto-Owners (825); Erie Insurance (823); and COUNTRY (816), respectively.

New Jersey Manufacturers Insurance Company (NJM) and USAA also achieve high levels of customer satisfaction, although they are not included in the rankings since they are not public and provide offerings to a closed constituency.

■ Although this year's satisfaction levels have significantly improved, historical data from J.D. Power and Associates indicates that nearly 12 months after the beginning of the 2001-2002 recessionary period in the U.S., overall satisfaction with auto insurance companies declined, with auto insurers raising rates.


■ Signs of the beginning of market hardening and rising rates might adversely impact customer satisfaction in 2010 and 2011, the study finds.

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## Advent Welcomes



Advent is pleased to welcome Maxon Hyundai Mazda, a New Jersey Hyundai Mazda dealer serving all northeastern New Jersey drivers with new and used inventory from their Union, New Jersey, location on Route 22W. Maxon Hyundai Mazda offers internet specials, parts and accessories and service as well as leasing and sales. Contact them online at [www.maxonhyundai.com](http://www.maxonhyundai.com).


We are also delighted to welcome Raceway Ford to the Advent client family. Raceway Ford serves the Moreno Valley from its location at 5900 Sycamore Canyon Blvd. in Riverside. This outstanding dealership boasts one of the largest inventories of new and pre-owned vehicles in Southern California. They also provide extensive online research for their customers. You can contact them online at [www.racewayford.com](http://www.racewayford.com) 

## Power User of the Month

*Chris Harty*

*Sales Manager  
Prime Mercedes*


Prime Mercedes in Westwood Massachusetts is one of the largest dealerships in New England. As sales manager, **Chris Harty** has proved to be an Advent expert, utilizing features such as Multipayment to fullest capacity.

Users like Chris, who make sure to push for every advantage offered by Advent, make us look good while ensuring that their dealership reaps the rewards. Thanks Chris 



## Cop Humor

These 16 comments were taken off actual police car videos around the country:

- “You know, stop lights don’t come any redder than the one you just went through.”
  - “Relax, the handcuffs are tight because they’re new. They’ll stretch after you wear them awhile.”
  - “If you take your hands off the car, I’ll make your birth certificate a worthless document.”
  - “If you run, you’ll only go to jail tired.”
  - “Can you run faster than 1200 feet per second? Because that’s the speed of the bullet that’ll be chasing you.”
  - “You don’t know how fast you were going? I guess that means I can write anything I want to on the ticket, huh?”
  - “Yes, sir, you can talk to the shift supervisor, but I don’t think it will help. Oh, did I mention that I’m the shift supervisor?”
  - “Warning! You want a warning? O.K., I’m warning you not to do that again or I’ll give you another ticket.”
  - “The answer to this last question will determine whether you are drunk or not. Was Mickey Mouse a cat or a dog?”
  - “Fair? You want me to be fair? Listen, fair is a place where you go to ride on rides, eat cotton candy and corn dogs and step in monkey poop.”
  - “Yeah, we have a quota. Two more tickets and my wife gets a toaster oven.”
  - “In God we trust, all others we run through NCIC.”
  - “No sir, we don’t have quotas anymore. We used to, but now we’re allowed to write as many tickets as we can.”
  - “I’m glad to hear that Chief (of Police) Hawker is a personal friend of yours. So you know someone who can post your bail.”
- And our personal favorite:*
- “You didn’t think we give pretty women tickets? You’re right, we don’t. Sign here 

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## Overheard

### *A younger point of view*

■ While I sat in the reception area of my doctor's office, a woman rolled an elderly man in a wheelchair into the room. As she went to the receptionist's desk, the man sat there, alone and silent. Just as I was thinking I should make small talk with him, a little boy slipped off his mother's lap and walked over to the wheelchair.

Placing his hand on the man's, he said, "I know how you feel. My mom makes me ride in the stroller, too."

■ As I was nursing my baby, my cousin's six-year-old daughter, Krissy, came into the room. Never having seen anyone breast-feed before, she was intrigued and full of all kinds of questions about what I was doing. After mulling over my answers, she remarked, "My mom has some of those, but I don't think she knows how to use them."

■ Out bicycling one day with my eight-year-old granddaughter, Carolyn, I got a little wistful.

"In ten years," I said, "you'll want to be with your friends and you won't go walking, biking, and swimming with me like you do now."

Carolyn shrugged. "In ten years you'll be too old to do all those things anyway."

