The Independent Insurance Agents & Brokers of America and Reagan Consulting are proud to present THE 2019 BEST PRACTICES AGENCIES

BIGG

Special thanks to our Sponsors for their commitment to the Best Practices initiative:







BEST PRACTICES









































The Best Practices Study and Best Practices Gateway are joint projects of:





To order your copy of the 2019 Best Practices Study, call 1-800-221-7917 or visit the Best Practices Gateway, your link to valuable tools for improving agency performance, at www.reaganconsulting.com/research/best-practices.

Huntsville

Byars | Wright, Jasper Crawford Skinner Agency, Springville Fountain, Parker, Harbarger & Associates.

Lyon Fry Cadden Insurance Agency, Mobile Pritchett-Moore, Tuscaloosa Starke Agency, Montgomery ARIZONA

Minard-Ames Insurance Services, Phoenix Southwest Financial Corp, Mesa Strong Tower, Gilbert

ARKĀNSAS Mark V. Williamson Co., Little Rock **CALIFORNIA**

ABD Insurance & Financial Services. San Mateo

BH Gold Insurance Agency, San Diego Bolton & Company, Pasadena Cavignac & Associates Insurance Brokers, San Diego

Morris & Garritano Insurance Agency, San Luis Obispo

Navion Insurance Associates, Yorba Linda Rancho Mesa Insurance Services, Santee Seven Corners Insurance Solutions. Torrance

Socher Insurance Agency, Burlingame Teague Insurance Agency, La Mesa Woodruff-Sawyer & Co., San Francisco COLORADO

Alliance Insurance Agency, Arvada CB Insurance, Colorado Springs CCIG, Greenwood Village Commercial Risk Solutions, Denver Lakeside Insurance Center, Arvada Moody Insurance, Denver Olson & Olson Insurance Services,

Greenwood Village Surescape Insurance Services, Littleton CONNECTICUT

ACBI Insurance, Shelton AssuredPartners Northeast.

c/o Sachs Walsh Insurance Westport Sinclair Insurance Group, Wallingford Smith Brothers Insurance, Glastonbury **DELAWARE**

ACA Insurance Agency, Wilmington DISTRICT OF COLUMBIA Clements Worldwide, Washington

HWP Insurance, Washington FLORIDA Baldwin Risk Partners, Tampa

Condon-Meek Clearwater Corkhill Insurance Agency, Orlando Cothrom Risk & Insurance Services, Fort Lauderdale

Harden, Jacksonville King Insurance Agency of Gainesville, Gainesville

Lassiter-Ware Insurance, Leesburg LRA Insurance, Orlando NSI Insurance Group, Miami Lakes Rolfs Insurance Services, Pembroke Pines Strategic Insurance Services, Clearwater ThompsonBaker Agency, St. Augustine Wallace Welch & Willingham, St. Petersburg Wilson, Washburn & Forster Insurance Agency,

GEORGIA

BBWH Insurors, Statesboro Blanchard & Calhoun Insurance Agency, Augusta

Brock Insurance Agency, Rossville Carroll Realty & Insurance, Carrollton Fallon Benefits Group, Atlanta Gillman Insurance Problem Solvers, Alpharetta Holman and Company, Alpharetta Hutchinson Traylor Insurance Agency,

Lagrange Little & Smith, Marietta MAI Risk Advisors, Augusta McNeal, Sports & Wilson Risk Advisers, Blackshear

Pritchard & Jerden, Atlanta Sherrill & Company Savannah Siegel Insurance, Atlanta Sterling Seacrest Partners Atlanta Turner & Associates Insurance, Brunswick

Aleckson Insurance Agency, Lake Zurich Alper Services, Chicago Assurance Agency, Ltd., Schaumburg Compass Insurance Partners, Fairbury First Mid-Insurance Group, Mattoon Konen Insurance Agency, Aurora Purdum Gray Ingledue Beck, Macomb Rosenthal Bros., Deerfield The Horton Group, Orland Park The Plexus Groupe, Deer Park INDIANA

Gibson Insurance Agency, South Bend Harrington-Hoch, Richmond Hupe Insurance Service, Fort Wayne LHD Benefit Advisors, Indianapolis MJ Insurance, Carmel Ovation Insurance, Fort Wayne

