In the summer of 2009, a hailstorm significantly damaged more than eight acres of Tagawa Greenhouses in Colorado. Greenhouse polycarbonate roofing was shattered and shade curtains were destroyed—making the greenhouses inoperable as the facility approached its key growing season.

Within 24 hours, Tagawa’s Hortica claims adjuster was on site to help assess the damage, bringing along a greenhouse construction company. They discussed what needed to be accomplished.

"Because of Hortica’s expertise, they were able to give us good ideas and solutions to help us accomplish our goals under a very tight timeline."

— Randy Tagawa
Tagawa Greenhouses

Hortica’s unparalleled experience in the horticultural industry gives us the knowledge and insight to develop creative custom solutions. We provide you:

**UNPARALLELED SERVICE.**
You can count on us to listen, respond, and stand by you in good times and bad.

**UNMATCHED EXPERIENCE.**
We understand the unique needs of horticultural businesses—letting us offer you tailored products and services.

**LONG-TERM OUTLOOK.**
Our decisions are made with your future in mind, giving you peace of mind knowing you’re prepared.
The timeline was tight; Tagawa needed to get the greenhouses back up and running within three to five weeks to get crops in the ground ahead of their important fall production time period. Within a week, Tagawa was rebuilding, within three weeks crops were being planted, and within five weeks the final greenhouse repairs were completed.

**THE HORTICA SOLUTION**

Without the strategic assistance of Hortica, nearly 80 percent of Tagawa’s customer base would have been impacted as a result of the damage, significantly affecting Tagawa’s sales.

“In the more than 15 years that we’ve been a customer, what truly stands out to me about Hortica has been their excellent communication and customer service. Tom, our Hortica claims adjuster, is a true partner—collaborative, flexible, and able to promptly answer all of our questions throughout the process.”

— Randy Tagawa
Tagawa Greenhouses

**ABOUT HORTICA®**

Since 1887, Hortica, a brand of the Sentry Insurance Group, has helped protect horticultural businesses across the United States. Our goal is to guide and provide insurance solutions for greenhouse growers, nurseries, garden centers, retail florists, wholesale floral distributors, interior plantscapers, and lawn care professionals. As a part of Sentry, one of the largest and most financially secure mutual insurance companies in the nation, we provide our policyholders peace of mind and the assurance that we’ll be there when something happens. And we can be there for you.