

**BUSINESS INSURANCE**

# BEST PLACES TO WORK 2020



## Best Places program lists leading insurance industry firms

**B**est Places to Work in Insurance is an annual feature presented by *Business Insurance* and Best Companies Group that ranks the agents, brokers, insurers and other providers with the highest levels of employee engagement and satisfaction.

The 2020 report features 100 companies of various sizes, from 25 employees to more than 7,500. What these honorees have in common is a commitment to attracting, developing and retaining great talent through a combination of culture, benefits and other programs that their employees value.

Harrisburg, Pennsylvania-based Best Companies Group identifies the leading employers in the insurance industry

by conducting a free two-part assessment of each company. Through an employer questionnaire on policies, practices and demographics and a confidential employee survey, Best Companies Group assembles the data points and analyzes them according to eight core focus areas:

- Leadership and planning
- Corporate culture and communications
- Role satisfaction
- Work environment
- Relationship with supervisor
- Training, development and resources
- Pay and benefits
- Overall engagement

The program divides employers into the categories of small, or those with 25-249 employees; medium, for organizations with 250-999 employees; and large, those with 1,000 or more employees. The 2020 overall winners, by employer size, are:

- S** Burnham Benefits Insurance Services
- M** Assurance
- L** West Bend Mutual Insurance Company

The following report highlights what makes these and other companies in the insurance industry among the best places to work.

LARGE EMPLOYER CATEGORY (1,000+ U.S. Employees)				SMALL EMPLOYER CATEGORY (25-249 U.S. Employees)					
Rank	Company	U.S. Employees		Rank	Company	U.S. Employees	Rank	Company	U.S. Employees
1	West Bend Mutual Insurance Company	1,363		1	Burnham Benefits Insurance Services	114	35	Reliance Partners LLC	113
2	Lockton Companies	5,036		2	Cavignac & Associates Insurance Brokers	59	36	Fred C. Church Insurance	163
3	CBIZ Benefits and Insurance Services, Inc.	1,477		3	Pritchard & Jerden	92	37	MGIS	63
4	Philadelphia Insurance Companies	1,992		4	Captive Resources	224	38	White & Associates Insurance Agency	79
5	NFP Corp	3,705		5	Lipscomb & Pitts Insurance LLC	128	39	Transtar Insurance Brokers, Inc.	35
6	Higginbotham	1,159		6	McConkey Insurance & Benefits	101	40	BKCW Insurance	40
7	AF Group	1,540		7	Socius Insurance Services, Inc.	79	41	C3 Risk & Insurance Services	62
8	USI Insurance Services	7,578		8	RBN Insurance Services	35	42	Liberty Insurance Associates, Inc.	32
9	Ryan Specialty Group	2,426		9	Simply Business	128	43	QEO Insurance Group	96
10	Risk Strategies	1,864		10	VAST	51	44	IPMG	114
11	Shelter Insurance Companies	1,990		11	Connor & Gallagher OneSource (CGO)	83	45	The Plexus Groupe LLC	118
12	Everest Re Group, Ltd.	1,368		12	Cobbs Allen	212	46	Rockingham Insurance Company	95
13	Risk Placement Services	1,713		13	RogersGray	200	47	Simkiss & Block	55
				14	One Agents Alliance (OAA)	25	48	VUMI Group	51
				15	MassMutual Arizona	85	49	Outline Insurance Inc	29
				16	SIG	69	50	Odell Studner	59
				17	Commercial Insurance Group LLC dba BIGFOOT INSURANCE	49	51	Avalon Risk Management Insurance Agency LLC	130
				18	Sterling Seacrest Partners	192	52	Prime Insurance Company	168
				19	The Partners Group, Ltd.	165	53	Rathbone Group LLC	76
				20	Associated Insurance and Risk Management Advisors	89	54	Frank Winston Crum Insurance	55
				21	American Global LLC	73	55	Lyons Companies	44
				22	Plastridge Insurance	85	56	Wallace Welch & Willingham Inc.	111
				23	Sahouri Insurance	51	57	AHT Insurance	200
				24	The Ashley Group	25	58	Deeley Insurance Group	60
				25	ECBM Insurance Brokers & Consultants	80	59	WNC Insurance Services, Inc.	232
				26	Kapnick Insurance Group	173	60	Bold Penguin	104
				27	Virtual Benefits Administrator	56	61	A.I.M. Mutual Insurance Companies	179
				28	Virtus LLC	42	62	The WRC Group	100
				29	Christensen Group, Inc.	151	63	Signal Administration, Inc.	63
				30	Apex Benefits	69	64	Texas Municipal League Intergovernmental Risk Pool	247
				31	SET SEG	85	65	Scottish American	164
				32	Networked Insurance Agents LLC	111	66	VGM Insurance & Financial Solutions Inc	58
				33	American Integrity Insurance Group LLC	238	67	Davies	134
				34	One General Agency	41	68	MarketScout	53
							69	Berkley Industrial Comp	50
							70	Acclamation Insurance Management Services	186





