

Your best Insurance is an Insurance Broker!



Celebrating 25 Years – YAHOOOO!

The Costen & Associates family will be celebrating 25 years of business (est. 1987) and we would like to invite YOU to celebrate with us! We will be hosting an Open House in June 2012 with food, drinks and prizes. Costen & Associates will enter one draw ballot for each year that you have been insured with us, and an additional ballot for each current policy that you hold as of May 1, 2012. Please watch for your official invitation in early 2012!

Friendly New Faces

We would like to welcome the following friendly new faces to the Costen & Associates family:



Karen Sandeman – Karen has been in the insurance industry since 1977 and an owner/manager of Glenmore Insurance Brokers Ltd for 21 years. In her spare time she volunteers at Heritage Park

and is also a board member and volunteer for CWRS, rescuing and releasing urban wildlife. Karen also loves to cook and bake, travel, play bridge, and golf.



Matthew Hobbs – Matt started in the life insurance industry in 2010 and has decided to focus on general insurance. He recently obtained his Level 1 licence and began his career with Costen &

Associates in September 2011. Matt enjoys attending leadership seminars, networking and is truly eager to pursue his professional development!



Shauna Banner – Shauna has been in the insurance industry since 2003, originally in reception. She quickly moved into personal lines customer service and then into commercial lines where

she has specialized for the past 3 years. In her spare time, she enjoys walking and playing with her two dogs. Shauna also loves to travel and play golf in the summer and curl in the winter.

We'd love to hear from you...

Phone: 1-403-245-2424 • 1-800-811-5044 Fax: 1-403-237-5599 • 1-800-811-5109

E-mail: admin@costeninsurance.com



New Product Offered

Legal Expense Insurance (LEI) is a unique product that helps individuals and business owners defend or pursue legal action if they have a dispute with another party. With the coverage provided by DAS Canada, policyholders have access to legal advice and guidance, plus the security of knowing the costs of pursuing legal action will be covered.



Costen You Less

We invite you to visit and subscribe to our blog (www.costeninsurance.blogspot.com) for up-to-date information on our Brokerage, product offerings, interesting insurance facts, and more. We are also now on Facebook (www.facebook.com/costeninsurance), twitter (@costeninsurance) and LinkedIn.

Automatic Renewal

Please be advised that your insurance policies automatically renew each year. Please contact our Office should you wish to cancel your policy as a result of relocation to another Province, etc.

Customer Appreciation Draw

Congratulations to the 2011 Customer Appreciation Draw winners who won a \$50.00 gift card for the Vendor of their choice. All of our new Glenmore Clients will automatically be entered into the draw as of January 1st, 2012. Good luck to all of our new and existing customers!

Customer Referral Program

Thank you for your continued support of our Customer Referral Program. To date, over \$680.00 has been raised for our 2011 Charity, Youville (www.youville.net). For each referral that



results in new business, Costen & Associates will make a \$5.00 donation to our Charity of the Year, or a preferred charity of your choice. Our Charity for 2012 is Emma House (www.emmahouse.ca).



Recovery Residence for Women

Home sweet hope

Our Charity for 2012 is Emma House

Now Open SATURDAYS!

Costen & Associates is now OPEN
SATURDAYS from 10:00AM – 4:00PM.



www.costeninsurance.com