



BOARD OF DIRECTORS

Barbara Iacometti, President

Details SalonSpa - Executive Comm Chair

Julie Klein, 1st Vice President

Julie Designs - Crime Prevention Chair

Michael Akey, 2nd Vice President

Pacific View Real Estate - Design Chair

Mike Stifano, Treasurer

Winstons - Finance Chair

Yvonne Cruz, Secretary

Surf'n Sea Wetsuits

Mary Orem,

Villa de Loma Apartments

David Smedley

Smedley, Gallagher & Gee, LLP

Gary Gilmore

Gilmore Family Jewelers - ER Chair

Dave Martin

Shades Oceanfront Bistro - OBREL

Craig Gerwig

Newport Avenue Antique Center

Matt Kalla

Matt Kalla Insurance Agency

Tevia Oskin

Wizard of Paws - Promotion Chair

Chris Wilmot

Christopher W. Wilmot, CPA

Ron Marcotte

Sign Diego

STAFF

Denny Knox, Executive Director Claudia Jack, Associate Director Liz Greene, Creative Director Susan James, Directory Manager

FARMERS MARKET STAFF

David Klaman & Community Crops, Market Managers

Tony, Carlos, Josh, Kimberly



October Meeting Schedule

Tue. Oct. 1 8:30am - Design Meeting Fri. Oct. 4 8:30am - Promotion Meeting Tue. Oct. 8 10:00am - OBREL Meeting Wed. Oct. 9 8:30am - Finance Meeting Wed. Oct. 9 Noon - ER Committee Thur. Oct. 10 Noon - Board Meeting Tue. Oct. 15 8:30am - Crime Prevention Thur. Oct. 24 6pm - OBMA Annual Mtg & Awards Celebration at the Masonic Center All meetings held at the OBMA office

unless otherwise noted

Ocean Beach MainStreet Association

Annual Report & Newsletter

October 2013





A YEAR IN REVIEW JULY 2012 - JUNE 2013

A Message from our President, Barbara lacometti

We have compiled many of the accomplishments and ongoing projects during the past fiscal year. With much enthusiasm and dedication from our volunteer committee members, special event workers and our dedicated board of Directors, Ocean Beach continues to upgrade and improve the business districts along with aggressive marketing campaigns to promote local businesses and all community events. Each of our committees is

unique and participates in the overall longevity and success of the Ocean Beach Main-Street Association.

OBMA is comprised of 225 Associate Members and 324 BID Members with 14 volunteer Board of Director positions, 5 volunteer Executive Committee positions, and 7 volunteer standing committee chairpersons. We don't use the term "Volunteer" lightly as it is the key to everything we do as an association. I'm proud and honored to be serving as the President of the Ocean Beach MainStreet Association and hope to see you all at the Oct 24th Annual Awards Celebration. Barb Annual Report continued on page 3



READ ALL ABOUT YOUR REQUIREMENTS!

AFFORDABLE CARE & FAIR LABOR STANDARDS ACT - OCT. 1, 2013 DEADLINE

Attention Employers: The Affordable Care Act (ACA) requires employers to provide all new hires and current employees with a written notice about ACA's Health Insurance Marketplace, or exchanges, by October 1, 2013. This requirement is found in Section 18B of the Fair Labor Standards Act (FLSA). ACA's exchange notice requirement applies to employers that are subject to the FLSA. Employers must provide the ex-change notice to each employee, regard-less of plan enrollment status or part-time or full-time status.

Employers are not required to provide a separate notice to dependents or other individuals who are or may become eligible for coverage under the plan but who are not employees. Employees hired after October 1, 2013, must be provided this notice within 14 days of start date.

The exchange notice should inform employees about the existence of the exchange and describe the services provided and the manner in which the employee may contact the exchange to request assistance. The notice should also explain how employees may be eligible for a premium tax credit or a cost-sharing reduction if the employer's plan does not meet certain requirements.

The notice must also inform employees that if they purchase coverage through the exchange, they may lose any employer contribution toward the cost of employer-provided coverage, and that all or a portion of this employer contribution may be excludable for federal income tax purposes. The notice should include contact information for the exchange and an explanation of appeal rights.