# BEST PLACES TO WORK 2020

## Large employer (1,000+ employees)

### West Bend Mutual Insurance Company

West Bend Mutual Insurance Company is the top-ranked large employer in the 2020 Best Places to Work in Insurance. The West Bend, Wisconsin-based company has more than 1,300 associates and has been in business for over 125 years. Its associates especially value West Bend's support for the community and encouragement of volunteerism, as well as

its flexible, family-oriented benefits.

**Lockton Companies**, a longtime Best Places to Work in Insurance honoree, took second place in the large-employer category for the second consecutive year. Among the things Lockton's more than 5,000 U.S. associates value are its culture of service and caring, celebration of individual achievements and social

events. For the second year, Lockton has offered Associate Dreams, a program that celebrates associates by providing time and/or money to make a goal reality.

**CBIZ Benefits and Insurance Services, Inc.** earned third-place honors among large employers for the second straight year as a Best Place to Work in Insurance. Cleveland, Ohio-based CBIZ has nearly 1,500 employees,

who strongly value the firm's flexible work benefits, relaxed

dress code and volunteering program.



West Bend Mutual employees send off a graduate of Project Search, an internship and employability training program for young adults with disabilities.



West Bend Mutual employees practice social distancing while making masks for field associates.

1

2

3

**West Bend Mutual Insurance Company**

**Lockton Companies**

**CBIZ Benefits and Insurance Services, Inc.**

## Medium employer (250-999 employees)

### Assurance

A longtime honoree as a Best Place to Work, Assurance earned honors in the medium size category of Best Places to Work in Insurance. The Schaumburg, Illinois-based agency has 530 employees, who value the firm's branded perks program, a culture of helping workers recharge with onsite fitness and recreational equipment, and paid time off for volunteering.

management software has a people-centered culture that has earned it honors as a Best Place to Work in Insurance for three straight years. Founded in 2009, Origami today has 291 employees, who value the company's frequent recognition of individual achievements, focus on empowering employees, and an annual colleague conference.

Third place went to **IMA Financial Group**. The Denver, Colorado-based brokerage was established more than 40 years ago. Its 800 associates



Group outings in 2019 were one way Assurance helped its employees unwind.

value IMA's commitment to supporting communities and its flexibility in helping

associates strike a balance between their professional and personal lives.

1

**Assurance**

2

**Origami Risk**

3

**IMA Financial Group**

## Small employer (25-249 employees)

Top honors in the small-employer category of Best Places to Work in Insurance went to **Burnham Benefits Insurance Services** (see

profile on next page). In second place in the category was **Cavnac & Associates Insurance Brokers**, a San Diego-based brokerage firm

with 59 employees. **Pritchard & Jerden**, an Atlanta-based brokerage with 92 employees, placed third.



A wine tasting was a popular event in 2019 for these Burnham Benefits Insurance Services employees.