Wetzel Insurance Agency, North Manchester

$I \cap W \setminus \Delta$

Ag Risk Insurance, Oelwein GreenState Insurance Services, North Liberty LMC Insurance & Risk Management, West Des Moines

Shomo-Madsen Insurance, Marshalltown TrueNorth Companies, Cedar Rapids KANSAS

Conrade Insurance Group, Newton Smart Insurance Services, Abilene The IMA Financial Group, Wichita The Reilly Company, Leavenworth **KENTUCKY**

Garrett-Stotz Company, Louisville Higgins Insurance, Hopkinsville Houchens Insurance Group, Bowling Green Insurance Service Centers of Southeast Kentucky, Corbin

Lawton Insurance, Central City Moore Insurance Agency, Russellville Peel & Holland, Bentor Sterling G. Thompson Company, Louisville LOUISIANA

Eagan Insurance Agency, Metairie Louisiana Companies/Querbes & Nelson, Baton Rouge

Paulin Insurance Associates, Metairie MAINE

Cheney Insurance Agency, Damariscotta Clark Insurance, Portland W.J. Wheeler Insurance Agency, South Paris MARYI AND

Consolidated Insurance + Risk Management, Owings Mills Deeley Insurance Group, Willards

Farly Cassidy & Schilling Rockville HMS Insurance Associates, Hunt Valley Klinger Insurance Group, Germantown RCM&D Baltimore

MASSACHUSETTS

Baldwin/Welsh & Parker Insurance Agencies, Wayland

Deland, Gibson Insurance, Wellesley Hills FBinsure, Taunton H.W. Lapointe Jr. Insurance Agency,

J.K. Olivieri Insurance Agency, Middleboro Kaplansky Insurance, Needham Mid-State Insurance Agency, Worcester MTM Insurance Associates, North Andover Risman Insurance Group Medford Sylvia & Company Insurance Agency,

Dartmouth Tetrault Insurance Agency, New Bedford **MICHIGAN**

America's Choice Insurance Partners, Wixom Berends Hendricks Stuit Ins. Agency, Grandville Cobb-Hall Insurance Agency, Howell Guy Hurley, Troy Kapnick & Company, Adrian Meiers Lombardini Lemanski Insurance. East Lansing

Nulty Agency, Kalamazoo Peabody Insurance Agency, Fenton Russell & Schrader Insurance Agency, Charlotte

The Sterling Insurance Group, Sterling Heights VAST, Marquette

Alliance Insurance Advisors, White Bear Lake Christensen Group, Minneapolis Cornerstone Insurance Agency Victoria Dyste Williams, Minneapolis Insurance Center of Buffalo. Buffalo. Twin City Group, Minneapolis MISSISSIPPI

Galloway-Chandler-McKinney Insurance, Columbus

Lemon-Mohler Insurance Agency, Ocean Springs

Fisher Brown Bottrell Insurance, Jackson

Ross & Yerger Insurance, Jackson SouthGroup Insurance & Financial Services, Ridgeland MISSOURI

Ollis/Akers/Arney, Springfield Ozark Hills Insurance West Plains

Walnut Risk Management, Kansas City ΜΩΝΤΔΝΔ First West Insurance, Bozeman

PayneWest Insurance, Missoula NEBRASKA Ryder Rosacker McCue & Huston, Grand Island

JNICO Group, Lincoln NEVADA Cragin & Pike, Las Vegas

L/P Insurance Services Reno NEW IERSEY Bogle Agency Insurance, Lyndhurst Owens Group, Englewood Cliffs Tri-County Agency of Brick, Brick

NEW MEXICO Burke Insurance Group, Las Cruces Meridian Insurance Services, Roswell

NEW YORK Austin & Co., Albany Curabba Agency, Middletown Emerling Agency, Clarence Gilroy, Kernan & Gilroy, New Hartford Haylor, Freyer & Coon, Syracuse Mackoul Risk Solutions, Island Park Marshall & Sterling Enterprises

Poughkeepsie Metz Wood Harder, dba MetzWood Insurance, Chatham

Mirabito-Gresham Insurance & Bonds Agency, Vestal Rose & Kiernan, East Greenbush

Seely & Durland, Warwick The Connors Agency, Mechanicville Tompkins Insurance Agencies, Batavia Walsh Duffield Companies Buffalo York International Agency, Harrison NORTH CAROLINA

