

Meet your

St. Louis 2011 FIVE STAR Home/Auto Insurance Professionals



We surveyed homeowners and industry experts to find home/auto insurance professionals in the St. Louis area who scored highest in overall satisfaction. Here they are.



With more than 15,570 St. Louis area residents with a property and casualty insurance license, how do you find someone who represents your interests and operates with an emphasis on integrity and service? As an independent third party, Crescendo Business Services presents the FIVE STAR Award to assist consumers in selecting a home/auto insurance professional who provides exceptional overall satisfaction, indicated by consumers.

For the purposes of this research, home/auto insurance professionals include any individual with the property/casualty line of authority on their insurance license. This line of authority is what the licensee must have in order to market a homeowner's policy.

The Selection Process

Crescendo surveyed, by mail and phone, more than 18,400 homeowners and 9,000 subscribers of *St. Louis Magazine*.

Respondents were asked to evaluate only home/auto insurance professionals they know through personal experience. They were asked to evaluate the professional on categories such as overall satisfaction and whether they would highly recommend them to a friend.

Crescendo scored and screened each qualified home/auto insurance professional against the Missouri Department of Insurance to make certain that licenses were up to date and that no disciplinary actions were pending.

Then, before finalizing the list, qualifying home/auto insurance professionals were reviewed by a panel of industry experts comprising prominent individuals in the real estate community.

Although the panelists' comments were incorporated into the final score, safeguards were built into the review process to reduce the ability of panel members to influence the composition of the final list on the basis of company affiliation.

A Select Award

The resulting list of FIVE STAR Home/Auto Insurance Professionals is a select group, representing less than 1 percent of the home/auto insurance professionals in the St. Louis area engaged in home/auto insurance services.

Although the list will certainly be a useful tool for anyone looking for insurance professionals, it should not be considered exhaustive. Undoubtedly, there are many excellent insurance professionals who, for one reason or another, are not on this year's list.

RESEARCH DECLARATIONS:

As with any research or recognition program, it is important that we provide you the following declarations:

- The 2011 FIVE STAR Home/Auto Insurance Professionals do not pay a fee to be included in the research or the final list of FIVE STAR Home/Auto Insurance Professionals.
- The overall evaluation score of a home/auto insurance professional reflects an average of all respondents and may not be representative of any one client's experience.
- The FIVE STAR Award is not indicative of the home/auto insurance professional's future performance.
- The inclusion of a home/auto insurance professional on the FIVE STAR Home/Auto Insurance Professional list should not be construed as an endorsement of the home/auto insurance professional by Crescendo Business Services or *St. Louis Magazine*.

For more information on the FIVE STAR Award and the research/selection methodology, go to: fivestarprofessional.com/haresearch.

As seen in the April 2011 issue of:

StLouis
MAGAZINE

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Congratulations

On Being Selected as a

2011 FIVE STAR Home/Auto Insurance ProfessionalSM

Ruth Aaron, American Realty

Garth Abun, ABC Realty

Sara Accet, Realty South

Gerry Acsent, Northwest Realty Team

Wendy Budden, American Realty

Kim Bate, Realty Brokers Services

Parker Banden, Real Estate Realty Company

Julie Baskin, Access Realty Co.

Ike Binder, American Realty

Perry Bloom, Washington Real Estate

Anthony Bonifantie, State Realty

Price Caiaway, Northwest Realty Team

Linda Campbel, Washington Real Estate

Kathy Campbell, ABC Realty

Gary Thomas, Thomas Insurance Advisors

Hilary Conan, Washington Real Estate

Stacy Coonard, American Realty

June Cotz, Access Realty

Randy Craig, New Age Home Real Estate

Kurt Daniel, Washington Real Estate

Preston Davary, ABC Realty

Taylor Donovan, Access Realty

Gail Dunner, ABC Realty

Yan Edmondson, Northwest Realty Team

John Edwards, State Realty

Kathy Ellen, Washington Real Estate

Harry Everett, New Age Home Real Estate

Orval Fance, ABC Realty

Gena Fark, Access Realty Co.

Lane Fowler, Realty Loans

Josh Frontier, State Realty Company-Wallingford Branch

Wendy Franken, Province Realty Company

Quinsy Gensen, ABC Realty

Linda Henderson, Washington Real Estate

Jeff Height, Realty Brokers Services

Erin Inndet, Salmon Community

Inge Johnson, Access Realty Co.

Pursy Johnson, ABC Realty

Frank Montgomery, Province Realty Company

Ruth Robinson, New Age Home Real Estate

Shannon Wade Rogers, American Realty

Ann Russ, Peel Estate Realty Company

Margaret Ruck, Washington Real Estate

Drew Russell, State Realty Company-Wallingford Branch

Jo Rurstein, American Realty

Marcia Salkin, Access Realty Co.

Lou Salvatori, Salmon Community

Penny Sanders, Province Realty Company

Wayne Sanders, Province Realty

Candy Swick, Network Realty Services

Patricia Tari, Washington Real Estate

Judie Taylor, New Age Home Real Estate

Fuzzy Taylor, The Real Estate

Terri Thackes, Access Realty Co.

Pat Thiessen, Access Realty Co.

Anne Thomas, Realty Brokers Services

Lenore Tremian, Salmon Community

Carol C. Trigg, Access Realty Co.

Melissa Turisi, American Realty

Gene Tway, Access Realty Co.

Shayla Teit, New Age Home Real Estate

Kim Vannest, Salmon Community

Barbara Vitale, New Age Home Real Estate

Gina Wallwork, Salmon Community

Martha Warren, American Realty

Gloria Waters, New Age Home Real Estate



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Sasha Vapparov, Whitson Realty Group

Rick Yates, New Age Home Real Estate

Richard Yates, ABC Realty

Thomas Zahn, New Age Home Real Estate

