



City of Hollywood
Procurement Services
Steve Stewart, Chief Procurement Officer
2600 Hollywood Boulevard, Hollywood, FL 33020

PROPOSAL DOCUMENT REPORT

RFQ No. RFQ-094-23-SK

Residential Property Insurance Broker Services

RESPONSE DEADLINE: August 2, 2023 at 3:00 pm

Report Generated: Thursday, August 10, 2023

MAD INSURANCE INC Proposal

CONTACT INFORMATION

Company:

MAD INSURANCE INC

Email:

abdiel@mad-insurance.com

Contact:

Abdiel Donoso

Address:

9050 Pines Blvd
Ste 415-418
Pembroke Pines, FL 33024

Phone:

(954) 541-9232

Website:

www.madinsuranceusa.com

Submission Date:

Jul 31, 2023 9:52 PM

ADDENDA CONFIRMATION

No addenda issued

QUESTIONNAIRE

1. Respondent Submittal*

Please Upload your COMPLETE SOQ, in the order and format stated in the solicitation
updated_SOQ.pdf

2. Required Forms and Acknowledgments

VENDOR REFERENCE FORM*

Please download the below documents, complete, and upload three (3) References.

- [Vendor Reference Form.pdf](#)

reference_1.pdfreference_2.pdfreference_3.pdf

HOLD HARMLESS AND INDEMNITY CLAUSE *

I, an authorized representative, the contractor, shall indemnify, defend and hold harmless the City of Hollywood, its elected and appointed officials, employees and agents for any and all suits, actions, legal or administrative proceedings, claims, damage, liabilities, interest, attorney's fees, costs of any kind whether arising prior to the start of activities or following the completion or acceptance and in any manner directly or indirectly caused, occasioned or contributed to in whole or in part by reason of any act, error or omission, fault or negligence whether active or passive by the contractor, or anyone acting under its direction, control, or on its behalf in connection with or incident to its performance of the contract.

Confirmed

NON-COLLUSION STATEMENT*

I, being first duly sworn, depose that:

- A. He/she is an authorized representative of the Company, the Proposer that has submitted the attached Proposal.
- B. He/she has been fully informed regarding the preparation and contents of the attached Proposal and of all pertinent circumstances regarding such Proposal;
- C. Such Proposal is genuine and is not a collusion or sham Proposal;
- D. Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Proposer, firm or person to submit a collusive or sham Proposal in connection with the contractor for which the attached Proposal has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer, firm or person to fix the price or prices, profit or cost element of the Proposal price or the Proposal price of any other Proposer, or to secure an advantage against the City of Hollywood or any person interested in the proposed Contract; and
- E. The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

Confirmed

CERTIFICATIONS REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS*

The applicant certifies that it and its principals:

Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;

Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction, violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and

Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default.

Confirmed

DRUG-FREE WORKPLACE PROGRAM*

- A. IDENTICAL TIE PROPOSALS - Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie proposals will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:
1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
 2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
 3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
 4. In the statement specified in subsection (1), notify the employee that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program (if such is available in the employee's community) by, any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of these requirements.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

Confirmed

SOLICITATION, GIVING, AND ACCEPTANCE OF GIFTS POLICY*

Florida Statute 112.313 prohibits the solicitation or acceptance of Gifts. "No Public officer, employee of an agency, local government attorney, or candidate for nomination or election shall solicit or accept anything of value to the recipient, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the vote, official action, or judgment of the public officer, employee, local government attorney, or candidate would be influenced thereby." The term "public officer" includes "any person elected or appointed to hold office in any agency, including any person serving on an advisory body."

The City of Hollywood/Hollywood CRA policy prohibits all public officers, elected or appointed, all employees, and their families from accepting any gifts of any value, either directly or indirectly, from any contractor, vendor, consultant, or business with whom the City/CRA does business.