The Department of Labor has provided two sample exchange notices, one for employers who offer a health plan to some or all employees and one for employers who do not offer a health plan. Employers may use one of these models, as applicable, or a modified version, provided the notice meets the content requirements described above. As a small business owner, you may have questions about how to comply with the noticing process. Visit the following web-site for more information:

Guidance on the Notice to Employees

www.dol.gov/ebsa/newsroom/tr13-02.html#footnotes

Do I have to comply with the FLSA?

www.dol.gov/elaws/esa/flsa/scope/screen24.asp



Photos by Troy Orem



Many thanks to our State
Assemblywoman,
Toni Atkins who arranged for the

OBMA to have

as part of our *Business*

Development Series. We had approximately 100 attendees at the everpopular **OB Playhouse**, with food by **Raglan** and coffee by **Lazy Humming-bird**.

We hope you all had a great time and learned something new.







Best Way to Keep Customers From Leaving

Existing customers seldom jump ship because of price or functionality. Here's the real reason they booted you out. Most people think that selling means getting new customers. That's part of the job, of course, but truly successful companies thrive on their ability to keep the customers they've already acquired.

The reason is simple. Finding new customers is expensive and time consuming. Many companies consider a "get new customers" campaign successful if more than 5% of the customers contacted end up buying. By contrast, selling to existing customers is cheap and easy. Sales campaigns launched at a base of existing customers often have success rates as high as 70%, according to the fascinating book Customer Winback. That's why losing a good customer to the competition is always a bad thing: You have to work more than 10 times as hard to get enough new customers just to make up the revenue that you lost -- and forget about profit.

Why Customers Leave You . . .

Curiously, most business owners and managers have the exact wrong idea about why customers leave. Most people believe that customers leave because:

- 1. They found a lower price elsewhere.
- 2. Their needs changed. "Wrong"

According to a classic study by the research firm CRMGuru, here are the

reasons that customers give for jumping ship (respondents allowed multiple selections):

75% Bad Customer Service

52% Poor quality

25% Price

15% Functionality or needs have changed

As you can see, when it comes to keeping your existing customers, customer service is three times more important than price -- and five times more important than functionality.

That's ironic, because most companies, especially smaller ones, are obsessed with functionality and price. Quality and customer service are often afterthoughts.

If you want to keep the customers that you've got, you should reverse priorities and pay more attention to customer service and quality -- and, consequently, less attention to functionality and price.

Regardless of what you're selling, your long-term profitability is largely dependent upon your ability to keep current customers, rather than your ability to acquire new ones.

And that means keeping your existing customers happy -- which is mostly about how you treat them once they're already customers.

Barbara Wold, International Speaker, Author and Business Strategist Downtown Revitalization, Recruitment & Merchant Retention 9795 Jefferson Parkway, Suite F1, Englewood, CO 80112 USA

+1.720.542.3055 bwold@ix.netcom.com

Ocean Beach MainStreet Association

Our Mission is to find a unique balance of economic development within a neighborhood setting and, through special events, to contribute to the health, wealth and pride of our coastal community.

EXECUTIVE COMMITTEE (Organization Committee)

Chair: Barbara Iacometti, Details SalonSpa - President of OBMA Meets as needed.

OBMA BOARD OF DIRECTORS

Meets monthly the 2nd Thursday at noon at the OBMA Office

- · Provided direction and vision for the OBMA
- Hosted 76 regularly scheduled meetings and 18 additional special event meetings.
- Directed staff to attend 37 meetings with groups including the BID Council, City of San Diego staff members.
- Five Board members attended California Main Street Alliance Conference held in Solana Beach to learn more about what other associations do to solve common problems.
- Nominated Raglan Public House as the Ocean Beach BID choice for citywide BID Business of the Year.
- Completed all requirements to remain a member in good standing with CAMSA and National Trust for Historic Preservation's National Main Street Program.

- Managed Special Events 50 Farmers Markets, OB Street Fair & Chili Cook-Off Festival and Ocean Beach Oktoberfest – with a determined effort to hire and use local services and products for the events.
- Managed the Annual OBMA Awards Celebration and Annual Meeting.
- · Managed the OB Business Improvement District and the Newport Avenue MAD.
- Directed staff to maintain accurate records of all members and to educate non-members.

FINANCE COMMITTEE

Chair: Mike Stifano, Winstons - Treasurer OBMA Meets the 2nd Wednesday at 8:30am at the OBMA Office unless otherwise posted.

