

Narrator: These are high school students, and like kids everywhere, learning to drive is a big thing. But every year, thousands of young people are killed on the road. Lots of them, simply, because they weren't taught the right way to drive. Rich Brown, an Aetna Life and Casualty Driver Education Representative, is doing something about it.

- I'm one of the Aetna people who work with schools and teachers. We help them turn out better drivers by showing them how to use these Aetna driver-trainer simulators and other training materials. Across the country, Aetna is now helping train 2 million young drivers a year. Sure, reducing accidents makes good business sense to Aetna, but we're saving lives while we're doing it. And that makes me feel pretty good. (phone ringing)

- Good morning, Customer Relations Department. Purity Pole speaking.

Narrator: Nothing's perfect. Sometimes there's a slip. So Aetna Life and Casualty has a Customer Relations Department and a Purity Pole to look out for our life insurance policy holders.

- Usually our local people take care of the problems, but I'm part of the service organization that backs them up. From time to time, I get a call from someone who didn't get a benefit check. It could be lost in the mail or any of a dozen other things, but I clear it up because I know that check is important. You see Aetna's real business is keeping its promises. And I think that's what it's all about.

Narrator: What happens when the town's major bank catches fire? Don Liebert, an independent agent in Nanuet, New York, can tell you.

- I was down here with the fireman, helping them carry out important records. And I let them use my office so they could keep them safe. Aetna had an adjuster here before the fireman left, and I can tell you the way they followed through gave our town a new bank and me a happy client. That's what makes Aetna such a great partner. When I promise people service, I know they'll get it, all the way.

- Don Liebert, Purity Pole, Rich Brown. Three of the thousands of professionals who make sure you get action with Aetna.