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Travelers The Winning Combination

(DESCRIPTION)

A Bay Tek Games semi truck drives through a parking lot.

(SPEECH)

[MUSIC PLAYING]

KEN DEERING: One of our delivery folks was tasked with driving one of our games down to Branson, Missouri. He drove over to the airport and caught the end of the canopy that was overhanging there and ripped the top of the truck right off. The impact of having this vehicle out of service was huge to us.

[MUSIC PLAYING]

(DESCRIPTION)

Several arcade games. One spins along various ticket amounts, then lands on The Winning Combination.

(SPEECH)

Bay Tek Games makes arcade games, family fun entertainment, coin-operated games.

(DESCRIPTION)

Race car.

(SPEECH)

We were just launching one of our brand-new games called NASCAR Showdown. This is a big game. It's hard to handle. It's very important that we can meet the requirements of the customers and have the games there on time.

(DESCRIPTION)

People walk.

(SPEECH)

MARIE PATER: After beginning to speak with Ken Deering, I could tell the concern in his voice. He needed this truck back on the road right away. I right away got in touch with the appraiser so he knows what to expect when he comes out.

JERRY CHOSA: Your bed actually allows for [INAUDIBLE] to drive in your truck.

KEN DEERING: Right.

JERRY CHOSA: He was pretty insistent that we try to get it repaired as quick as possible. They only have the one truck and it is a specialty-made box.

KEN DEERING: Without our truck, we were going to be unable to deliver our games and so we were pretty nervous about what our future was going to be.

JERRY CHOSA: I actually found the manufacturer. They removed the box, removed the lift, and then they physically drove the vehicle to Milwaukee, made a whole entire brand-new box at probably a cost that was a little more effective than trying to fix the old box.

KEN DEERING: I was expecting kind of an adversarial type of situation where as the insured, I had to make sure I knew what was in my policy. Instead, I found that I had an advocate for Bay Tek Games in Travelers Insurance.

JERRY CHOSA: Deep down, I know how if I was a claimant or an insured how I would want to be treated by a major insurance company. And I want to make sure that I can do whatever I can to make sure that everything is done right for the insured, myself and Travelers all at the same time.

KEN DEERING: Bay Tek Games is known for their great customer service so I can truly appreciate that Travelers really stepped up. I would absolutely recommend Travelers Insurance to anyone.

[MUSIC PLAYING]

(DESCRIPTION)

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