- Reviewed all the financials each month prior to the full OBMA Board meeting.
- Assisted staff with unexpected expenditures/challenges and other financial issues.
- Provided guidance to the full Board for all financial /accounting goals.
- Directed staff to keep reserves for emergencies.
- Participated in developing and maintaining an adequate, fiscally sound
- Compared Profit and Loss statements to budget estimates on a quarterly basis.



Ocean Beach MainStreet Association

STATEMENT OF FINANCIAL POSITION

As of June 30, 2013

COMMENT ASSET	CU	RR	ENT	ASSE	TS
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CURRENT ASSETS	
Cash	\$ 49,760
Cash - Board designated	58,221
Accounts & Grants Receivable	63,658
Inventory Asset	5,138
Prepaids & Undeposited funds	<u>5,964</u>
TOTAL CURRENT ASSETS	\$182,741
PROPERTY & EQUIPMENT	
Equipment & Furniture	30,214
Website	1,300
Leasehold Improvements	2,742
Accumulated Depreciation	<u>-23,770</u>
TOTAL PROPERTY & EQUIPMENT	\$ 10,486
OTHER ASSETS	
OTHER ASSETS Security Deposits	600
	600 <u>\$ 193,827</u>
Security Deposits	-
Security Deposits TOTAL ASSETS LIABILITY AND NET ASSETS Accounts Payable	\$ 193,827 12,086
Security Deposits TOTAL ASSETS LIABILITY AND NET ASSETS Accounts Payable Credit Card Payable	\$ 193,827 12,086 2,928
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Security Deposits TOTAL ASSETS LIABILITY AND NET ASSETS Accounts Payable Credit Card Payable TOTAL CURRENT LIABILITIES EQUITY Unrestricted net assets	\$ 193,827 12,086 2,928 \$15,014 58,829
Security Deposits TOTAL ASSETS LIABILITY AND NET ASSETS Accounts Payable Credit Card Payable TOTAL CURRENT LIABILITIES EQUITY Unrestricted net assets Temporarily restricted net assets	\$ 193,827 12,086 2,928 \$15,014 58,829 99,069
Security Deposits TOTAL ASSETS LIABILITY AND NET ASSETS Accounts Payable Credit Card Payable TOTAL CURRENT LIABILITIES EQUITY Unrestricted net assets Temporarily restricted net assets Net Income	\$ 193,827 12,086 2,928 \$15,014 58,829 99,069 20,915
Security Deposits TOTAL ASSETS LIABILITY AND NET ASSETS Accounts Payable Credit Card Payable TOTAL CURRENT LIABILITIES EQUITY Unrestricted net assets Temporarily restricted net assets	\$ 193,827 12,086 2,928 \$15,014 58,829 99,069

Draft pending annual audit

Ocean Beach MainStreet Association STATEMENT OF ACTIVITIES

July 2012- June 2013



INCOME

TOTAL REVENUE	\$ 631,649
Interest Income	<u> </u>
Promo/Marketing	57,607
Memberships, PROW	17,820
Special Events Income	417,653
Contributions	3,449
MAD Assessments	49,571
Grant Income	61,073
BID Assessments	\$24,421



EXPENSES

Organization	81,327
Capital Imp/Repair/Projects	46,816
Promotion	169,818
MAD Expenses	49,621
Farmers Market	89,131
Fireworks	28,044
Street Fair	124,031
Other Events	18,064

\$ 606,852 **TOTAL EXPENSES**

NET ORDINARY INCOME 24,797 OTHER EXPENSES

Depreciation -3,882 **NET INCOME** 20,915

Draft pending annual audit

PROMOTION COMMITTEE

Chair: Tevia Oskin, Wizard of Paws Pet Sitting – OBMA Board Member Meets 1st Friday of each month at 8:30am at the OBMA Office