The State of Florida definition of "gifts" includes the following:

- Real property or its use,
- Tangible or intangible personal property, or its use,
- A preferential rate or terms on a debt, loan, goods, or services,
- Forgiveness of indebtedness,
- Transportation, lodging, or parking,
- Food or beverage,
- Membership dues,

- Entrance fees, admission fees, or tickets to events, performances, or facilities,
- Plants, flowers or floral arrangements
- Services provided by persons pursuant to a professional license or certificate.
- Other personal services for which a fee is normally charged by the person providing the services.
- Any other similar service or thing having an attributable value not already provided for in this section.

Any contractor, vendor, consultant, or business found to have given a gift to a public officer or employee, or his/her family, will be subject to dismissal or revocation of contract.

As the person authorized to sign the statement, I certify that this firm will comply fully with this policy.

Confirmed

PROOF OF SUNBIZ REGISTRATION*

Enter company FEIN to be verified in Sunbiz

82-3276214

[Click to Verify](#) *Value will be copied to clipboard*

3. ACKNOWLEDGMENT AND SIGNATURE PAGE

IF CORPORATION - DATE INCORPORATED/ORGANIZED:*

10/31/2017

STATE INCORPORATED/ORGANIZED:*

Florida

LOCATION OF FIRM'S PRIMARY OFFICE*

Provide firm's primary office location. If a separate address is used for mailing/billing purposes, please also specify and state the mailing/billing address.

Additional points will be based on the proximity of the primary office location that will perform the work to the City of Hollywood. The address of City Hall is: 2600 Hollywood Blvd., Hollywood, FL 33020.

9050 Pines Blvd. Ste. 415-418 Pembroke Pines, FL 33024

BIDDER/PROPOSER'S AUTHORIZED REPRESENTATIVE'S TYPED FULL NAME*

Abdiel Donoso

IT IS HEREBY CERTIFIED AND AFFIRMED THAT THE BIDDER/PROPOSER CERTIFIES ACCEPTANCE OF THE TERMS, CONDITIONS, SPECIFICATIONS, ATTACHMENTS AND ANY ADDENDA. THE BIDDER/PROPOSER SHALL ACCEPT ANY AWARDS MADE AS A RESULT OF THIS SOLICITATION. BIDDER/PROPOSER FURTHER AGREES THAT PRICES QUOTED WILL REMAIN FIXED FOR THE PERIOD OF TIME STATED IN THE SOLICITATION.*

Confirmed

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF BIDDER/PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE BID/PROPOSAL NON-RESPONSIVE. THE CITY MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY BID/PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE BIDDER/PROPOSER TO THE TERMS OF ITS OFFER.*

Confirmed

4. SWORN STATEMENT PURSUANT TO SECTION 287.133 (3) (a) FLORIDA STATUTES ON PUBLIC ENTITY CRIMES

THIS FORM STATEMENT IS SUBMITTED TO THE CITY OF HOLLYWOOD BY:*

(Print individual's name and title) (Print name of entity submitting sworn statement)

Abdiel Donoso/Owner of MAD INSURANCE

SWORN STATEMENT CONTINUATION:*

Enter business address:

9050 Pines Blvd. Ste. 415-418 Pembroke Pines, FL 33024

SWORN STATEMENT CONTINUATION:*

Enter Federal Employer Identification Number (FEIN) is:

If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement.

82-3276214

SWORN STATEMENT CONTINUATION:*

I understand that “convicted” or “conviction” as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in an federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

Confirmed

SWORN STATEMENT CONTINUATION:*

I understand that “Affiliate,” as defined in paragraph 287.133(1)(a), Florida Statutes, means:

1. A predecessor or successor of a person convicted of a public entity crime, or
2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term “affiliate” includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The

ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

Confirmed

SWORN STATEMENT CONTINUATION:*

I understand that "person," as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or any entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts let by a public entity, or which otherwise transacts or applies to transact business with a public entity.

The term "person" includes those officers, executives, partners, shareholders, employees, members, and agents who are active in management of an entity

Confirmed

SWORN STATEMENT CONTINUATION:*

Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)

Division of Administrative Hearings, determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (attach a copy of the Final Order).

