



EAST UNION COMMUNITY SCHOOL

1916 High School Drive

Afton, IA 50830

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Superintendent
Tim Kuehl

MS/HS Principal
Jason Riley

Elem. Principal
Joan Gordon

School Business Official
Rhiannon Tessum

Early Childhood Director
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To Whom It May Concern:

For many years, the East Union Community School District has been a client of Jester Insurance and Specialty Underwriters' Equipment Maintenance Insurance Program. We have successfully implemented this program across our district, and our positive experience is a direct reflection of the exceptional support and expertise provided by Jester Insurance and Specialty Underwriters. Their knowledge, responsiveness, and willingness to go the extra mile for our staff have been invaluable.

Jester Insurance and SU Group LLC have proven to be experts in school insurance, offering a valuable resource tailored specifically for Iowa schools. Initially, we were skeptical about the program's benefits, but they have consistently fulfilled their promise to reimburse our eligible repair bills, reinforcing the program's effectiveness and reliability.

The program has allowed us to shift costs that were traditionally covered by the General Fund to an insurance policy paid out of the Management Fund, providing significant financial relief. Expenses such as copier and printer maintenance, computer repairs, and HVAC-related costs have all been successfully integrated into this program. Additionally, Jester and SU Group have been receptive to our input, considering our suggestions for additional covered expenses and successfully implementing many of them.

Representatives of the program have been instrumental in our district's successful participation. They have worked closely with our staff, ensuring that we understand the program requirements and streamlining the claims process to align with our existing district tracking systems. Their ability to integrate our work order documentation from Buildings & Grounds and IT into the claims process has significantly increased efficiency and ease of use.

Beyond the initial implementation, representatives of the program continue to meet with us annually to review past experiences, discuss improvements, and ensure we maximize the program's benefits. They remain readily accessible to address any questions or concerns, consistently providing outstanding service and support.

At the end of the day, we trust Jester Insurance and SU Group LLC to be our provider for Equipment Maintenance Insurance, and we highly recommend other districts to do the same. Our long-standing relationship has been excellent, and we look forward to continued success with their program.

Respectfully,

Rhiannon Tessum

Rhiannon Tessum
School Business Official
East Union Community School District

Afton - Arispe - Lorimor - Shannon City - Thayer