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Clements International Included In the 2009 Big “I” Best Practices Study

Washington, D.C. (September 24, 2009)—For the second year, Washington, D.C.-based Clements International continues to be part of an elite group of independent insurance agencies around the United States participating in the Independent Insurance Agents & Brokers of America (Big “I”) “Best Practices” Study Group.

Only 195 independent agencies throughout the U.S. qualify for inclusion in the annual **Best Practices Study**. A Big “I” affiliated state association or an insurance company must first nominate the agency which then must qualify based on operational excellence including outstanding customer services, growth, stability and financial management. More than 800 firms were nominated for the current study cycle.

The **Best Practices Study** was initiated by the Big “I” in 1993 as the foundation for efforts to improve agency performance. The annual study of leading independent insurance agencies, which is conducted for the Big “I” by Reagan Consulting of Atlanta, GA, documents the business practices of these “best” agencies and urges others to adopt similar practices.

To assist agencies in adopting Best Practices, the Big “I” has developed a family of products, service and workshops known as the Best Practices Implementation Series. The series includes materials such as the *Agency Self-Diagnostic Tool*, *Agency/Company Joint Planning Tool Quick Step*, and *Top Producers: Discover, Train, Reward*. A complete list of materials can be downloaded from the Best Practices Gateway Web site (<http://bp.reaganconsulting.com>). Additional studies and tools are added periodically. The publications include guidelines, worksheets and case studies to help agents apply the information contained in each report.

In addition to the written materials, hundreds of workshops and seminars have been conducted at various producer association functions, company sponsored agency meetings and national automation users group conventions.

The Big “I” and Reagan Consulting jointly maintain the Best Practices Gateway Web site that provides executive summaries of the annual Best Practices Studies, the Best Practices Quick Check interactive comparison tool and samples from the various Best Practices tools. The Gateway, as well as the annual study, is made possible in part through the financial sponsorship of various insurance companies and industry organizations.

The 2009 **Best Practices Study** sponsors include: Applied Systems, Central Insurance Companies, Chubb, EMC Insurance Companies, ENCOMPASS Insurance, Great American, Harleysville, Imperial AI Credit Companies, InsurBanc, The Hanover Insurance Group, Liberty Mutual, and Zurich.

(more)

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About Clements International

Clements International is the leading provider of insurance for expatriates, international schools, multinational businesses and relief organizations. Founded in 1947, Clements offers worldwide auto, property, health, life and commercial insurance with superior customer service and claims response to customers in more than 170 countries. For more information on the global list of programs and services offered by Clements International, please visit www.clements.com.

Founded in 1896, the Big "I" is the nation's oldest and largest national association of independent insurance agents and brokers, representing a network of more than 300,000 agents, brokers and their employees nationally. Its members are businesses that offer customers a choice of policies from a variety of insurance companies. Independent agents and brokers offer all lines of insurance – property, casualty, life and health—as well as employee benefit plans and retirement precuts. Web address: www.independentagent.com.

For more information on the Best Practices Study, contact Jennifer Becker at IIABA, 1-800-221-7917.

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