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**Press Contact:**

Courtney R. Holder

Tel: (512) 853-9086

[cholder@combinedagents.com](mailto:cholder@combinedagents.com)

**FOUR CAA MEMBERS SELECTED FOR IIABA'S BEST PRACTICES STUDY**

*Bigham-Kliwer-Chapman-Watts, Bryan Insurance, Pierson & Fendley and Weatherby-Eisenrich Part of Elite Study Group*

**Austin, TX, June 3, 2008** – Today Combined Agents of America, LLC (CAA) announced four of its member agencies, Bigham-Kliwer-Chapman-Watts, Bryan Insurance, Pierson & Fendley and Weatherby-Eisenrich, were selected to join an elite group of independent insurance agencies around the United States participating in the Independent Insurance Agents and Brokers of America (IIABA) “Best Practices” Study Group. CAA is a managing general agency (MGA) committed to strengthening the independent insurance agency system through profitable growth, quality and exceptional service for its member agencies.

More than 800 independent agencies throughout the U.S. were nominated to take part in the annual study, but less than the top fourth qualified for the honor. To be chosen, the agency had to be among the 25-35 top-performing agencies in one of six revenue categories. An IIABA affiliated state association or an insurance company must first nominate the agency and then the agency must qualify based on outstanding customer services, growth, stability and financial management.

“CAA prides itself on inviting only the best agencies into our organization, and these four outstanding agencies are no exception to that rule,” said Don Jones, CAA president and president of Crockett Insurance Services, Crockett, TX. “We applaud these four agencies on their exceptional performance. Their success benefits each member of CAA and the broader industry as we work together to strengthen the independent insurance agency system.”

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

“We are extremely proud of these ‘Best Practices’ agencies,” says Madelyn Flannagan, Vice President of Education and Research for IIABA. “They epitomize the professionalism and standard of quality that the industry strives to achieve.”

Founded in 1952, Bigham-Kliwer-Chapman-Watts is based in Killeen, Texas and offers business and personal property and casualty insurance as well as employee benefits, life insurance and financial services. Based in Graham, Texas, Bryan Insurance is another full service agency and it has served North Texas since 1921. Providing both personal and business

insurance, Pierson & Fendley has been servicing Paris and its surrounding areas since 1955. The Weatherby-Eisenrich is a full service agency headquartered in Andrews, TX with two other locations in Odessa, TX as Edgmon-Eisenrich Insurance and in Granbury, TX as Insko Insurance.

### **About Combined Agents of America, LLC**

Founded in 1997 Combined Agents of America, LLC (CAA) is based in Austin, Texas, and comprised of 35 independent insurance agencies located throughout the state. By funneling the agencies' combined premiums, CAA brings larger volume commitments to insurance companies, while empowering its members to enlarge their bottom line and realize greater benefits from insurance companies, vendor discounts, profit sharing and other incentives. In 2007, CAA generated over \$387,000,000 in combined property and casualty annual premiums, and works with 18 of the largest insurance companies in the nation. CAA is nationally ranked as the number one independent agency in the southwest region by many of the top rated insurance companies and ranked 18<sup>th</sup> of the top 100 independent agencies in the nation by the *Insurance Journal* in 2008. All CAA member agencies remain independent and are recognized by insurance companies as a key component to their future growth and goal commitments. Additional information is available at [www.combinedagents.com](http://www.combinedagents.com).

CAA member agencies include: Aars & Nelson Insurance Agency, Barnard Insurance Agency, Bartlett, Baggett & Shands, Benchmark Insurance Group, Benton-Luttrell-Brown Company, Bigham-Kliwer-Chapman-Watts Insurance Agency, Bill Russell Insurance Agency Inc., Bosworth & Associates, Bryan Insurance Agency Ltd., Brownrigg Insurance Agency Inc., Cravens-Warren & Co., Crockett Insurance Service, Duncan-Fraser & Bridges Insurance Agency Inc., Ed Weeren Insurance Agency Inc., Evans-Ewan & Brady Insurance Agency Inc., First Insurance Services, Henry Norris Insurance Agency, Inc., GBS Insurance Agency Inc., Grona Boles and Martin Insurance Agency Inc., Insurance Associates of Texas, Insurance Net Inc., JHC Insurance Agency Inc., J. S. Edwards & Sherlock Insurance Agency, McCorkle Commercial Insurance Agency, Mims & Smith, Pierson-Fendley Insurance, Pinnacle Insurance Group Inc., Porter Insurance Agency Inc., Purifoy & Company, The Shropshire Agency Inc., Siegeler Insurance Agency, Inc., Walthall-Sachse & Pipes, Inc., Weatherby-Eisenrich Inc., Wellmann Insurance Agency, Inc., and Whorton Insurance Services.

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