

FAIR & YEAGER INSURANCE AGENCY

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FOR IMMEDIATE RELEASE

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Fair & Yeager Insurance Agency Inc. Re-Certified as Five Star Agency

Natick, MA – Fair & Yeager Insurance Agency Inc. of Natick, MA underwent an intensive review in order to be re-certified as a Five Star Insurance Agency.

The Five Star Award of Distinction is awarded by The Massachusetts Association of Insurance Agents (MAIA) to an independent insurance agency that successfully completes a "fitness review" which examines an agency's five key imperatives: Customer Focus, Management/Leadership Excellence, Human Resource Excellence, Process & Product Excellence and Future Success.

"There are four things that can make a great agency and they are: An owner who models the desired behavior and truly cares about the staff, customers and community. A management team that has unique skills and strengths that compliments the owners and that can align everyone in the agency to move forward in the direction that has been set for them. A staff that is a good blend of experienced individuals and younger people who work together with strong skill sets and capabilities and do their best to pursue the desired results, and a passion by everyone to do what is best for their customers, both in services and sales. Fair & Yeager has all of these qualities and is greatly deserving of its Five Star Agency Designation." said Frank Mancini, President and CEO of MAIA.

"Having the Five Star Agency Designation is important to us. It has helped us grow and improve and pushes us to continually strive to be better. Continuous improvement in all areas is what we focus on. I am lucky that we have the staff that we do because they are always striving to make sure that Fair & Yeager remains a Five Star quality agency to our customers." said Artie Fair, owner of Fair & Yeager Insurance.

Currently there are only 28 Independent Agencies in Massachusetts and Rhode Island that have received the coveted Five Star Agency Designation.