Neither the entity submitting sworn statement, nor any of its officers, director, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

SWORN STATEMENT CONFIRMATION*

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THAT PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017 FLORIDA STATUTES FOR A CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

Confirmed

5. Minority, Veteran, and Woman-Owned Business

If applicable, provide documentation demonstrating that the Respondent's company is certified as a minority, veteran, or woman-owned business. The company must have full-time employees located in this state, a permanent place of business located in this state, and is a firm which is at least 51-percent-owned by a minority, veteran, or woman. Formal business designations and certifications provided by local or State governments that meet the criteria shall be provided to document compliance.

MINORITY, VETERAN, AND WOMAN-OWNED BUSINESS*

Does the Respondent meet the criteria for **Minority, Veteran, and Woman-Owned Business**?

No

UPLOAD PROOF OF MINORITY, VETERAN, AND WOMAN-OWNED BUSINESS

If you answered "Yes" to question 5.1. above, please upload proof such as formal business designations and certifications provided by local or State governments that meet the criteria.

No response submitted

6. Minimum Qualifications

IS THE AGENT/BROKER IN GOOD STANDING WITH THE FLORIDA DEPARTMENT OF FINANCIAL SERVICES, INSURANCE AGENT AND AGENCY SERVICES DIVISION AND EMPLOYS A 2-20 RESIDENT GENERAL LINES (PROPERTY, CASUALTY, SURETY, MARINE, HEALTH AND MISCELLANEOUS LINES) LICENSED INSURANCE AGENT OF RECORD?*

Yes

IS THE AGENT/BROKER ACTIVELY APPOINTED TO WRITE WITH THE STATE INSURER, CITIZENS INSURANCE CORPORATION*

Yes

DOES THE AGENT/BROKER HAVE OR WILL BE ABLE TO OBTAIN AN ERRORS AND OMISSIONS POLICY WITH A MINIMUM COVERAGE OF \$1,000,000.00 FOR THEIR BUSINESS?*

Yes

DOES THE AGENT/BROKER UNDERWRITE WITH INSURANCE COMPANIES THAT PROVIDE BUILDER'S RISK FOR A RESIDENTIAL PROPERTY THAT WILL BE INHABITED DURING THE COURSE OF THE HOUSING REHABILITATION CONSTRUCTION?*

Yes

STATEMENT OF

QUALIFICATIONS

MAD
I N S U R A N C E



TABLE OF CONTENTS

- Introduction..... 3
- 1. Why us 4
- 2. OUR TEAM 5
- 3. OUR SERVICES 6
- 4. OUR CARRIERS/Brokers 7
- 5. Project understanding & approach 10
- 6. AGENCY REVIEWS 12
- 7. Q's & A's 18

INTRODUCTION

Making a Difference Insurance is an independently owned and operated insurance agency serving South Florida and its surrounding areas.

Our team of highly trained, well-qualified, licensed, multilingual insurance professionals work tirelessly, maintaining integrity and trust, while providing personalized coverage at affordable prices to ensure you, our customers, are delivered just what you need.

MAD Insurance was established in 2013 and offers a full array of insurance products for individuals, families and businesses in Florida. Ranging from personal insurances like home, auto, life, and health to commercial insurances; we have the insurance to fit your needs.

Personalized service is what differentiates us from other companies, as each client is assigned a dedicated and personalized attention.

It is our job to discuss in detail the characteristics of a client's home, car, possessions and other assets. Our mission is to search the market and match our clients with one of many companies we write insurance with to find the best insurance product and price.

Our goal is to build up strong positive relationships, to ensure growth attainment and increase our agency's reputation.

Client's satisfaction is our top priority.

1. WHY US

Why is MAD Insurance such a successful agency?

Our Management is dedicated to leading our team of passionate, hard-working Customer Service Representatives and Agents who make the insurance experience the best possible and establish a legacy of leadership within the industry with high-quality service.

VISION

To lead the Florida insurance industry through high-quality, ethics-based customer service, focused on building trusting relationships with clients to best serve and protect all their interests.