- Collaborated with writers, OB Historical Society and the Beacon to produce an entire edition of the Peninsula Beacon devoted to the 125th anniversary of Ocean Beach (2012).
- Produced and marketed the first in a series of Ocean Beach ornaments to honor the 125th Anniversary of Ocean Beach.
- Promoted Ocean Beach restaurants, bars and lodging during the Ocean Beach Restaurant Week in December of 2012.
- Printed over 500 Historical Plaque and OB Mural brochures for distribution to visitors and residents alike.
- Co-hosted 10 OBMA Sundowners with local businesses and restaurants/caterers for the benefit of OBMA member networking.
- Upgraded and continued to financially support the web camera, OB Web Cam located atop the OB Hotel.
- Produced and hosted three successful Business Development Series workshops: 2013 Annual Marketing Breakfast – Marketing Resources and Strategies for your Business, Storefront Improvement = Business Improvement, and Online Marketing and Social Media Engagement.
- Designed and produced marketing items to sell year-round to raise additional funds for beautification projects and maintenance repairs in the commercial areas of Ocean Beach.
- Produced and printed 21,000 OB Local Business Directories that continue to be distributed to residents, businesses and visitors. 13,000 copies were delivered door-to-door in Ocean Beach and Point Loma.
- Hosted "Decorate with Lights" project to provide commercial areas with holiday lights in participating businesses.
- Contracted with Josh Utley, Intrepid Network, to manage our website and continued to upgrade website and mobilization.
- Posted to all forms of social media to promote local businesses and activities in the community including our special events.
- · Contracted with directory experts to redesign online directory.
- Stuffed and mailed 23 member inserts in monthly newsletters.
- Produced, printed and distributed 425 OBMA newsletters monthly.
 Emailed an additional 200 newsletters and posted all newsletters on the OBMA website.
- Placed dozens of ads in a variety of publications both online and in print including the UT, CityBeat, Peninsula Beacon, also offering discounted or free space for participating merchants.
- Hired Brown Marketing Strategies to organize OBMA's marketing efforts and assist in promoting programs, special events and unique occurrences through all types of media.
- Worked with KPRI to promote recycling at OB Farmers Market
- Collaborated with KPRI for 4th of July Local business owners having radio blurbs about why we love OB.

ECONOMIC RESTRUCTURING COMMITTEE

Chair: Gary Gilmore, Gilmore Family Jewelers – OBMA Board Member

Meets the 2nd Wednesday of each month at noon at the OBMA Office

- Managed 21 PROW permits Café Ordinance
- Reviewed, interviewed and hired two new contractors and retained one previous contractor to provide services for the Newport Avenue Maintenance Assessment District.
- · Discussed, reviewed and appraised new state



- legislation that would have a negative effect on small businesses.
- Made recommendations to the OBMA Board about issues pertaining to small business survival and growth.
- Promoted the Storefront Improvement Program from the City of San Diego.
- Assisted in producing the Annual OBMA Awards Celebration and Annual Meeting.
- Assisted in performing all the groundwork for the OB Town Council's Ocean Beach Restaurant Walk in November.
- Hosted the MAD (Newport Avenue Maintenance Assessment District) annual meeting with property owners of Newport Avenue properties.

CRIME PREVENTION COMMITTEE

Chair: Julie Klein, Julie Designs – 1st VP OBMA Board & Mary Orem, OBMA Board Meets the 3rd Tuesday of each month at 8:30am at different locations each month.

- Continued to work with local SDPD and City Attorney's office to resolve issues of specific criminal behavior.
- parties to discuss issues related to crimes and the prevention of crimes in Ocean Beach.
 Promoted approach to criminal activity - Quality

Provided a forum for merchants and interested

- of Life reforms, Make it Right campaign and Respect OB.
- Distributed over 500 Police Authorization forms to local businesses.
- Reported graffiti throughout the community.
- Cleaned up areas in the commercial districts that were particularly ugly.

DESIGN COMMITTEE

Chair: Mike Akey – Pacific Realty – 2nd VP OBMA Board

Meets the 1st Tuesday of each month at 8:30am at the OBMA office.

- Managed the ongoing OB Tile project along Newport Ave. replacing 26 broken tiles.
- Painted 110 holiday bows, installed street light decorations throughout the downtown business district, and removed and stored all decorations after the holiday season.
- Managed the holiday decoration swags refurbishing and installation.
- Managed the design elements of the MAD (Newport Avenue Maintenance Assessment District).
- Ordered tree trimming along the side streets.
- Assisted Pt. Loma High School fundraising by collecting old cell phones and ink cartridges.
- Co-hosted community meetings with residents and business owners regarding the re-design of Veteran's Plaza.
- Managed painting of utility boxes throughout Ocean Beach.
- Worked with local graphic designers to produce three new colorful street banner designs which were installed along Sunset Cliffs Blvd. and Newport Ave.
- Supported the Lifeguard Bronze Memorial Project.
- Worked on a possible redesign of the cribs around the planters along Newport Ave.
- Repainted many of the trash receptacles along Newport Avenue.
- Managed the installation of two 2012 community murals on Ocean Villa Inn and Newport Farms Market.





