

For Marsh | McDonald's Business Insurance Program policyholder Donnie Powell of Raleigh, North Carolina, Christmas 2013 meant disaster. A fire destroyed his restaurant in Wilson, 50 miles east of Raleigh.

"A friend who's a volunteer fireman called me at 1:30 a.m. on Christmas morning," says Donnie, who owns seven stores in eastern North Carolina. "He told me, 'There's a fire at your store.' I dash over there, I'm watching this burn and I'm stressing." Donnie watched it burn through the night, and wasn't able to come home to his family until 4 p.m. Christmas Day. (Donnie's store on fire, photo at right)



The day after Christmas, Donnie got a reassuring phone call from Jeff Gukenberger, McDonald's US Owner/Operator Risk Manager, as well as Pat Mulligan, his Marsh representative. The message, Donnie recalls, was, " 'Rest assured that you're going to be taken care of.' "

Donnie received more than he expected from his coverage. The Marsh | McDonald's Business Insurance Program doesn't just pay for restoring a store in the event of a total loss—it pays to rebuild it to the most current McDonald's specifications. Donnie's new restaurant is larger than the previous and it includes two drive-through lanes and three drive-up windows as well as digital revolving menu boards. (See the new Wilson, N.C. McDonald's at right)



Construction began in early June and the new restaurant opened in mid-August. Start to finish, it beat everyone's expectations. "The construction manager told me she dealt with another fire a year and a half ago, with another insurance company," Donnie says, "and it was a nightmare."

Now, Donnie Powell has a "beautiful new building, and I couldn't be happier," he says proudly. "I've been with Marsh since my first day as an Owner/Operator, and I would be happy to tell my fellow Owner/Operators how satisfied I am with the insurance program. You came through when I needed you."



The quote you requested is in the pocket at right. When you accept it, you're not only getting a business solution. Like Donnie Powell, you're getting a trusted ally you can rely on.