



On December 23, 2020, the following letter was sent to Patricia Cooper Insurance clientele:

Dear Valued Customer,

All of us at Cooper Insurance are very excited to tell you about some changes coming in January 2021. We have the privilege of becoming part of something that we feel will bring new opportunities to our clients while hanging on to the same "family" approach to service that has been our brand since our Agency's inception.

**We have decided to accept an offer from Smart Financial Credit Union to purchase the Agency effective January 1, 2021.** They already have a thriving Agency as part of their services to members. We are confident that this will be an excellent fit for our customers as their personalized approach to doing business mirrors ours. "Treat them like family" is what we have heard from the top down at Smart Financial. We believe in this so much that all of us at Cooper Insurance will be joining the Smart Financial team. Cindy and Angel will continue to assist you with your needs as Insurance Agents, so you will have someone there who knows you and your family. I will move to Smart Financial as Senior Insurance Agent and will assist with commercial accounts. I will be there to ensure a smooth transition for every account.

Your policies will stay exactly as they are now, with the only change being that your agent's name at the top of the policy will show Smart Financial at renewal. With their tagline being "People. Passion. Purpose." we believe that you will be happy being a member of the Smart Financial family. Be on the lookout for correspondence from Smart Financial in the coming weeks with information about their Insurance Group, membership, and other products and services. In the meantime, please do not hesitate to contact any of us should you have questions. **To reach Smart Insurance Group\*, call 713-407-1994 or visit them online at [www.smartcu.org/insurance](http://www.smartcu.org/insurance).**

We wish you the happiest of New Years and thank you for being a part of our family. We look forward to working with you through Smart Financial Credit Union in the coming years. All Agents will be temporarily working out of the Smart Financial Conroe location at **3201 W Davis Street, Conroe, TX 77304** starting January 2, 2020. More news on our new Magnolia location is coming soon!

With gratitude,

Patricia Cooper  
Owner, Patricia Cooper Insurance

\*Smart Insurance Group is not federally insured by NCUA.