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## News Release

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FOR IMMEDIATE RELEASE

### **FCCI Insurance Group Ranked as a Top 10 P&C Performer by Deep Customer Connections**

*FCCI was ranked #6 out of 270 property and casualty insurers nationwide in a study released in January 2014 by Deep Customer Connections. The surveys polled nearly 7,000 independent agents and brokers on the insurers' ease-of-doing-business.*

**SARASOTA, Fla.** – February 12, 2014 – In January 2014, Deep Customer Connections released its Top 10 P&C Performers for 2013. FCCI Insurance Group ranked #6 out of 270 insurance companies.

The rankings represent [the results of surveys](#) administered to nearly 7,000 independent insurance agents and brokers. The surveys cover 11 unique performance factors that Deep Customer Connections used to determine the overall ease-of-doing-business with the insurer.

Independent agents and brokers have a choice of which insurers to work with when placing their business, and 99% of the agents and brokers polled indicated that the ease of working with a carrier is “critically important” in their decision.



**FCCI Headquarters and Florida Regional Office  
Sarasota, Fla.**

“The leaders of this year's Top 10 companies – and indeed of other P&C carriers who showed exemplary performance – deserve to be commended,” says Deep Customer Connections CEO Nort Salz. “This achievement requires on-going dedication to excellence across all agent touch-points throughout the organization. In our experience that requires everyone, from the CEO on down, to focus on making it easy for agents to do business with them.”

“Our agents are our customers, therefore this rating is particularly meaningful to us,” says FCCI President and CEO Craig Johnson, MBA, CPA. “We were ranked against some national carriers that are much larger than we are, so we feel that the priority we put on relationships and customer service is as important to our agents as it is to us. I'd like to say thank you to each of our agents that participated in these surveys and to offer you my personal assurance that ease-of-doing-business will continue to be one of our top priorities.”

FCCI provides automobile, crime, general liability, inland marine, property, commercial and contract surety, umbrella, workers' compensation and agribusiness/farmowners insurance coverage in 18 states. Celebrating its 55<sup>th</sup> year, FCCI is committed to carefully planned growth while providing financial strength and dependability for agents and policyholders.

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**About FCCI** – Working through independent agents in 18 states, FCCI provides commercial property and casualty insurance to more than 18,000 policyholders and commercial and contract surety to more than 10,000 bonded principals. Established in 1959 and rated A (Excellent) by A.M. Best Company, FCCI is headquartered in Sarasota, Fla., and has regional offices in Florida, Georgia, Indiana, Mississippi and Texas. For more information, please call 1-800-226-3224 or visit [www.fcci-group.com](http://www.fcci-group.com).

**About Deep Customer Connections** – Specialists in P&C carrier/agent consulting and research, Deep Customer Connections focuses on helping P&C executives maximize revenue through agents. Widely known for its annual top 10 P&C performers list, Deep Customer Connections uses custom competitive research and its proprietary Agent Business Indicator<sup>®</sup> model to measure clients' competitive positions across 11 Performance Factors that matter the most to agents. Based on comprehensive analysis of these metrics, Deep Customer Connections collaborates with clients' executive management teams to pinpoint and prioritize opportunities, and then implement effective growth initiatives.