

# WHY SHOULD YOU DO BUSINESS WITH US AND TRUST US WITH YOUR FINANCIAL SECURITY?

## **Service, above all:**

All phone calls/emails are returned within 24 business hours; *(Normally MUCH faster)*

You deal with one agent that is available for your questions and needs, not only when starting a new policy, but for as long as you remain a client. Wouldn't it be nice to have one agent and one customer service person to handle your insurance needs? One who knows and cares about your business?

## **Stability & Commitment to Small Business & Personal Customers:**

We are a small business with over 29 years of experience and we strive to help other small businesses with their insurance needs. Why insure your business with a large agency that can't remember your name and acts as if they are doing you a favor by helping with your insurance needs?

*\* Did you know that most "large" agencies do NOT pay their agents commission on auto and home insurance business or "small" commercial accounts with premiums under \$5,000.? Yes, this is true, and how much time do you suppose these agents spend on accounts of this size? Are you truly getting the service and expertise you deserve with a pro bona insurance advisor?*

## **Knowledge, Professionalism & Follow Through:**

Your insurance needs will be handled by an agent that is a Certified Insurance Counselor. What does this mean? A Certified Insurance Counselor has over 100 classroom hours of formal insurance training and has passed five (5) rigorous essay type exams in order to earn this designation. In addition, with a continuing annual educational update required you can rest assured your insurance agent is among the most capable and current in the insurance industry.

Instead of speaking with someone making \$12. an hour while working through college at an 800 number you can speak with a true professional that not only knows you but knows insurance as well and can offer you advice and solutions you will not find elsewhere.

Finally, unlike many agents that talk the talk of annual reviews but lack follow through. I personally review each and every one of my clients' policy renewals and send out an annual update. Sometimes in this update we recommend a move to another insurance company due to increased rates. *(Without you having to ask us)* Other times due to certain variables we will recommend staying with a company despite an increase. Still other times we will send out interesting information or insurance marketplace updates. Regardless, your account is actually reviewed and, if need be, we look at other insurance companies for you in order to maximize your insurance dollars and get you the best value possible.

**DON'T JUST TAKE MY WORD FOR OUR SERVICE, PLEASE SEE  
BELOW UNSOLICITED FEEDBACK WE HAVE RECEIVED:**

*I just wanted to wish you a Merry Christmas and let you know how much I appreciated your prompt professional and outstanding service, which is a rare thing these days. If I were giving out awards for a service well done you would win the award. Thanks and please keep up the good work!*

---- Marilyn in Gallatin;

*I would like to say thank you for both the time & attention paid to my account with you. Having an agent that routinely reviews and even offers to change insurance companies to save me money without me even asking to is indeed a rare find. Thank you for your outstanding service!*

---- Paul in Nashville;

*Having you as an insurance agent was something I used to take for granted. After moving out of state and having to find a new insurance agent I now understand how rare it is to find an insurance agent that not only returns calls promptly but knows and looks out for my needs without having to be asked. Thank you for your help in the past.*

---- Alice in Arizona;

*Everything about you and your office has been PROFESSIONAL. We got your "thank you" card and just can't say enough - We hope to bring you more clients as well. Thank you, ----- Barbara and Brian in Gallatin;*

*Thank you for expediting the request for this insurance certificate today. I just wanted to take a moment and tell you how much I appreciate you and your firm. From day one when we moved our business to your firm, I knew that this was the right decision. When we needed to get certificates of insurance from you right out of the gates, so to speak, and you and your team responded as quickly as you did, that was enough to convince me that we had made the right decision. And as we have continued with our business and the needs from your company to support us, it has only strengthened my conviction in your company. With the level of service we receive from your company, I cannot see us ever moving our business to anyone else. Congratulations and much success to you in the future. Sincerely,*

----- Roger in Hendersonville