Alliance Insurance Services, Winstor ECM Solutions, Charlotte

First Citizens Insurance Services, Raleigh Granite Insurance, Granite Falls Jones Insurance Agency, Garner Main Street Financial Group, dba Mair Street Insurance Group, Forest City

O'Connor Insurance Associates, Charlotte Parks Insurance Group, Charlotte Triangle Risk Advisors, Louisburg Twin City Insurance Agency Newton Watson Insurance Agency, Gastonia Wells Insurance, Wilmington NORTH DAKOTA

American Insurance Center, Dickinson

Althans, Chagrin Falls Carroll Insurance Group, Maumee Consolidated Insurance Group, Westerville Huntington Insurance, Columbus Hylant Group, Toledo lames B. Oswald Company, Cleveland Leugers Insurance Agency, Maria Stein Overmyer Hall Associates, Columbus Wilks Insurance Agency, Hamilton Zito Insurance Agency, Mentor OKI AHOMA

BancFirst Insurance Services, Oklahoma City

Ed Berrong Insurance Agency, Weatherford Professional Insurors Agency

Oklahoma City TrustPoint Insurance, Oklahoma City

The Partners Group, Portland

PENNSYI VANIA Engle-Hambright & Davies, (EHD),

Lancaster Gannon Associates, Towanda

Graham Company, Philadelphia Seltzer Insurance Agency, Orwigsburg

Sprowls Insurance Group, Uniontown

Loiselle Insurance Agency, Pawtucket Starkweather & Shepley Insurance Brokerage

East Providence

SOUTH CAROLINA Anderson Insurance Associates, Charleston CSP Insurance Services, Florence CWS Insurance Agency, Spartanburg South Carolina Insurance Brokers, Greenville SOUTH DAKOTA

Key Insurance, Mobridge TENNESSEE

Athens Insurance, Athens BFS Insurance Group, Clarksville

Collier Insurance, Memphis Hatchett Insurance Agency, Winchester Insurance Group of America, Franklin

Insurefit RM. Knoxville Linscomb & Pitts Insurance Memphis McDaniel-Whitley, Germantown

Montgomery & Associates Insurance and Financial Services, Brentwood Powell & Meadows Insurance, Carthage

The Crichton Group, Nashville TIS Insurance Services, Knoxville

BKCW Insurance, Killeen Bosworth & Associates, Tyler Brady, Chapman, Holland & Assoc., Houston Catto & Catto, San Antonio Century Insurance Agency, Denton

CoVerica, Dallas Dean & Draper Insurance Agency

Houston Garrett Insurance Agency, Kerrville GIA Insurance Agency, Galveston Heritage - RM, Amarillo Hibbs-Hallmark & Company, Tyler Insurors of Texas General Agency, Waco K & S Insurance Agency, Rockwall Montalvo Insurance Agency, Weslaco Patterson & Associates Insurance Agency,

Richardson Pierson & Fendley Insurance Agency,

Purifoy & Company Insurance, Temple RHSB Dallas

Shepard Walton King Insurance Group, McAllen Swingle, Collins & Associates, Dallas Texas Associates Insurors, Austin The Risk Specialty Group, Houston Walthall, Sachse & Pipes, San Antonio Weatherby-Eisenrich Insurance, Southlake

WinStar Insurance Group, Austin UTAH

Beehive Insurance, Murray Fred A. Moreton & Company, Salt Lake City The Buckner Company, Salt Lake City The Insurance Center of Ogden, Ogden Western States Insurance Agency Spanish Fork

Delarnette Insurance Agency, Brookneal

Scott Insurance, Lynchburg Welch, Graham Ogden Insurance,

AHT Insurance, Leesburg

VIRGINIA

Manassas WASHINGTON Davidson & Associates Insurance

Vancouver Parker, Smith & Feek, Bellevue Pilkey Hopping & Ekberg, Tacoma

WEST VIRGINIA Mountain State Insurance Agency

Charleston Thornburg Insurance Agency, Huntington

WISCONSIN

Alongi Santas Moss Insurance Agency, Beloit M3 Insurance, Madison