



# Best Practices

enhance agency value™

The Independent Insurance Agents & Brokers of America and Reagan Consulting are proud to present...



# THE 2012 BEST PRACTICES AGENCIES

## Alabama

Crawford Skinner Agency, Springville  
Fountain, Parker, Harbarger & Associates, Huntsville  
McGriff, Seibels & Williams, Birmingham  
Pock-Glasgow Agency, Hartselle  
Starko Agency, Montgomery  
Thames Batre, Mobile  
Thompson Insurance, Montgomery

## California

Barney & Barney, San Diego  
BH Gold Insurance Agency, San Diego  
Bolton & Company, Pasadena  
Cavignac & Associates, San Diego  
DiBuduo & DeFendis Insurance Brokers, Fresno  
Jaffe Insurance Agency, Marina Del Rey  
John O. Bronson Co., Sacramento  
McDermott-Costa Company, San Leandro  
Navion Insurance Associates, Anaheim Hills  
Rancho Mesa Insurance Services, Santee  
Stratton Agency, San Carlos  
Suhr Risk Services of California, San Jose  
Tegner-Miller Insurance Brokers, Santa Monica  
Woodruff-Sawyer & Co., San Francisco

## Colorado

Colorado Insurers Service, Englewood  
Petiton Insurance and Benefits, Denver  
Rifkin Insurance Associates, Greenwood Village

## Connecticut

AAA Allied Insurance Services, West Hartford  
Sinclair Insurance Group, Wallingford

## District of Columbia

Clements Worldwide, Washington  
Howard W. Phillips & Co., Washington

## Delaware

Wilgus Associates, Bethany Beach

## Florida

AAA Insurance Agency, Tampa  
Harden & Associates, Jacksonville  
Moody Agency, Venice  
Thompson Baker Agency, St. Augustine

## Georgia

Holman and Company, Alpharetta  
Little & Smith, Marietta  
Primo Financial Services, Fayetteville  
Siegel Insurance, Atlanta

## Hawaii

Business Insurance Services, Honolulu

## Iowa

LMC Insurance & Risk Management, West Des Moines

## Illinois

Assurance Agency, Ltd., Schaumburg  
Brennan & Stuart, LaSalle  
R.W. Trozelli & Company, Springfield  
Tavo Risk Management, Northbrook  
The Plexus Groupe, Deer Park

## Indiana

Gibson Insurance Agency, South Bend  
Hupo Insurance Service, Ft. Wayne  
MJ Insurance, Indianapolis  
W.M. Regnier & Co., Highland

## Kansas

AJ Shank Insurance, Liberal  
Bridges Group Insurance, Norton  
Frowen Insurance Agency Inc., St. Francis  
SBS Insurance Agency, Seneca  
The Reilly Company, Leavenworth

## Kentucky

Higgins Insurance & Benefits, Hopkinsville  
Sterling G. Thompson Co., Louisville  
Van Meter Insurance, Bowling Green

## Louisiana

Eagan Insurance Agency, Metairie  
Eustis Insurance, Metairie  
Gillis, Ellis & Baker, New Orleans  
Hartwig Moss Insurance Agency, New Orleans

## Massachusetts

Baldwin/Welsh & Parker Insurance Agencies, Wayland  
H.W. Lapointe Jr. Insurance Agency, Fall River  
Kaplan'sky Insurance, Brookline  
L.V. Toole Insurance, Incorporated, Lee  
Mid-State Insurance Agency, Worcester  
Rus-Dumont-Audet Insurance Agency, Fall River  
Totrault Insurance Agency, Now Bedford  
The Protector Group Insurance Agency, Worcester

## Maryland

Atlantic/Smith, Cropper & Dealey, Willards  
Consolidated Insurance Center, Owings Mills  
Riggs Counselman Michaels & Downes Inc, Baltimore

## Malno

Cheney Insurance Agency, Damariscotta  
Clark Insurance, Portland  
GHM Insurance Agency, Waterville  
TD Insurance, South Portland

## Michigan

Berends Hendricks Stuit Ins. Agency, Grandville  
Global Marine Insurance Agency, Traverse City  
Guy Hurley Blaser & Houer, Troy  
Hershey Insurance Group, Troy  
The Regency Insurance Group, East Lansing  
VAST, Marquette

## Minnesota

Christensen Group, Minneapolis  
Mahowald Insurance Agency, St. Cloud  
Stearns Insurance Services, St. Cloud

## Missouri

AHM Financial Group, St. Louis  
BancorpSouth Insurance Services, Springfield  
Ollis and Company, Springfield  
The Insurancenter, Joplin

## Mississippi

Ross & Yeger Insurance, Jackson  
SouthGroup Insurance & Financial Services, Ridgeland  
Wellington Associates, Flowood

## Montana

Hobson Insurance, Hobson  
Payne Financial Group, Missoula

## North Carolina

Edwards, Church & Muso, Charlotte  
Harold W. Wells and Son, Wilmington  
O'Connor Insurance Associates, Charlotte  
Twin City Insurance Agency, Newton  
Watson Insurance Agency, Gastonia