MISSION

To provide our clients with the insurance coverages best suited and best priced to protect their diverse needs in an efficient and credible manner, while establishing an interactive and trusting relationship.

2. OUR TEAM



Abdiel Donoso, CIPA
Owner / Agency Principal



Ramfis Marmolejos
Licensed CPSR/Personal Lines account manager



Lea Ammiano-Donoso
Marketing & Advertising

Abdiel Donoso, owner of MAD INSURANCE is project manager. He will be assigning some of the work to his director of operations Ramfis Marmolejos. There are at least 6 other agents on board, but they will not be needed for this project at this moment.



Yanislet Fernandez
Life Insurance Specialist/Financial Advisor



Thomas Keane
Life and Disability Insurance



Gloribeth gomez
Customer Service Specialist



Raul Acevedo
Retirement Planning



Gabriel Ayerbe
Licensed 2-15 and 2-20 agent



David Bromberg
Licensed 2-15 and 2-20 agent



Karla Vanegas
Customer Service Specialist

3. OUR SERVICES



Homeowners

Florida [Homeowners](#) rates can vary widely. We'll make sure you're properly covered at the lowest rate available.



Auto Insurance

We have a full team of experts to find you an affordable and complete Florida [Auto Insurance](#). Request a quote today and let us find the right coverage for you.



Flood Insurance

[Flood Insurance](#) protection is meaningless after a flood. And also every flood insurance policy carries a 30 day waiting period before it can take effect. So get covered today!



Professional Liability

Also known as Errors and Omissions (E&O) Insurance – includes Medical Practice and Medical Mal-Practice [Professional Liability](#).



General Liability

Let us review your Florida [General Liability](#) business needs. It's essential for your business to have the proper coverage in case you ever need it.



Commercial Property

Our business [Commercial Property Insurance](#) can protect your business from a minor setback to catastrophic loss. Get insured today with us.



Life Insurance

How much [Life Insurance](#) do you need? There are a number of factors to consider in determining how much life insurance could be appropriate for you including:



Health Insurance

Life changes, and your insurance policy should evolve with it. Contact us for the best selection of affordable Florida [Health Insurance](#) choices.



Cyber Insurance Liability

Any business that stores or processes sensitive information like names, addresses, Social Security numbers, medical records or credit card information probably needs [Cyber Insurance](#).



Workers Compensation

[Workers Compensation](#) protects your business from lawsuits and provides employees with compensation for on-the-job injuries.

4. OUR CARRIERS/BROKERS

Owner-occupied Builders Risk policies will be underwritten with Zurich. We are waiting for other carriers to open their markets so that we can eventually have more options to offer.

Some of our brokers offer other Builders Risk products but they can't be owner-occupied. Other only offer ex-wind and/or wind-only products.

MGA's/Wholesalers/Brokers



MAD Insurance offers Homeowners coverage that provides financial protection against loss due to disasters, theft and accidents. Most standard policies include four essential type of **coverage**:

Coverage for the structure of your home; **Coverage** for your personal belongings; Liability protection; **Coverage** for Additional Living Expenses.

Depending on where you live – a house, apartment, or condominium – the right home insurance policy can provide you peace of mind as well as the money you need to repair or replace your home and/or belongings. Contact an agent at MAD Insurance to discuss homeowners insurance in Florida, whether that is a renters, home or condo insurance policy. MAD Insurance has access to the carriers below:

Home



Auto



Flood



MAD Insurance also offers a wide array of options for Auto Insurance. Our Company has never been involved in any litigation arising out of lack of performance.

5. PROJECT UNDERSTANDING & APPROACH

It is to our understanding that the City needs a reliable, trustworthy, responsive, and knowledgeable agency that will deliver top notch service while providing A rated insurance carriers that will meet the demands.

Our agency will strive to obtain the best coverage available for the clients referred by the City. We will provide a detailed explanation of what is presented and future options once the builder's risk policy expires. We will teach our clients how to read the insurance contract and will give tips & tricks on how to save any additional money with discounts.

