## Jo-Ann Neal Earns BAM Designation

≍ Jo-Ann Neal

Allen Insurance and Financial of Camden is pleased to announce that Jo-Ann Neal has successfully completed the National Association of Health Insurance Underwriter's Benefits Account Manager Certification Course.

The Benefits Account Manager Certification provides account manager professionals with an understanding of the complex and critical role an account manager plays in the health and benefits arena.

Neal participated in the NAHU program under the auspices of Allen's in-house education program which emphasizes continuing education for all of the agency's 68 employees.

Neal is an account manager in Allen Insurance and Financial's insured benefits division.

Neal joined the company in 2013 and works with clients on group benefits. She also assists individuals enrolling in Medicare and individual health insurance.

#### Valerie Robinson Earns ACSR

# Designation

≍ Valerie Robinson

Valerie Robinson, a business insurance account manager at Allen Insurance and Financial recently achieved the designation of Accredited Customer Service Representative in Commercial Lines from the Independent Insurance Agents & Brokers of America.

The ACSR designation program was developed to recognize the contribution made to each customer by the service they are provided through independent insurance agencies such as Allen Insurance and Financial.

Independent Insurance Agents & Brokers of America is the nation's oldest and largest national association of independent insurance agents & brokers with more than 300,000 members. Find them online at independentagent.com.

# Holly Shields Earns ACSR Designation

≍ Holly Shields

Holly Shields, a personal insurance account executive at L.S.

Robinson Co. insurance recently achieved the designation of Accredited Customer Service Representative in Personal Lines from the Independent Insurance Agents & Brokers of America. The ACSR designation program was developed to recognize the contribution made to each customer by the service they are provided through independent insurance agencies such as L.S. Robinson Co.

Independent Insurance Agents & Brokers of America is the nation's oldest and largest national association of independent insurance agents & brokers with more than 300,000 members. Find them online at independentagent.com.

## Allen Insurance and Financial Again Appointed to The Hanover's President's Club

The Hanover Insurance Group recently honored Allen Insurance and Financial with an appointment to its President's Club, an elite group of independent insurance agencies from across the country. The Hanover partners with only 2,200 out of a total of 35,000 total independent agents in the country. Across The Hanover's agents, an elite group of only 125 are honored in its President's Club each year as the company's top performers, delivering value to customers through strong insurance expertise and responsive service.

"Allen Insurance and Financial exemplifies what it means to be a truly professional independent agent, providing expert insurance advice, dedicated service and a broad range of products to meet the needs of its customers," said Frederick H. Eppinger, president and chief executive officer of The Hanover. This is the second consecutive year Allen Insurance and Financial has earned the Hanover's President's Club designation. The agency will be recognized at a national business conference sponsored by The Hanover later this year.

### Employees Earn State Life Insurance License

⊻ Meesha Luce

Allen Insurance and Financial is pleased to announce that Meesha Luce, Leann McMusic and Chris Wilson are now licensed to sell life insurance in Maine.

> ≍ Leann McKusic

All three are personal insurance account managers in Allen's Rockland office.

"Expanding their insurance knowledge to life insurance will allow Meesha, Leann and Chris to better serve our agency's personal insurance customers," said Mike Dufour, Allen Insurance and Financial's executive vice president. ≍ Chris Wilson

They studied for the state exam through the Allen Insurance and Financial's in-house education program.

"We see payback every day – our people receive support and the most up-to-date information and in turn they offer superior service to our clients," Dufour said.

### Theresa Mitchell Joins Our Southwest Harbor Office

×

Theresa Mitchell

Theresa Mitchell of Bernard has joined L.S. Robinson Co., our Southwest Harbor office on Main Street in Southwest Harbor, as a title. She is a native of Bass Harbor and a graduate of Mount Desert Island High School and Bay Path College. Mitchell, who is new to the insurance industry passed the Maine exam for a property & casualty insurance license in mid-May — on her first try. Outside of work, she enjoys spending time with family in the Maine outdoors.

### Jeremy Pickford is the Newest Member of Our Business Insurance Team

≍ Jeremy Pickford

Jeremy Pickford has joined the commercial insurance division of Allen Insurance and Financial. He is based in Camden. Pickford, a native of Freedom, Maine, and a graduate of Bates College, recently returned to Maine after a career in marketing and retail which took him around the world, from the U.S. St. Thomas, USVI, Viet Nam and Zambia. Pickford obtained his license to sell property and casualty

Pickford obtained his license to sell property and casualty insurance in the state of Maine in December 2015. He lives in Camden with his wife and son.

# Cameron Gartley Joins Our Personal Insurance Team

```
Cameron
Gartley
```

Cameron Gartley of Rockport has joined the personal insurance division of Allen Insurance and Financial.

A native of Rockport, Gartley is a graduate of Camden Hills Regional High School and the University of Maine with a degree in psychology Previously he was employed by Camden National Bank.

He joined Allen Insurance and Financial in February and after participating in Allen's in-house education program, received his property & casualty license a month later. He is based in Camden.

Outside of work, Gartley enjoys being on the water in Maine and playing sports of all kinds. During the fall and winter, he coaches middle school basketball.

#### Three New Licensees

×

Amanda Heal

≍ Courtney Leonard

#### Runius

Allen Insurance and Financial is pleased to announce that Amanda Heal, Courtney Leonard and Samantha Runius have obtained a license to sell property and casualty insurance in the state of Maine. Amanda Heal is a receptionist in the company's Rockland office. She joined Allen in 2015.

Courtney Leonard is a scanning associate in the company's Camden office. She joined Allen Insurance and Financial in 2015.

Samantha Runius is a business insurance processor in the company's Camden office. She joined Allen Insurance and Financial in 2008.

The state-issued study guide for insurance licensing is 400+ pages. The state exams are comprised of 150 questions drawn from a pool of 2,400 questions on a complete range of subject areas, including business and personal insurance, workers' compensation, maritime insurance and Maine insurance law.

#### Allen Named MITC's Service Provider of the Year

The Portland-based Maine International Trade Center has announced the winners of the 2016 International Trade and Investment Awards, which will officially be presented on May 26 – Maine International Trade Day. Allen Insurance and Financial was named Service Provider of the Year.

"It is an honor to be recognized by MITC as Service Provider of the Year. This recognition comes at a special time in our company's history — this is our 150th year in business," said Mike Pierce, the president of Allen Insurance and Financial. "Our success is firmly rooted in the character and strength of the individuals, families and businesses we've had the privilege of working with over the generations."

Other award winners were: Kepware Technologies, Exporter of the Year; Mt. Blue Campus, Innovator of the Year; Eimskip, Foreign Direct Investor of the Year.

Also, Adrian Kendall, honorary consul of the Federal Republic of Germany for Maine and New Hampshire and attorney at Norman Hanson & DeTroy LLC, will receive the President's Award. Former MITC intern Joe Long will receive the Future Global Leader Award in recognition of his term as a research assistant.