Continued on page 5

MERCHANT NEWS!

News from **OB KIWANIS**: October 27th (Sunday): Howl-o-Ween Canine Carnival- dress up your dog(s) in the spookiest, funniest and stateliest costumes around and bring them down to Dusty Rhodes park from 10AM-4PM (Dog registration- 11 AM to 1 PM, Parade 1:30 – 2:30 PM). Prizes handed out around 3PM for best costumes! For more information, please go to: www.oceanbeachkiwanis.org.

PET ADOPTION EVENT AT SHADES Sunday Oct. 6th from 10am to 2pm. Of course the SD Humane Society will be there in force. Shades, 5083 Santa Monica Ave., #1F, www.ShadesOB.com

CASABLANCA HEATING & AIR CONDITIONING has had the same owner for 25 years, Cass Anderson, and the new phone number and email address are: **619-227-4080**, **casablancahvac@hotmail.com**. We made a mistake on the email address so this is the corrected one.

DON'T FORGET TO VOTE - DEADLINE IS OCTOBER 4TH! SO HURRY!

FOR OBMA MEMBERS ONLY - Be sure to vote for your favorite People's Choice nominees for the Annual OBMA Awards Celebration by going to the following site. Go to http://www.surveymonkey.com/s/B27PKN9

FOR YOUR CUSTOMERS & THE PUBLIC - Your customers have an opportunity to participate by voting for Customer Service Business of the Year! http://www.surveymonkey.com/s/VHZY8QK

Annual Report continued from page 4

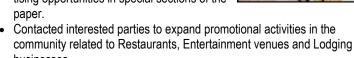
OB RESTAURANT, ENTERTAINMENT &

LODGING COMMITTEE (OBREL)

Chair: Dave Martin, Shades Oceanfront Bistro – OBMA Board Members

Meets as needed and location is determined at that time.

- Organized and funded the Ocean Beach Restaurant Week in December 2012.
- Worked with OBMA, Brown Marketing Strategies and Peninsula Beacon to provide advertising opportunities in special sections of the paper.



MAD – Newport Avenue Maintenance Assessment District

Chair – Denny Knox, Executive Director, OBMA Meets annually with stakeholders at the OBMA Office in May.

- Property owners are assessed annually to specifically insure that the district is maintained.
- Replaced 6 damaged trash can lids.
- Moved 3 trash cans to new locations.
- Steam-cleaned 42,000 linear feet of sidewalks including a special cleaning to remove gum once a year.
- Emptied trash cans approximately 5200 times and cigarette butt cylinders 4000 times, replaced 24 galvanized trash can inserts.
- Cleaned out planters and heavily trimmed back foliage once a year.
- Replaced 12 plants in planters, repaired 6 leaks in irrigation system.
- Broom swept around planters and in gutters each block twice weekly

Well, that's about it for now. We hope you are pleased with the work being done in the commercial districts. If you aren't currently working on a committee, we'd love to have you sign up. Just give us a call at 619-224-4906 and we will sign you up. All our best, your staff members.



NEW MEMBERS/CHANGES

MyPointLoma.com

Shannon Keatley & Glen Henderson 3131 Camino del Rio North #1420, San Diego, CA 92108 619-885-1230 MyPointLoma.com Shannon@alliancegroupre.com Real Estate Services

PPWF, Inc.

1855 Sunset Cliffs Blvd. ppwf.us info@ppwf.us Portable water filters

Genie Car Wash & Oil Change

3949 W. Pt. Loma Blvd. San Diego, CA 92110 619-223-6830 Car Wash, Auto Detailing, Oil Changes

Casa Blanca Heating & Air Conditioning

Cass Anderson

619-227-4080 casablancahvac@hotmail.com.