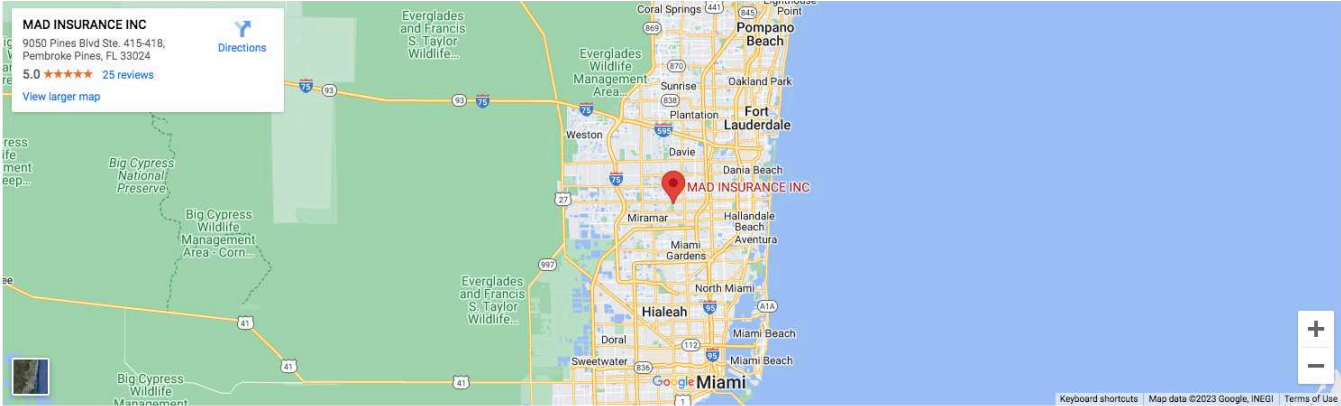
Our clients tend to gravitate to us because we are always eager to find solutions to the problems we are faced with regarding insurability.

These are just a few of the value-added services that we will offer:

- fast turnarounds
- timely responses to inquiries, emails, and voicemails during after hours
- in depth knowledge of the insurance industry
- focused education of the insurance contract to clients
- partnerships with other agencies and brokerages

MAD
I N S U R A N C E

6. AGENCY REVIEWS



5.0

AVERAGE RATING



55 Reviews

Sabela Puigvert



Hello,

I am from Spain and arrived to Miami 5 days ago. I just got my insurance through you, Abdile was fantastic! Great customer services, he has been extremely helpful and patient with me.

Friday, October 14, 2022

Kevin Cairo



Worked with Abdile, he was incredibly fast and got me the lowest rate in the market. Great experience, definitely recommend!



Friday, October 14, 2022

John Squartino



Best insurance provider I have ever worked with.



Saturday, August 6, 2022

Nancy



I heard a lot of good things about this agency and their accommodating and professional service. I also found them here in this top rated website: <https://www.expertise.com/fl/pembroke-pines/renters-insurance>

Thursday, August 4, 2022

Riccardo Grassi



Very professional! Abdiel helped me with everything, he was really knowledgeable and helpful with any question I had. Because of him my apartment has a great coverage!



Thursday, February 17, 2022

Miguel Fierro



Friday, September 17, 2021

Sadel Ekmeiro



I have been doing my car insurance with Mad insurance for over 4 years, they have always take care of my inquiries in a timely manner and the best way possible, thank you guys specially Abdiel I recommend it 100%

Thursday, July 29, 2021

John Van



Wonderful customer service !

Thursday, July 29, 2021

Frank Hernandez Jr.



Great experience!



Wednesday, June 29, 2022

Sir Cutz



Had a great experience first time owning a business and Ramfis took great care of me and gave me all the details and info i needed know . Thanks again



Wednesday, June 29, 2022

Catalina Álvarez



Good service

Thursday, May 26, 2022

Remy M.



My previous Agent was none responsive and told me nothing could be done with my increase. I met Abdiel and switch my account him and he was able to make adjustments to my coverage and save me money. Very attentive and responsive. I highly reccomend MAD insurance. They understand customer service!



