

Welcome, Mallory Follett

✖ Mallory Follett of Owls Head has joined Allen Insurance and Financial as a scanning technician based in the company's Camden office.

A 2009 graduate of Rockland District High School, she is enrolled in the company's in-house education program as the first step toward obtaining her property & casualty insurance license. She plans a career in insurance.

Follett says she enjoys the challenge of working in the insurance industry. She adds: "I am proud to be part of such a well known team of experts here in Midcoast Maine."

Outside of work, she enjoys music, reading, cooking, knitting, being outdoors and spending time with family and friends.

Cindy Norton Retiring After a 47-Year Career

On a Thursday in the spring of 1964, Cindy Norton graduated ✖ from Rockland District High School. The following Tuesday she started working for a local insurance agency for \$1 an hour. At the end of 2011, after 47 years on the job, Cindy is retiring.

In the early days, it was typewriters, carbon paper and hand-

penciled ledgers. Today, Allen Insurance and Financial runs a paperless office system, with three computer screens on everyone's desk. Keeping up with technology has been just one part of the job, Cindy says.

"If you change with the times, you don't have to give it much thought," she says. "It's kept me young. I always said I wasn't going to let the young ones get too far ahead of me."

The single most important constant over the years is the relationships – the ones she's built with co-workers and with the insurance clients with whom she works.

"It's easy to say Cindy is an institution, and that's a true compliment," says Gilbert Fifield, the company president. "She's been a great help to many of us here at Allen Insurance and Financial as well as to some of the area's most successful businesses."

Now that she's 65, it's time to give up her desk job and trade an office to-do list for one she makes with her husband. That's likely to involve reading, walking, 'floating on Pitcher Pond,' and maybe some traveling. And there are always the things at home that are long-delayed because she had to go to the office every day.

Cindy, who is the company's Rockland office manager and a customer service representative, doesn't like goodbyes. She prefers "see you later." And when Cindy says "you can call me if you need me," she means it.

Pierce to Succeed Fifield as President at Allen Insurance and Financial



Michael Pierce

Effective Jan. 1, 2012, Allen Insurance and Financial will have a new company president and treasurer.

Following unanimous approval last month by the company board of directors, J. Michael Pierce, JD, CFP®, will replace Gilbert T. Fifield, CIC, who served as company president and treasurer for eight years, since 2003. Fifield, who joined the company in 1986, will stay with the company and retain his post as chairman of the company's board of directors. He will continue to serve his business insurance clients.

Pierce, a member of the company's executive team, was formerly chief operating officer of Allen Financial, the company's financial advisory and employee benefits division. He will retain those responsibilities. Pierce joined the company in 1998.

Allen Insurance and Financial is an independent, employee-owned insurance agency and financial services company employing 70 people in offices in Camden, Rockland and in Southwest Harbor, where the company operates as L.S. Robinson Co.

Other administrative changes at Allen Insurance and Financial effective Jan. 1 include:

- The appointment of Michael Dufour as executive vice

president and company secretary. He was formerly a company vice president, joining the company in 2002 and will continue to oversee the company's business and personal insurance divisions. Sara K. Montgomery is the company's other executive vice president.

- The appointment of Scott Carlson as personal insurance supervisor, reporting to Dufour. Carlson, who joined the company in 2011, will be based in the Rockland office.

For more information about Allen Insurance and Financial, please call 800-439-4311 or visit AllenInsuranceAndFinancial.com.

Award of Excellence for Joella Rossignol

For the second consecutive year, Joella Rossignol, a personal insurance specialist at Allen Insurance and Financial has been honored with the Award of Excellence for her superior underwriting skills and long-term commitment to Safeco® Insurance, member of Liberty Mutual Group.

In 2011, this award was given to only two personal insurance specialists in Maine.

"Joella understands, with extraordinary attention to detail, both the needs of her clients and the needs of the insurance company she is working with," said Joanne Van Vactor, senior personal insurance underwriter at Safeco. "This award is a recognition of extraordinary skills."



Joella Rossignol, personal insurance specialist, Allen Insurance and Financial and Stephanie Davis, right, territory manager for Safeco Insurance.

The Award of Excellence celebrates those individuals with superior underwriting skills who have developed a solid underwriting partnership with Safeco and have qualified for membership in

Safeco's H.K. Dent Society, the company's elite agency recognition program. Agents who earn this prestigious designation will have the ability to make selected underwriting decisions, attend an awards ceremony and receive a recognition gift.

Rossignol joined Allen Insurance and Financial in 1999. A native of Island Falls, she grew up in Belfast and now lives in Monroe. She is a Certified Insurance Counselor (CIC), a designation showing commitment to continuing education in her field.

About Safeco

In business since 1923 and based in Seattle, Washington, Safeco sells insurance to drivers and homeowners through a network of independent agents and brokers in eight regions throughout the United States.

Safeco is part of Liberty Mutual Agency Markets, a business unit of Liberty Mutual Group, consisting of property and casualty and

specialty insurance carriers that distribute their products and services primarily through independent agents and brokers.