1

**Burnham Benefits Insurance Services**

2

**Cavnac & Associates Insurance Brokers**

3

**Pritchard & Jerden**

# BEST PLACES TO WORK 2020



## Insurers/Providers

### Euler Hermes

Euler Hermes USA, a Baltimore, Maryland-based trade credit insurance subsidiary of Germany's Allianz S.E., is the top insurer/provider in the 2020 Best Places to Work in Insurance. Earning recognition as a Best Place to Work for the second straight year, Euler Hermes USA focuses on helping businesses manage risks to their accounts receivable,

protect against bad debt and enhancing working capital. The company's 380 employees particularly enjoy its paid parental leave, flexible telecommuting and working hours, and culture of training and lifelong learning. Euler Hermes USA also offers employees international mobility, to live in other countries and develop their careers.



Euler Hermes employees, wearing red, show their passion for making a difference for their customers and community.

### Agents/Brokers

#### BEST PLACES TO WORK IN INSURANCE 2020: AGENTS/BROKERS

Rank	Company	U.S. Employees	Rank	Company	U.S. Employees
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2	Cavnignac & Associates Insurance Brokers	59	40	Holmes Murphy	992
3	Pritchard & Jerden	92	41	Lockton Companies	5,036
4	Assurance	530	42	BKCW Insurance	40
5	Lipscomb & Pitts Insurance LLC	128	43	C3 Risk & Insurance Services	62
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7	Socius Insurance Services, Inc.	79	45	QEO Insurance Group	96
8	RBN Insurance Services	35	46	IPMG	114
9	Simply Business	128	47	BXS Insurance	645
10	VAST	51	48	CBIZ Benefits and Insurance Services, Inc.	1,477
11	Connor & Gallagher OneSource (CGO)	83	49	Baldwin Risk Partners	848
12	Cobbs Allen	212	50	The Plexus Groupe LLC	118
13	RogersGray	200	51	Propel Insurance	347
14	One Agents Alliance (OAA)	25	52	Simkiss & Block	55
15	MassMutual Arizona	85	53	VUMI Group	51
16	SIG	69	54	Outline Insurance, Inc.	29
17	Commercial Insurance Group LLC, dba Bigfoot Insurance	49	55	SageSure	300
18	Sterling Seacrest Partners	192	56	Odell Studner	59
19	The Partners Group, Ltd.	165	57	Avalon Risk Management Insurance Agency LLC	130
20	Associated Insurance and Risk Management Advisors	89	58	PayneWest Insurance	701
21	American Global LLC	73	59	NFP Corp.	3,705
22	Plastridge Insurance	85	60	Lyons Companies	44
23	Sahouri Insurance	51	61	Higginbotham	1,159
24	The Ashley Group	25	62	Wallace Welch & Willingham, Inc.	111
25	ECBM Insurance Brokers & Consultants	80	63	Paychex Insurance Agency	947
26	Kapnick Insurance Group	173	64	AHT Insurance	200
27	IMA Financial Group	800	65	USI Insurance Services	7,578
28	Brown & Riding	287	66	Ryan Specialty Group	2,426
29	Hylant	745	67	Deeley Insurance Group	60
30	Virtus LLC	42	68	WNC Insurance Services, Inc.	232
31	Christensen Group, Inc.	151	69	INSURICA	566
32	Apex Benefits	69	70	Risk Strategies	1,864
33	Networked Insurance Agents LLC	111	71	Signal Administration, Inc.	63
34	One General Agency	41	72	Scottish American	164
35	Reliance Partners LLC	113	73	VGM Insurance Services	58
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37	MGIS	63	75	Davies	134
38	White & Associates Insurance Agency	79	76	MarketScout	53
			77	Acclamation Insurance Management Services	186