Wednesday, April 13, 2022

Herly Milian



Very professional and helpful with Abdiel thank you so much appreciate

Monday, June 28, 2021

GLORIBETH GOMEZ



Exceptional service! Best prices in town. I will recommend all of my family and friends. Thank you Abdiel and your staff



Saturday, June 26, 2021

ESTEBAN A QUINTERO



Abdiel. Simplemente extraordinario en su atencion. Muy eficiente y rapido servicio

Monday, May 3, 2021

Fernando Perez



I purchased a Homeowners Policy from this agency and I was very pleased with their service and quick response. They were able to provide me great coverage and an amazing price.



Thursday, February 11, 2021

Robert Valdes



Saturday, January 23, 2021

Ronald Moses Ramirez



First Class Service and professional delivery!

Monday, January 18, 2021

Antonia Santos!



It was great ! Very professional!
5 start for them !!

Tuesday, December 29, 2020

Chris Wucherer



They put the pro in professional, never had a bad experience and I tried their patience with my set of circumstance.

Wednesday, December 23, 2020

Alfonso Contreras



Excellent service!! Amazing prices best in the market and great customer service!! I've been with them for years and everyone I refer to them also stays there and usually I get a call back from my friends to thank me for sending them to the best company there is on this matter!



Wednesday, December 23, 2020

Daneiry.



I have with them for more than 10 year. They were looking for the best choices for me. Thanks

Monday, December 21, 2020

bryant wright



The professionalism of MAD insurance is second to none!



Tuesday, December 15, 2020

Norelkys Perez



Saturday, December 12, 2020

Carmen Martin



Excellent service —highly recommended agency!

Wednesday, December 9, 2020

michael arias



I've worked with Mad Insurance for many years now. I refer my customers to them for homeowner's & flood insurance needs. They are very responsive with their communication. I highly recommend giving them a try.



Tuesday, December 8, 2020

Christina Nogueira



Abdiel was amazing he answered all my questions and concerns..



Monday, November 30, 2020

Manuel Garces



They always give me several insurance options to choose from and always help me solve any issues. Great customer service!!

Monday, November 30, 2020

Paul



The service I received at MAD insurance was exceptional. My policy was created to fit my needs, while saving as much on my premiums as possible. The customer service was prompt ,honest and very friendly .

Wednesday, November 25, 2020

Sayury Fiallos



The person who help me GREAT!!
Nice customer service 🍷

Wednesday, November 18, 2020

Chris Ramirez



Fast and reliable service!

Tuesday, November 17, 2020

Santos Perez



Excellent service and personalized attention, they respond quickly to any questions and request. Knowledge of the business for the best solutions according to our needs as clients



Monday, November 16, 2020

Pacific Stewart Holding , LLC



Abdiel was very courteous and accommodating.

Thursday, October 29, 2020

Christina Nogueira



.Amazing service.. helpful. And patient.. thank you abdiel for your time and dedication on helping me through all the process.

Friday, October 9, 2020

Carlos Nieves



I wrote this survey for Abdiel Donoto from Mad Insurance because he was very efficient when I called today I was friendly and super attentive to help me to find a better price in my insurance policy and very kind of person on the phone. I extremely recommend him for the next policy renewal for all person read that comment.



Monday, August 24, 2020

Gloria



Excellent job

Friday, August 21, 2020

Eric Morato



Thursday, July 23, 2020

Eddy Velasquez



El mejor servicio en Miami y Broward. Llevo años con ellos y siempre me resuelven y me consiguen los mejores precios. Tengo mi carro, mis propiedades, mi negocio, mi seguro de salud y de vida con ellos. Lo más importante es que tienen mi confianza. Mucho éxito y les seguiré refiriendo a mi familia y amigos.

Tuesday, June 30, 2020

Prasad Jacob, MA MBA CAIIB.



Berean Group International, Inc. is using Mad Insurance Inc. for its corporate insurance requirements for the last two years. They will work with you to make you satisfy - our complete satisfaction is their joy. We are happy with them and share with you our satisfaction, highly recommended for your personal and corporate needs.

