Hello from the Highlands! As some of you may know, in early May I was given a once-in-a-lifetime opportunity to move to “Bonnie Scotland.” I am happy to report that I was able to find gainful employment in the insurance marketplace, and it has been fascinating to see and experience the ways of doing business. However, the one area where I will forever draw the line is insisting that our phones be answered by a human voice. I can safely say that you will never be greeted by the phrase, “When calling Market Finders during business hours!”

In today’s world, if you are not changing – you are going backwards. That will never be the case with Market Finders. We are very open to new ideas and new ways of doing business. However, the one area where I will forever draw the line is insisting that our phones be answered by a human voice. I can safely say that you will never be greeted by the phrase, “When calling Market Finders during business hours!”

May 2012 be a year of promise to you and yours! I will be in Scotland through 2013. While I love living in Scotland, I am looking forward to moving back to Kentucky in early December for the holidays. We’re looking quite busy here, but I do miss everyone. I will be in Scotland through 2013. Until then, I’m just holding the dream!
In 2009 an assistant "surf" was written as your vacation coverage for efficiency. In the past, our Assistants were assigned to a specific Underwriter but we found that whatever a particular Assistant was out of the office, the other had to scramble to find answers for a certain account. The Assistant has virtually adopted this new method, we can easily provide answers to agent’s questions – even if the Assistant has never "touched" the account before! The Assistant carefully reads the account and finds an Assistant who is familiar with the policies. If the Assistant is not familiar with the policies the Assistant simply "farms" the account to another Assistant in the office. The Assistant stays in contact with the new Assistant and helps them get familiar with the policies. The Assistant cuts the time it takes to provide an answer to an agent's question. The Assistant is able to provide answers to questions in a timely manner and the client is happy with the service.

Underwriters

Aviation

With 15 years of writing aviation policies at MFC, Joe Miller, Underwriting Manager, says that aviation has changed in many ways. Joe feels that most accounts have a ‘ветчина’ mentality... Nobody wants to be in a situation where they don't have insurance or coverage. Joe feels that aviation is a key component in our business and that we can't afford to lose any business because of an underwriting issue. Many of the policyholders are repeat customers and Joe feels that it is important to keep them happy and satisfied. Joe feels that aviation is a key component in our business and that we can't afford to lose any business because of an underwriting issue. Many of the policyholders are repeat customers and Joe feels that it is important to keep them happy and satisfied.

Personal Lines

Terri Miller, Jennifer Boston

We've continued the market on many different lines of business. Some of the L&H Underwriters Jennifer Boston feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them. Jennifer feels that it is important to keep the business happy and that she enjoys working with them.