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The Fairway Agency

A Trusted Partner for Workers' Compensation

The Fairway Agency is a transformative wholesale insurance brokerage firm specializing in workers' compensation insurance. From pre-placement to policy issuance and renewal with low premium minimums and no volume commitment, the company delivers the highest level of service. Being a member of A.I.M. Mutual Insurance Companies, it brings workers' compensation insurance to a diverse range of industries, from artisan contractors to retail and manufacturing and more.

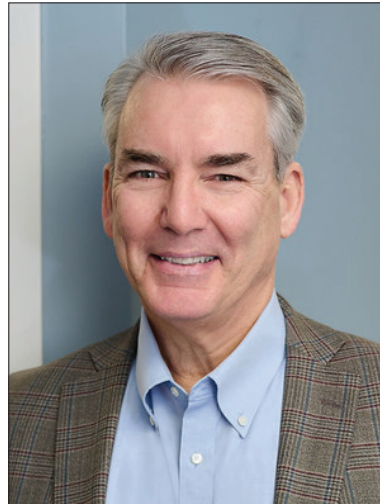
While The Fairway Agency's operations extend to 21 states currently, its main focus remains within New England. The company understands the challenges faced by small agencies lacking in-house expertise on workers' compensation. This understanding goes beyond technical insurance inquiries, covering aspects like coverages and limits.

The Fairway Agency's profound knowledge, coupled with a high degree of responsiveness and regular follow-ups with agents, make it stand out.

Unlike its competitors, the company's commitment to serving clients drives it to engage continuously with agency owners. The Fairway Agency identifies the unmet needs of its clients, ensuring all concerns are adeptly addressed. This personalized touch forms the cornerstone of its operational ethos.

"At the core of our strategy lies a genuine dedication to building relationships that transcend conventional agent interactions. Agents are not just customers to us; they are partners," says James Reilly, agency manager, The Fairway Agency.

The Fairway Agency's client engagement journey begins upon receiving applications via email. Following this, a



James Reilly,
Agency Manager



Our true value lies in allowing our partner agents to focus on their core responsibilities without the distraction of managing workers' compensation intricacies. By taking this responsibility off their plate, we empower them to prioritize their business growth

dedicated team is deployed to evaluate and understand the pain points and nuances of the agency's operations. Through active listening, the company identifies the most suitable market while exploring multiple options to present competitive quotes swiftly.

For instance, The Fairway Agency encountered a significant challenge with a manufacturing company that experienced a substantial shock loss, posing a critical situation for the agent.

Given the urgency, a mere four-day window, The Fairway Agency reached out immediately to the carrier. Due to the severity of the loss, they required an on-site inspection. Leveraging its strong relationship with the carrier, The Fairway Agency swiftly contacted the inspector and facilitated a prompt meeting with the client. Fortunately, the inspection validated that the claim was an isolated event, enabling The Fairway Agency to provide the necessary quote within a tight timeframe.

What sets The Fairway Agency apart is its recognition of the importance of addressing issues promptly. Its commitment to rectifying concerns, backed by a swift and effective resolution process, reinforces its dedication to customer satisfaction.

At the heart of the company lies a resolute commitment to transforming the business relationship into a genuine partnership. The Fairway Agency transcends the boundaries to serve its partner agents, emerging as a responsive ally and a solution-oriented resource in the dynamic world of workers' compensation.

"Our true value lies in allowing our partner agents to focus on their core responsibilities without the distraction of managing workers' compensation intricacies. By taking this responsibility off their plate, we empower them to prioritize their business growth," says Reilly. **IB**