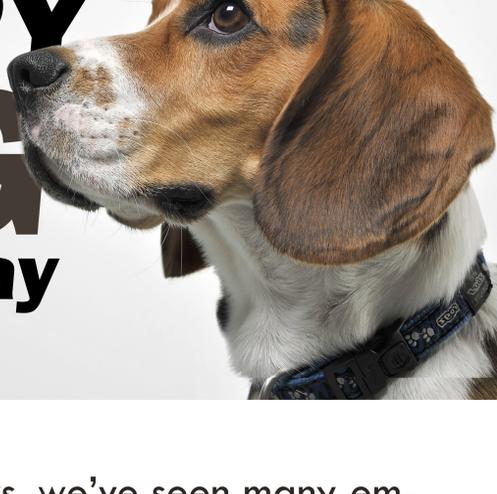


EVERY DOG Has its Day



For over 40 years, we've seen many employees retire from their career at Deans and go on to enjoy a relaxing lifestyle pursuing their various hobbies. This past November, we saw yet another member of our team reach this milestone; and remarkably...he did it by age twelve!



In case you hadn't had the opportunity to meet this special team member, we'd like to take a moment to pay tribute to the career and accomplishments of Scratch, one of our Termite-Detecting K9s!

Intelligent, hard-working, trainable, and loyal, Scratch was a model employee (you might say he was "Manager's best friend").



Scratch was cared for by James Shead – our longtime Manager of the Termite Department. Now Scratch gets to enjoy more time at home with James, his wife Diana, and their two daughters Jesenia and Juliana – all members of the Deans extended family.

To show appreciation for Scratch having worked his tail off, we prepared something of a Retirement Package, sort of a 401(K9). He'll be head over "heels" for his snacks, chew toys, plush toys, and other treats.

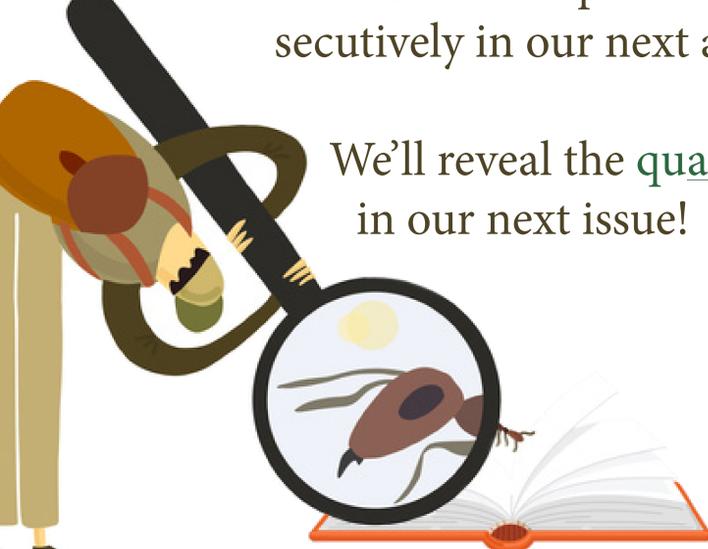


We're happy to see Scratch get his much deserved retirement, but we know termites never take a day off. Our next K9 Team recruit is on her way, so if you don't already have our industry-leading Termite protection, give us a call and perhaps you'll meet one of our hard-working K9s. Tap on the termite shield below for more info on how you can protect your home with Deans!



How many times can you find the letters A-N-T spelled consecutively in our next article?

We'll reveal the quantity in our next issue!



Don't Get Driven

CRAZY!

If you've ever noticed hundreds of thin black ants moving around frantically, you've seen the species labeled scientifically as *Paratrechina longicornis*. But as we'll learn, their common name of 'crazy ant' is far more fitting.

Crazy ants have long legs and antennae relative to their body, but they're more easily recognizable by the way they forage. Swarms of black, wispy workers march in waves of erratic movement as they seek out food sources outside (or within your pantry). Unlike other species, which form tight trails once food is discovered, crazy ants assemble into loose, fast-moving trails.



Crazy ants are highly adaptable and infestations seem to appear instantly, so it's important to keep an eye out for those telltale signs!

Interestingly, humans aren't the only ones bothered by these insanely driven insects. True to their namesake, crazy ants are daring enough to infest fire ant colonies! This dominant play is made possible due to a formic acid they produce which serves as an antidote to fire ant venom.



While outcompeting the fire ant may seem beneficial, their presence around your home should be taken seriously as they're particularly attracted to electrical currents within walls. In fact, their habit of aggregating in abundant numbers has been known to short-circuit junction boxes and electronics.

So, if you see the signs of the crazy ant near your property, don't be hesitant – give us a call. We're here to vigilantly protect your home and property from the crazy ant!

DEANS Customer Questions

"How can I update my payment info online?"

Gregory Towne, Customer Service Manager

If your payment method needs to be updated, try our Customer Portal! It's safe, secure and simple. After logging in, just follow these steps:

01 Go to **Menu > My Account > My Billing > Your Payment Methods**

02 **Click the trash can** to delete the old card. If you enjoy our GreenPay discount, a message will read "This Payment Method is on Auto-Bill". It's ok to continue.



03 **Click Add a New Payment Method** Follow the prompts and choose Save This Card as My Primary Card. Once you're done, **click the Add Credit Card box**, then click Done.

04 **The final step is important...** When you return to the main screen, click the newly entered card, then **click Save**.

Congratulations! You've retained your discount, deleted the old credit card, and updated your info!

And remember, our Customer Service Team is standing by if you need any assistance or would like to set up your Portal access.