Peck-Glasgow Named 2015 Best Practices Agency by IIABA

Frankenmuth Insurance would like to recognize Peck-Glasgow Agency of Hartselle for being named a 2015 Best Practices Agency by the Independent Insurance Agents & Brokers of America in partnership with Reagan Consulting.

Since 1993, IIABA has examined top performing agencies across the country in six revenue categories through its annual Best Practices Study. Agencies that earn the prestigious distinction of a “Best Practices Agency” demonstrate the following characteristics:

- Focus on customer service and satisfaction
- Frequent customer contact
- Valued staff
- Participatory management
- Vision
- Win/win supplier relationships
- Efficient processes
- Continuous improvement
- Focus on revenue growth

To view the complete list of 2015 Best Practices Agencies, click here.

Congratulations to our Agency Partner, Peck-Glasgow, on this well-deserved honor!