

# Performance News

Embrace **Risk. Reward** Performance.

Employee Owned

**SCOTT**

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## Where Integrity is a Sure Thing

*“Scott builds relationships based on the trust that comes from doing business in an honest and forthright manner. Our history of successful long-term relationships is proof positive that at Scott, trust is more than a buzzword – it’s a way of life.”* That’s how we view ourselves at Scott Insurance, so when we say we want to be your partner in finding solutions to your risk management issues, you can trust that we mean it. Here is what Chris Caffey says about Scott’s relationship as a partner to I.H. Caffey Distributing Company when a tornado ripped through the distributorship, causing millions of dollars of damage.

Chris Caffey says that at 2:00 a.m. when he called the Scott after-hours answering service he was ready with phone number in hand to call his account manager, Erik Koroneos, at home if he didn’t get an immediate response. But within a few minutes he got the call he expected and the process was off and running.

Caffey says that some years ago when Erik Koroneos first began calling on I.H. Caffey his consistent message was that Scott views itself as a partner to its customers, not just an insurance agent. Chris says you hear that from lots of agencies but the “proof is in the pudding”. He says Scott Insurance was a great partner throughout the recent disaster. “Erik’s efforts were not just about the claims but how to really get I.H. Caffey back into business. He did a great job of looking out for our interests when talking to the insurance adjuster.” Chris says that “Erik maintained a balance between the insurance company and I.H. Caffey to handle claims in an efficient, timely manner.”

Chris also pointed out that “in this day and age when people who are supposed to be your business partners more often disappoint you, it has been so refreshing to see Scott not only live up to expectations but go beyond expectations.”

At Scott, where an entrepreneurial atmosphere reigns and employee-ownership means personal responsibility, our risk advisors and managers truly live the role of partners to their clients. *“Rest assured, the buck stops here.”* It did.