

PRIVACY STATEMENT

As a valued customer, we respect the trust that you have placed with us and we continuously strive to earn and maintain that trust. We understand the importance of protecting the confidentiality and security of your nonpublic personal information. We have a long history of protecting our customer's privacy.

In order to provide you with top quality insurance and financial products and with the service you deserve, it is necessary for us to collect nonpublic personal information about you and, in certain situations, to share the information with others. The following notice describes our policies and practices with regard to your nonpublic personal information.

What types of information do we collect about you, and where do we get that information?

We may collect nonpublic personal information about you:

- From you through applications and other documents, through telephone or personal interviews, or through our website;
- From your insurance companies;
- From our own records; and
- From consumer reporting agencies and other authorized providers of personal information.

This information may include your name, address, claims history, and other similar information. We use this information to help us market and underwrite your insurance policies, assist with your claims, and provide the best possible service to our customers at the best possible price.

What types of information about you do we disclose to others, and to whom do we disclose it?

The nonaffiliated third parties with whom we might share your nonpublic personal financial information include insurance companies, service companies that help us issue policies and handle claims, attorneys who may be defending you in lawsuits, and legal and regulatory authorities.

We do not sell your nonpublic personal information to other companies for their own marketing purposes. And before we would consider sharing this information with others, except as permitted by law and except as otherwise described above, we would provide you with an opportunity to opt out of such disclosures.

Although our privacy policy applies to both current and former customers, we will send you a privacy notice, no less than once per year, as long as we continue to do business with you. We'll also notify you of any changes.

If you apply or attempt to apply to receive insurance through us and provide information with the intent or purpose of fraud or that results in either an actual crime of fraud for any reason including willful or unwillful acts of negligence whether intended or not, or in any way demonstrates or indicates attempted fraud, your non-medical information can be given to legal authorities including police, investigators, courts, and/or attorneys or other legal professionals, as well as any other information as permitted by law.

How do we protect the confidentiality and security of your information?

We restrict access to nonpublic personal financial information about you to employees and others who may need access to that information for legitimate business purposes – such as to properly underwrite policies, service claims, develop products, and communicate with customers. We maintain physical, electronic, and procedural safeguards designed to ensure the privacy of your personal information, and we continually monitor these security protections. Thank you for your trust in us. We want to hear from you if you believe that we are not protecting your personal financial information in the manner described above. Please contact us at 770.719.1717.



Limited Right to Use Non-Identifying Personal Information From Biographies, Letters, Notes, and Other Sources:

Any pictures, stories, letters, biographies, correspondence, or thank you notes sent to us become the exclusive property of Pacific General Financial. We reserve the right to use non-identifying information about our clients (those who receive services or goods from or through us) for promotional purposes that are directly related to our mission.

Clients will not be compensated for use of this information and no identifying information (photos, addresses, phone numbers, contact information, last names or uniquely identifiable names) will be used without client's express advance permission.

You may specifically request that NO information be used whatsoever for promotional purposes, but you must identify any requested restrictions in writing. We respect your right to privacy and assure you no identifying information or photos that you send to us will ever be publicly used without your direct or indirect consent.