Tuesday, June 30, 2020

Miami Real Estate For You



Abdiel is the best agent I ever met in my entire life, his knowledge is that of a genius. Every time I have a question he was there to help me and give me his best professional advice. He saved me lot of money and his customer service was phenomenal. He also spoke Spanish so fluently that I referred all my Latin American friends for his excellent products and services. Best agent I ever work with.



Sunday, June 28, 2020

Donna McMinn



Abdiel could not of been more helpful. He saved me a lot of money on my HO insurance. Very nice man.

Friday, June 26, 2020

Jose Antonio Riera



Wednesday, June 24, 2020

Ashley Valdez



Best Service ever! Abdiel always responds on time and handles any situation quickly! I had an Agent before him directly with my dealership who was horrid!!- switching over to Mad Insurance to help assist with my insurance needs has been the best decision by far. Thanks guys!!!



Saturday, June 20, 2020

Mark Jones



Greats experience! Great Customer Service!

Friday, May 29, 2020

7. Q'S & A'S

Do we work with insurance companies that allow the homeowners to remain in the property while construction or repairs are taking place?

Yes we do. Our main one is Zurich.

Have we ever worked with grant funded or government funded projects?

Yes, we have already bound a few policies with the City of Hollywood during the past 2 years. We already know the procedures.

Do we have an after-hours contact number?

We are open M-F from 9:30 A.M. to 6 P.M.----during after- hours our main lines (954-541-9232 & 305-594-8696) accept text messages. All our agents will have Our website has a chat box that is available 24/7 to answer any questions or requests. When a client sends a message, it is relayed to the owner Abdiel and select agents to help clients during the weekends and holidays.

Professional Liability Errors & Omissions Insurance Declarations

This is a "Claims Made and Reported" Policy in which Claim Expenses are included within the Limit of Liability unless otherwise noted. Those words (other than the words in the captions) which are printed in **Boldface** are defined in the Policy.

Declaration Effective Date:	February 2, 2023	
Policy No.:	P100.881.159.2	
Renewal of:	UDC-5042943-EO-22	
1. Named Insured:	MAD INSURANCE INC 2	
2. Address:	9050 Pines Boulevard Pembroke Pines, FL 33024	
Email Address:	abdiel@mad-insurance.com	
3.A. Limit of Liability:	\$1,000,000	Each Claim
3.B.	\$1,000,000	Aggregate for all Claims
4. Deductible:	\$1,000	Each Claim
5. Notice:	Phone: 866-424-8508 Email: reportclaim@hiscox.com Mail: Hiscox 5 Concourse Parkway, Suite 2150 Attn: Direct Claims Atlanta GA, 30328	
6. Policy period:	From: February 2, 2023	To: February 2, 2024
At 12:01 A.M. (Standard Time) at the address shown above.		
7. Retroactive Date:	February 2, 2018	
8. Premium:	\$850.00	
9. Surcharge:	\$11.05	FL Ins. Guaranty Assn. Surcharge
10. Attachments:		

DPL D001 CW (11/19) - Professional Liability Errors & Omissions Insurance Declarations
 DPL P001 CW (05/13) - Professional Liability Coverage Form
 DPL E5424 CW (02/15) - Blanket Additional Insured Endorsement
 DPL E5626 CW (08/21) - Insurance Agent Services Endorsement
 DPL E5106 FL (01/10) - Florida Amendatory Endorsement
 INT N003 CW (01/19) - Policyholder Notice Electronic Delivery
 INT N001 CW (01/09) - Economic And Trade Sanctions Policyholder Notice

ABDIEL A. DONOSO
9050 Pines Blvd. Ste. 415-411
Pembroke Pines, FL 33024
(305)609-3454
ABDIEL@MAD-INSURANCE.COM

Results-oriented dependable executive with over 10 years of industry experience in Healthcare Management, Physical & Occupational Therapy, Patient Rehabilitation, Health Insurance, customer service, and Sales Management. Seeking to apply my business management experience as Chief Executive Officer to expand and strengthen the organization.