Jennifer Coffin earns ACSR designation



Jennifer
Coffin,
ACSR

Jennifer Coffin, a personal insurance representative in Allen Insurance and Financial's Rockland office, recently achieved the designation of Accredited Customer Service Representative from the Independent Insurance Agents & Brokers of America.

"Jen is dedicated to improving her technical knowledge and enhancing her professionalism, taking steps to solidify her career," said Gil Fifield, company president. "The ACSR designation shows our people are well-educated members of the insurance industry."

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.

Coffin, a graduate of Medomak Valley High School, lives with her husband and their two daughters in Nobleboro. She joined Allen Insurance and Financial in 2004.

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.

Stephanie Griffin Passes the Maine State Property & Casualty Producer Licensing Exam.



Stephanie
Griffin

Allen Insurance and Financial is pleased to announce that Stephanie Griffin has passed the Maine State Property & Casualty Producer licensing exam.

Griffin, of Camden, joined Allen Insurance and Financial in late 2010 as a receptionist in the company's Camden office.

A native of Appleton, Griffin is attending the University of Maine in Augusta, working toward a bachelor's degree in public administration. She has already earned a certificate in human resource management from UMA.

Griffin, who had not worked in insurance prior to joining Allen Insurance and Financial, participated in the company's in-house

education program, where employees who want to become licensed insurance producers in Maine attend class for four hours each week, then study and prepare for the state licensing exam on their own time.

Allen Insurance and Financial is a Safeco President's Award Winner

Allen Insurance and Financial has been honored with the President's Award for its superior performance by Peerless Insurance and Safeco Insurance, members of the Liberty Mutual Group.

Allen Insurance and Financial was recognized for achieving exceptional results in 2010, including account growth and loss ratio targets, as well as for its exemplary service to Peerless and Safeco customers.

Allen Insurance and Financial is one among an elite group of agencies nationwide to be so recognized and has been named a President's Award winner 18 times.

Officials from both Safeco and Peerless, representing the commercial and personal segments of the Liberty Mutual Group, visited the Allen Insurance and Financial offices recently to thank the company's 70+ employees for their hard work, dedication and professionalism.

In addition to the company award, Allen Insurance and

Financial's Joella Rossignol, a personal insurance specialist, has been recognized by Safeco for her individual efforts on behalf of Safeco Insurance customers. As a member of Safeco's H.K. Dent Society, Rossignol is among the top 10 percent of all Safeco agency.

Linda St Clair achieves CPCU designation



Linda St Clair, an Allen Insurance and Financial business insurance specialist, was recently awarded the designation of Chartered Property Casualty Underwriter, one of the most prestigious designations in the insurance industry and held by less than 5 percent of insurance professionals.

The CPCU designation is conferred by The Institutes, founded in 1942. Insurance professionals who earn the CPCU designation must pass eight rigorous undergraduate- and graduate-level examinations, meet experience requirements, and agree to be bound by a strict code of professional ethics.

St. Clair, of South Thomaston, joined Allen Insurance and Financial in 2003. She serves business clients from the company's Camden office. When she's not at work, St Clair enjoys traveling, camping or spending time with her grandchildren.

Linda can be reached at 236-4311 or by email: [lstclair\(at\)allenif.com](mailto:lstclair@allenif.com)

Scott Carlson Receives State Insurance License



Scott
Carlson

Carlson studied for the state exam through the Allen Insurance and Financial's in-house education program, passing the exam on the first try. He joined the company in December 2010.

The Allen Insurance and Financial education program is run by Gene McKeever in the company's Camden office. Staff attend classes on company time as they prepare for their exams. Since the state also requires 30 hours of continuing education over every two-year period for those in the insurance business, Allen Insurance and Financial sponsors those classes, as well.

This kind of investment benefits both Allen Insurance and Financial employees and the company's customers, said Gil Fifield, company president. "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," Fifield said.

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 Insurance and Financial is an employee-owned insurance, employee benefits, and financial services company with offices in Camden, Rockland, Saco and Southwest Harbor.

For more information call 236-4311, or visit AllenInsuranceAndFinancial.com

Welcoming Scott Carlson



Scott
Carlson

Scott Carlson of Camden has joined Allen Insurance and Financial.

Previously, he was a partner and client consultant at Links Online Marketing, a website development and Internet marketing business in Bangor. He has also worked as a division manager and design director at Moss, Inc.

A native of Victoria, British Columbia, Canada, Carlson has a bachelor's degree in physics from the University of Victoria and a master's degree in information systems engineering from Polytechnic Institute of New York University. For his first months at Allen Insurance and Financial, Carlson will be without a specific job title as he participates in the company's comprehensive in-house insurance education program.

"Scott's background in design, manufacturing, engineering, project management and technology provides him with a solid

foundation for providing creative solutions to challenging problems, as well as effective management of people, projects and more,” said Gilbert Fifield, president of Allen Insurance and Financial. “We are looking forward to Scott’s applying these skills to our work here, providing quality products and services to our customers.”

Carlson and his wife Donna live in Camden with their two young sons. He is a member of the Camden Rotary Club and the MCSA Youth Hockey board. Outside of work, he enjoys sailing, hiking, biking, music and spending time with his family.