

## What happens when I have a loss?

For this, the answer is quite simple. You call us! Not some 800 number in some far off land... You call SFI Group and speak to one of our experienced team members. We will file your claim and walk you through the process so you know exactly what to expect. The claims process is our time to shine. The SFI Group staff has filed hundreds of claims and takes pride in providing the best possible service in this part of the insurance process. When you purchase an insurance policy from any insurance agent, you are really purchasing a piece of paper and a promise. If the promise does not deliver when you need it, then you have wasted your time and money.

SFI Group makes it easy to file a claim. The new website has a page that is dedicated to claims. You can submit your claim online with the simple form or you can call toll free. Either way, your claim will get filed in a timely and accurate manner. Whether your claim is for a total loss or a partial loss, SFI Group will work diligently to make sure every claim gets settled in the proper way, for the right amount.



## Our Mission

"To Be of Great Service"

Check out this brochure to learn more about us at SFI Group, Inc., call us or visit our website at [www.quotesfi.com](http://www.quotesfi.com)

Contact us today for more information and a free, no obligation quote!



*Insurance for Everything Important to You.*



HOMEOWNERS  
INSURANCE

### Surf City Office

13500-105 NC Hwy 50 & 210  
Surf City, NC 28445

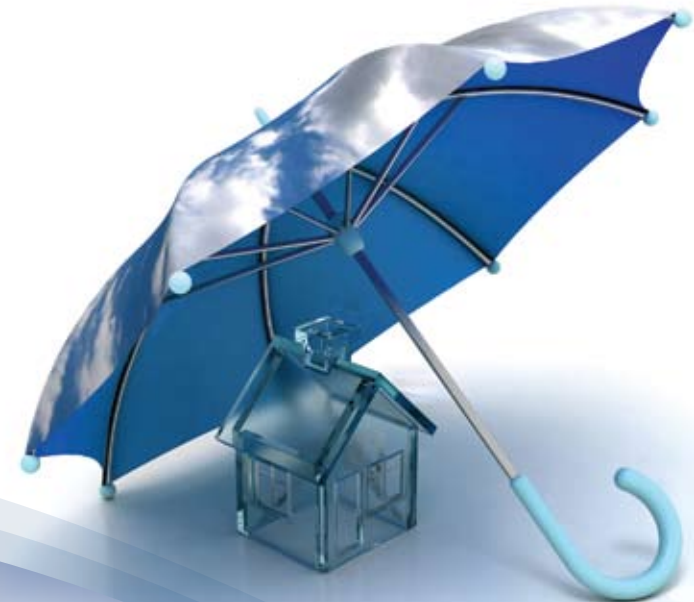
910.329.4443 Local  
888.324.0140 Toll-free  
910-329-4449 Fax

### Sneads Ferry Office

104 Lakeside Dr  
PO Box 519  
Sneads Ferry, NC 28460

910.327.3388 Local  
910.327.3234 Fax

[www.quotesfi.com](http://www.quotesfi.com)





## About Us

SFI Group, Inc. is an independent insurance agency with a long history of protecting our insureds. Since we are located in a coastal area, we have spent countless hours searching the markets for the best insurance packages for coastal homeowners. Whether you are a full-timer or a part-timer, we can make sure you have the insurance you need for your home on the coast.

As an independent agency, we are not bound by contractual obligations to submit all quotes to one market to satisfy your insurance needs. We have alliances with many different markets to write coastal homeowners insurance for you. Whether you own your vacation home in your personal name or in an LLC, we have insurance companies ready to write a homeowners insurance policy instead of a bare bones dwelling policy. Our staff is extremely knowledgeable, dependable, and here to help!

**“The SFI Group is terrific to work with. The experienced insurance professionals at the SFI Group provide first-rate service. Their commitment and efforts to ensure the best possible coverage for my needs at the most affordable premiums possible gives me peace of mind that, if the unexpected occurs, I will be protected.”**

Nick P.

## Our Story

SFI Group, Inc. started in 1982 in Sneads Ferry, NC. The first location was a small building on Fulchers Landing Road. For the next few years, John Henderson III worked tirelessly to build this small insurance agency, then known as Sneads Ferry Insurance. A few years later, the office was moved to “Four Corners” in Sneads Ferry.

The agency continued to grow and quickly discovered an underserved market for coastal homeowners insurance. Identifying this market was the key to becoming one of the best insurance agencies in the region. SFI is dedicated to bringing quality insurance programs to our clients. Topsail Island has some very unique insurance needs and issues. Being on a barrier island, acquiring knowledgeable flood insurance agents was foremost in serving our customers to the best of our abilities.

Over the next few years, Sneads Ferry Insurance also grew to be a leading source of information for many in the Real Estate business in our area. SFI Group continues this tradition by working with local Real Estate Agents to make sure all referred clients are well taken care of. During Hurricanes Bertha and Fran in 1996, John and the staff made sure that all of the insured’s were treated fairly and according to the insurance policies they had purchased. Hundreds of claims were filed and resolved without any major issues. This service is the foundation of our experienced agency.

A few years later, and parallel to this was the advent of Steadfast Insurance Agency. Steadfast was started in Hampstead in 2002, when Michelle Wheeler, a former claims adjuster, identified the need for an independent insurance agency in the Hampstead, NC area. Michelle and Scott Wheeler started the agency with one simple goal in mind: “To Be of Great Service” and this continues to be our primary focus.

In 2003, Steadfast Insurance Agency began a year long discussion with Sneads Ferry Insurance about a possible merger between the two growing agencies into one very strong agency. Thus was the origin of SFI Group, Inc. Incorporated in 2003, SFI Group, Inc. formally merged with Sneads Ferry Insurance Agency on January 1, 2004. From that date forward, the SFI team has worked tirelessly to make sure that all of the clients have the piece of mind to know their property is protected. Over the past few years, SFI Group has strived to be the best place to work and the place for you to trust with all of your insurance needs. Recently, the team has adopted a motto attributed to Lou Holtz, former Head Football Coach of Notre Dame University...

**“Do what’s right! Do your best! Treat others how you want to be treated!”**

Dear Michelle (and SFI Group team):

We just want to thank you all for being such a great group to work with for our insurance needs. Your recent assistance in getting us the necessary liability coverage we needed for our home while saving us almost \$300 this year on our car insurance was truly a blessing! We have been customers of your group since we moved to North Carolina, and we are so pleased with your knowledge of the available options and your ability to stay competitive with rates. With our car insurance alone, you not only saved us money, but you were able to double our liability in case of an accident. We hope we will never have to use it, but sure does give us peace of mind as we drive around! Your customer service is excellent, and we are so glad we found your company!

Thanks again for all your hard work! We really appreciate it!

Happy customers since 2004,  
Dan & Rachelle C.