EXPERIENCE

OWNER/Palm Beach Nursing Care LLC

Full-Service Home care, Personal Care & Companion Services licensed in Broward and Palm Beach Florida.

Boca Raton, Florida, March 2022-Present

Website: www.palmbeachnursingcare.com

- Overseeing operations of the business such as planning/strategy/finance/accounting/compliance/marketing/sales/human resources.
- managing partner/owner

OWNER/Pioneer Nursing Services Inc.

Full-Service Home Care Nursing services licensed in Broward and Palm Beach Florida

Coral Springs, Florida, June 2021-Present

Website: www.pioneernursing.com

- Ensuring that service aligns with industry direction, standards, and best practices
- Authority to make strategic decisions and clear the path of political and financial obstacles.

CEO/President at MAD INSURANCE INC 2 & 3

A multi-location Insurance business with all lines of Insurance including Health.

Pembroke Pines, Florida, August 2013-Present

Website: <https://madinsuranceusa.com>

- Customize health insurance programs to suit individual customers
- Hire and train new and current employees both admin and sales
- Ensure that policy requirements are fulfilled
- Elevate client relations by establishing credibility, discerning needs, and providing appropriate coverage recommendations.
- Trained management to Perform administrative tasks such as maintaining records and handling policy renewals.
- Developed unique marketing strategies to dominate specific market niche
- Applied M&A strategies to the company to scale both organically as well as externally with purchase of top line revenue streams and books of business

Manager & Rehabilitation Specialist, Delray Beach Center of Healing,

Delray Beach, Florida November 2011-August 2013

- Managed and performed physician directed rehabilitation plans for patients
- Motivated patients to reach health goals
- Identified specific training needs for each patient
- Constructed individualized health plans
- Monitored each patient's progress
- Addressed safety and proper use of equipment
- Educated patients on maintaining a healthy lifestyle

Manager, Vitalis Spa Inc,

Aventura, Florida, March 2010-November 2011

- Managed all aspects of the business
- Increased sales by 50% by meeting client requests in a timely and accurate manner
- Increased productivity, and improved profit margin due to improved inventory control
- Created marketing brochures and trained several professionals in the development of promotional materials.
- Set the standard for impeccable customer service; trained all staff to excel in customer treatment

Manager, Bally Total Fitness,

Sunrise, Florida February 2009-February 2010

- Managed and directed personal training operations and staffing
- Supervised a team of personal trainers
- Coordinated and monitored monthly PT sales and renewals
- employee evaluations

Manager, Athletic Nation

Plantation, Florida

October 2007-January 2009

- Managed all operations of the facility with the owner
- Taught and hired new staff
- Assisted staff with creating long & short-term sales goals
- Motivated clients to attain fitness goals

LANGUAGE SKILLS

- Bilingual; fluent in both oral and written English and Spanish

EDUCATION

Master of Occupational Therapy: August of 2012 Nova Southeastern University
Davie, Florida

Bachelor of Health Sciences: Physical Therapy: December of 2007 Florida International University
Miami, Florida

CERTIFICATIONS

- 6-20 Adjuster-all lines, 2-20 P &C General Lines, NCSF-PT, Cross-Fit Level 1 Trainer, AFTA, CPR, First Aid, and OSHA certified (2009-present)

COMPUTER SKILLS

- Proficient in all modern excel, Microsoft Office, and similar computer software.
- A variety of Customer Management software systems.

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

► Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
MAD INSURANCE INC #2

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

Individual/sole proprietor or single-member LLC

C Corporation

S Corporation

Partnership

Trust/estate

Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

Other (see instructions) ► _____

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
9050 Pines Blvd. Ste. 415-418

6 City, state, and ZIP code
Pembroke Pines, FL 33024

7 List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

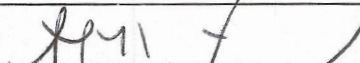
Social security number								
			-			-		
or								
Employer identification number								
8	2	-	3	2	7	6	2	1 4

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ► 	Date ► 07/31/2023
------------------	--	--------------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.