New Company name for: Dan Dennison, Realtor

Big Block Realty

1-858-255-0052

MINIMUM WAGE TO RISE IN CALIFORNIA IN 2014

The CA State Legislature just passed AB10, the bill that will raise the minimum wage in California to \$9.00 per hour beginning July 1, 2014, and then to \$10.00 per hour beginning January 1, 2016. For more on the impacts of the minimum wage increases, members should contact their financial planners and/or CPAs.

Dear OBMA Members & Friends.

In celebrating the Ocean Beach MainStreet Association's 35th birthday, we are thankful for the sense of "community" that is so evident every day in OB. A huge thank you to our community partners – The OB Town Council, OB Community Foundation, OB Planning Board, OB Historical Society, OBCDC, Sunset Cliffs Surfing Assoc., OB Woman's Club, Peninsula Lions Club, Surfrider San Diego, OB Kiwanis, Friends of Dog Beach, PL Masonic Center and Peninsula Chamber of Commerce – whose members have worked with OBMA on many special events and community issues. We work together as a team to improve our community.

Of course, I want to give a special note of thanks to our volunteer Board of Directors and our hardworking and devoted staff at the office – Claudia Jack, Liz Greene, Susan James and our Farmers Market Manager – David Klaman and his team: Tony, Carlos, Kimberly and Josh. They keep the doors open and our projects and programs on track.

We're also proud to be a member of the San Diego Business Improvement District Council (BIDC), a member of ConVis, and to be designated as a National Mainstreet Program by the National Trust for Historic Preservation and the California Main Street Alliance (CAMSA). OBMA manages our BID (Business Improvement District) and the Newport Avenue Maintenance Assessment District and the OBMA membership has grown every year.

We continue to raise funds through grants, special events, and programs to help fund our creative marketing campaigns, the mural projects and their maintenance, the Historical Plaque projects, the Tile Program and its maintenance, and much more. BID and Associate Members can be certain that their membership investment dollars are providing a great return to the business community.

Our office and staff are here to help you in any way we can. On a neighborhood level there are always projects we can do that produce something positive for our community and businesses. It's easy . . . join in and help make a difference. Have a great year and continue to celebrate our good fortune to have businesses in Ocean Beach!

Thanks again for all your support,

Denny Knox

Executive Director. OBMA





Ocean Beach MainStreet Association

1868 Bacon St., Suite A San Diego, CA 92107 619-224-4906 info@oceanbeachsandiego.com











OceanBeachSanDiego.com

What's Inside this Edition?

Calendar of Meetings
President's Letter
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2013 Community Mural
Affordable Care Act info
Best Way to Keep Customers
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Merchant News
Annual Report cont'd

Inserts: George Greenwell Insurance

Follow us on Twitter: http://twitter.com/OceanBeachCA

New Members/Changes

Note from Denny Knox

OB Oktoberfest

Index

Fan us on Facebook too! http://www.facebook.com/OBMA92107

Ocean Beach Oktoberfest The only Oktoberfest by the Sea

Friday Activities
All 21 & up

4:20pm Beer Garden opens - Blonde'a'thon, Ms Oktoberfest semi-finals, Microbrew Minifest Battle of the Bands



Saturday Activities

8am -2K FAMILY FUN RUN check in

9am - 2K Race starts

9am - 5K BEACH RUN check in

10am - 5K race starts

Sign up at
WeSupportOB.org



Brat Trot Beach Run

SKYY

OBCF

9am - Merchandise

& Food Vendors open on the lawn at the foot of Newport Ave. - all ages!

11am - Beer Garden opens - Bands all day, Ms Oktoberfest finals, Sausage eating contest, Stein Holding contest, Bratwurst Eating Competition and Balloon Blow!



SPATEN

Shuttle Buses from Pacific Beach & Downtown - Friday & Saturday

www.OBOktobertest.com

710 Beach Club, 710 Garnet Ave. & The Local, 1065 4th Ave

Jägermeister

Medical & Wellness





Retirement & Disability





Dental & Vision





Accident / Critical Illness





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Greenwell & OB Financia INSURANCE SERVICES

1855 Sunset Cliffs Blvd. San Diego, CA 92107

Office: 619-223-8603

Mobile: 619-362-1136 Fax: 1-855-588-8999 Email: scott@obfinancial.us

Lic #'s: 0105025 & 0E36325 We Are a LOCAL BUSINESS!

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Owners / Landlords





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