

# Welcoming Susan Howland as Director of Human Resources



Susan Howland of Camden has joined Allen Insurance and Financial as director of human resources.

“Susan’s diverse business background and extensive leadership experience make her a tremendous asset for our company,” said Michael Pierce, company president. “We are looking forward to the contributions she will bring to our team and our employee ownership culture.”

A native of Manchester, Maine, Howland has both a bachelor’s degree (international affairs and economics) and a master’s degree (economics) from the University of Maine.

She has held senior executive leadership positions at credit card company MBNA; at Wayfarer Marine in Camden; at the Penobscot Bay YMCA and at Maine Sport in Rockport.

“Now more than ever, I love working with people, to help them advance their career and realize their full potential. Creating a positive environment where people are empowered to provide outstanding customer service is exciting work. To have the opportunity to work here at Allen with this fantastic team of employee-owners is truly remarkable. I am absolutely thrilled,” Susan said.

Howland lives in Camden with her husband, their two children and two dogs. Outside of work, she enjoys attending her children's sporting events. She is a runner and an avid basketball fan.

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# Business Owners: 5 Reasons to Call Your Insurance Agent

[By Patrick Chamberlin](#)

When the best or worst happens, we know your insurance agent is not one of the first people you think of first. Even so, whatever change you are facing, chances are it affects or involves your insurance – so when change happens, give your agent a call. We're here to help.

1. When you have a claim. Please, let your agent know ASAP.
2. You're contemplating operational changes. Changes in your business offerings may come with a cost (or savings) and may also open you up to other exposures which you are inadequately covered for.
3. Signing a contract? Call before, not after. It is important that your agent is not left out of the conversation. Aside from your attorney, we should be reviewing the insurance language in any and all contracts you sign.
4. If you are frustrated by your insurance costs, give your agent a call. Independent agents work with a range of insurance carriers. If you have pricing concerns, give us a call and let us know how you feel!
5. We are your advocate. Your insurance agent is your voice

to your insurance company. Let us get to know you. Calling just to chat is A-OK.