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**FOUR CAA MEMBERS RETAIN STATUS AS IIABA'S  
BEST PRACTICES AGENCIES FOR 2008-09**

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

**Austin, TX, October 24, 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, have retained their status as a “Best Practices” agency for 2008-09. As a part of this elite group of independent insurance agencies around the United States, they will continue to participate in the Independent Insurance Agents and Brokers of America (IIABA) “Best Practices” Study Group. Additionally, Bigham-Kliwer-Chapman-Watts Insurance Agency was awarded as the “Best Practices Top Performer” in the revenue category of \$2.5 to \$5 million. Texas-based CAA is a managing general agency (MGA) committed to strengthening the independent insurance agency system across the country through profitable growth and exceptional service for its member agencies.

These CAA member agencies originally qualified in 2007 for this status by ranking among the 25-35 top-performing agencies in one of six revenue categories in the annual *Best Practices Study* conducted by IIABA and Reagan Consulting of Atlanta, GA. While more than 800 independent agencies throughout the United States were nominated to participate last year, less than the top fourth qualified for the honor to take part in a new three-year study cycle. To retain the Best Practices Agency status this year, these four CAA member agencies had to submit year-end results for review to re-qualify as one of the top performers in their revenue category.

"The criteria for becoming a Best Practices Agency is very demanding and the competition is fierce, so to achieve this standing is a strong testament to these agents and brokers," says Shirley Lukens, AAI, a Reagan Consulting partner and leader of the initiative.

Begun in 1993, this annual study of leading independent insurance agencies documents the business practices of these “best” agencies and urges others to adopt similar practices. Each agency must qualify based on outstanding customer services, growth, stability and financial management.

“CAA takes pride in its membership selection process, and the process is proven by the achievement of these four CAA agencies. The high caliber of customer service and integrity exhibited by these outstanding agencies is prevalent throughout our organization,” said Brent

Borgstedte, CAA Chairman and president of GBS Insurance Agency, Inc., Bellaire, TX. “As we move forward this year to broaden our membership outside of Texas, we will be looking for the same kind of top performing agencies that makeup our membership in Texas. Congratulations to our Best Practices Agencies!”

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 37 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 18th 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, BRIA Insurance & Risk Consultants, 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., EFGI Insurance & Bonds, LCC, Evans-Ewan & Brady Insurance Agency Inc., First Insurance Services, Henry Norris Insurance Agency, Inc., Garrett 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., The Weatherby-Eisenrich Inc., Wellmann Insurance Agency, Inc., and Whorton Insurance Services.

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