



## **What's New! - Brown receives ACSR!**

Congratulations Stephanie Brown! Steph works at Argus as an Individual Services Agent specializing in the sales and service of property, auto, life, umbrella, and recreational vehicle insurance.

**What do the letters ACSR stand for?** Accredited Customer Service Representative.

**What does working with a ACSR mean for me?** Outstanding, knowledgeable service and an ongoing commitment to keeping abreast of industry changes. Working with an ACSR means you are working with someone who has invested an extra measure of themselves in their careers to better serve YOU, their valued customer.

**How is ACSR service different from that provided by other agents?** Earning the ACSR designation takes hard work and commitment. This assures you of knowledgeable and careful answers to your questions. Each ACSR has completed two core modules of study as well as additional modules depending on their fields of expertise; Personal Lines (Homeowners, Personal Automobile, Personal Lines related coverage's); Commercial Lines (Property, Liability, Commercial Auto, Commercial Lines related coverage's); and Life & Health Lines. Each module is a commitment of many hours in intensive study for the individual with the passing of a rigorous exam required.

**Who awards the ACSR designation?** The Independent Insurance Agents of America (IIAA) professional association. With more than 13,000 designees, ACSR is the nation's largest and most prestigious program of its kind. Visit their web site at <http://www.iaa.org>.

This accomplishment of Steph's brings the total number of ACSR's at Argus Insurance to 9, with many more working towards the designation. Argus continues in its commitment to employee excellence through training and education. We believe a well trained and knowledgeable staff member is of great benefit to our customers.

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