■ Working as a pediatric nurse, I had the difficult assignment of giving immunization shots to children. One day I entered the examining room to give four-year-old Lizzie her needle. "No, no no!" she screamed.

"Lizzie," scolded her mother, "that's not polite behavior." With that, the girl yelled even louder, "No, thank you! No, thank you!"


■ On the way back from a Cub Scout meeting, my grandson asked my son the question. "Dad, I know that babies come from mommies' tummies, but how do they get there in the first place?" he asked innocently.

After my son hemmed and hawed awhile, my grandson finally spoke up in disgust. "You don't have to make something up, Dad. It's OK if you don't know the answer."

■ Just before I was deployed to Iraq, I sat my eight-year-old son down and broke the news to him. "I'm going to be away for a long time," I told him. "I'm going to Iraq."

"Why?" he asked. "Don't you know there's a war going on over there?"

■ Paul Newman founded the Hole in the Wall Gang Camp for children stricken with cancer, AIDS and blood diseases. One afternoon he and his wife, Joanne Woodward, stopped by to have lunch with the kids. A counselor at a nearby table, suspecting the young patients wouldn't know that Newman was a famous movie star, explained, "That's the man who made this camp possible. Maybe you've seen his picture on his salad dressing bottle?" Blank stares. "Well, you've probably seen his face on his lemonade carton."

An eight-year-old girl perked up. "How long was he missing?" 

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## Amazingly Simple Home Remedies

• Avoid cutting yourself when slicing vegetables by getting someone else to hold them while you chop.


• Avoid arguments with the Mrs. about lifting the toilet seat by using the sink.

• For high blood pressure sufferers: simply cut yourself and bleed for a few minutes, thus reducing the pressure in your veins. Remember to use a timer.

• A mouse trap, placed on top of your alarm clock, will prevent you from rolling over and going back to sleep after you hit the snooze button.

• If you have a bad cough, take a large dose of laxatives; then you'll be afraid to cough.

• You only need two tools in life - WD-40 and Duct Tape. If it doesn't move and should, use the WD-40. If it shouldn't move and does, use the duct tape.

• If you can't fix it with a hammer, you've got an electrical problem. 

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## Warning! Idiot Sightings Ahead

➤ We had to have the garage door repaired. The Sears repairman told us that one of our problems was that we did not have a "large" enough motor on the opener. I thought for a minute, and said that we had the largest one Sears made at that time, a 1/2 horsepower. He shook his head and said, "Lady, you need a 1/4 horsepower." I responded that 1/2 was larger than 1/4. He said, "NO, it's not." Four is larger than two.."

We haven't used Sears repair since.

➤ My daughter and I went through the McDonald's take-out window and I gave the clerk a \$5 bill. Our total was \$4.25, so I also handed her a quarter. She said, "You gave me too much money." I said, "Yes I know, but this way you can just give me a dollar bill back." She sighed and went to get the manager who asked me to repeat my request. I did so, and he handed me back the quarter, and said "We're sorry but they could not do that kind of thing." The clerk then proceeded to give me back \$1 and 75 cents in change.

*Do not confuse the clerks at McD's.*

➤ I live in a semi rural area. We recently had a new neighbor call the local township administrative office to request the removal of the DEER CROSSING sign on our road. The reason: "Too many deer are being hit by cars out here! I don't think this is a good place for them to be crossing anymore."

*From Kingman, KS*

➤ My daughter went to a local Taco Bell and ordered a taco. She asked the person behind the counter for "minimal lettuce." He said he was sorry, but they only had iceberg lettuce.

*From Kansas City*

➤ I was at the airport, checking in at the gate when an airport employee asked, "Has anyone put anything in your baggage without your knowledge?" To which I replied, "If it was without my knowledge, how would I know?" He smiled knowingly and nodded, "That's why we ask."

*Happened in Birmingham, Ala.*

➤ I work with an individual who plugged her power strip back into itself and for the sake of her life, couldn't understand why her system would not turn on.

*A Dallas County Sheriff's deputy*

➤ When my husband and I arrived at an automobile dealership to pick up our car, we were told the keys had been locked in it. We went to the service department and found a mechanic working feverishly to unlock the drivers side door. As I watched from the passenger side, I instinctively tried the door handle and discovered that it was unlocked. "Hey," I announced to the technician, "its open!" His reply, "I know. I already got that side."

*This was at the Ford dealership in Canton, Mississippi* 