## North Dakota

Mostad Insurance Services, Langdon

## Nebraska

Barney Insurance, Kearney  
Byder Rosackor McCuo & Huston, Grand Island  
UNICO Group, Lincoln

## New Hampshire

Clark-Mortenson Agency, Keene

## New Jersey

Allen & Stults Co., Hightstown  
Bogle Agency Insurance, Lyndhurst  
Bollinger, Short Hills  
Nottingham Agency, Hamilton Square  
Owens Group, Englewood Cliffs  
Sciocco Financial Group, Hasbrouck Heights  
Thomas H. Heist Insurance Agency, Ocean City  
Tri-County Agency of Brick, Brick  
Van Dyk Group, Beach Haven

## New Mexico

Burke Insurance Group, Las Cruces

## Nevada

Cragin & Piko, Las Vegas

## New York

Antalek & Moore Insurance Agency, Beacon  
Austin & Co., Albany  
Curran Cooney Penny Agency, East Hills  
First Niagara Risk Management, Rochester  
Groy, Kernan, & Gilroy, New Hartford  
MST Insurance Agency, Buffalo  
Moriam Insurance Agency, Schenectady  
MGM Associates of Rochester, Penfield  
Northern Insuring Agency, Plattsburgh  
Perry & Carroll, Elmira  
Spain Agency, Mahopac  
Thousand Islands Agency, Clayton  
York International Agency, Harrison

## Ohio

Athans Insurance, Chagrin Falls  
CAI Insurance Agency, Cincinnati  
Carroll Insurance Group, Maumee  
James B. Oswald Company, Cleveland  
Leugers Insurance, Maria Stein  
Wilks Insurance Agency, Hamilton

## Oklahoma

CFR, Tulsa  
Ed Berrong Insurance Agency, Weatherford  
Oklahoma Business Insurers Agency, Oklahoma City  
Professional Insurers Agency, Oklahoma City

## Oregon

Abel Insurance Agency, Coos Bay  
The Partners Group, LTD, Portland

## Pennsylvania

Gunn-Mowory, Camp Hill  
NextTier Insurance Services, Butler  
William B. Parry & Son, LTD, Langhorne

## Rhode Island

Lonselle Insurance Agency, Pawtucket  
Raymond Insurance Agency, Coventry

## South Carolina

Anderson Insurance Associates, Charleston  
Rosenfeld Einstein, Groenville  
The Bynum Company, Sumter

## South Dakota

Fischer, Rounds & Associates, Pierre

## Tennessee

Collier Insurance, Memphis  
Lipscomb & Pitts Insurance, Memphis  
Regions Insurance Group, Memphis  
The Crichton Group, Nashville  
The Johnson Agency, Madisonville  
TIS Insurance Services, Knoxville

## Texas

Barnard Insurance Agency LLP, Wichita Falls  
Bigham Kiewer Chapman & Watts, Killeen  
Brady, Chapman, Holland & Assoc., Houston  
Century Insurance Agency, Denton  
Duncan, Fraser & Bridges Insurance Agency, Pampa  
Edmond, Deaton & Stephens Insurance Agency, Amarillo  
Focus Insurance & Financial Services, Houston  
GEM Insurance Agencies, Houston  
Hibbs-Hallmark & Company, Tyler  
MHBT, Dallas  
Pathfinder/LL&D Insurance Group, Houston  
Pierson & Fendley Insurance Agency, Paris  
Roach, Howard, Smith & Barton, Dallas  
Swingle, Collins & Associates, Dallas  
Texas Associates Insurers, Austin  
Threlkeld & Company Insurance, Tyler  
Weatherby-Eisenrich Insurance Agency, Andrews  
William Gammon Insurance, Austin

## Utah

Breitweiser Insurance Services, Inc, Ogden  
Fred A. Moreton & Company, Salt Lake City  
Western States Insurance Agency, Spanish Fork

## Virginia

Armfield, Harrison & Thomas, Leesburg  
DeJarnette Insurance Agency, Brookneal  
Engle Paxson & Hawthorne Insurance Services, Leesburg  
S.L. Nusbaum Insurance Agency, Norfolk  
Scott Insurance, Lynchburg  
Short Insurance Associates, Charlottesville  
Towne Insurance Agency, Virginia Beach  
Trustpoint Insurance, Bristol  
Wolch, Graham Ogdon Insurance, Manassas

## Vermont

Kinney Pike Insurance, Rutland

## Washington

AAA Insurance Agency, Bellevue  
Parker Smith & Feek, Bellevue

## Wisconsin

M3, Madison  
R & R Insurance Services, Inc, Waukesha  
The Starr Group, Greenfield

## West Virginia

Mountain State Insurance Agency, Charleston

## Wyoming

North Wyoming Insurance, Buffalo

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



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## 2012 BEST PRACTICES STUDY SPONSORS



Each year since 1993, IIABA and Reagan Consulting have studied the leading agencies and brokers in the country. We salute these firms for their participation in this year's study and congratulate them for their outstanding performance.