#### BEST PLACES TO WORK IN INSURANCE 2020: INSURERS/PROVIDERS

Rank	Company	U.S. Employees
1	Euler Hermes	380
2	SET SEG	85
3	American Integrity Insurance Group LLC	238
4	Amerisure	695
5	West Bend Mutual Insurance Company	1,363
6	Philadelphia Insurance Companies	1,992
7	Rockingham Insurance Company	95
8	Continental Western Group	262
9	Prime Insurance Company	168
10	Tokio Marine America	335
11	Frank Winston Crum Insurance	55
12	AF Group	1,540
13	A.I.M. Mutual Insurance Companies	179
14	The WRC Group	100
15	Shelter Insurance Companies	1,990
16	Texas Municipal League Intergovernmental Risk Pool	247
17	Everest Re Group, Ltd.	1,368
18	Berkley Industrial Comp	50

### Burnham Benefits Insurance Services

Irvine, California-based benefits brokerage and consulting firm Burnham Benefits Insurance Services is the top agent/broker in the 2020 Best Places to Work in Insurance. Since 2013, Burnham has appeared annually on the list of Best Places to Work. Burnham's more than 100 employees appreciate their employer's

commitment to social and environmental performance, career development programs, work/life harmony and year-round celebrations. As a certified B Corp, Burnham is recognized for meeting standards of community engagement and environmental performance, accountability and transparency.



Burnham Benefits Insurance Services employees gathered in 2019 to help Habitat for Humanity build homes.



# BEST PLACES TO WORK 2020

## How insurance firms attract talent

What does it take to join the list of the Best Places to Work in Insurance? A number of attributes set apart the companies on the 2020 list. One frequently cited quality is flexibility, which honorees demonstrated heroically during the coronavirus pandemic. Many of the Best Places to Work in Insurance have flexible work policies, which were widely used as governments imposed lockdowns and quarantines to contain the pandemic.

While employees also appreciate perks and amenities, a longer-lasting component of satisfaction stems from honorees' focus on cultures of employee engagement and career development.

Best Companies Group analyzes the responses to confidential employee surveys in eight core areas. These areas show significant differences between the best employers and those that did not make this year's list:

**Leadership and planning.** This area includes understanding of the company's strategy, confidence in leadership, adequate planning and follow-through and care about employees' well-being. For all companies on the 2020 list, the number of positive responses in this area averaged 91%, vs. 82% for companies that failed to

make the list.

**Corporate culture and communications.**

Components of this area include clear and frequent communication, trust, a spirit of cooperation, a feeling that employees are valued and a culture of diversity. Positive responses averaged 90% for companies on the list, and 81% for other companies.

**Role satisfaction.** This area looks at how employees like the work they do, their ability to balance work and life, and whether they feel valued and part of a team. Positive responses averaged 91% for the top employers, vs. 87% for others.

**Work environment.** Positive responses about physical working conditions, comfort and safety averaged 94% for the top employers and 91% for others.

**Relationship with supervisor.** Fairness, respect, trust and feedback are elements of this area. For the Best Places to Work, positive responses averaged 92%, vs. 88% for other employers.

**Training, development and resources.** Initial and ongoing training, adequate and dependable equipment, room to advance and promotions for good work are among the components of this area. Positive responses for the top employers averaged 85%, vs. 80% for others.

**Pay and benefits.** Fair compensation and satisfaction



Cavignac & Associates Insurance Brokers team members volunteer at an annual surf clinic for the Challenged Athletes Foundation.

with benefits such as paid vacation, health care, dental and retirement plans are among the components of this area. For the Best Places to Work in Insurance, positive responses averaged 89%, and 77% for other employers.

**Overall engagement.** This area includes employees' overall satisfaction with the employer, a sense of pride in working there, willingness to give extra effort, willingness to recommend the employer's products or services, and recommend working there to others. Positive responses here averaged 93% for the Best Places to Work in Insurance, and 87% for employers not on the list.

### HOW TO GET INTO BPTW

To participate in the Best Places to Work program, an organization must:

- Be a for-profit or non-profit business
- Be publicly or privately held
- Have a facility in the United States
- Employ at least 25 people in the United States
- Be in business for at least 1 year

Eligible insurance organizations are: retail agents/brokers, wholesale brokers/managing general agents, reinsurance intermediaries, claims services companies, benefit brokers and consultants, property/casualty insurers, group life/health insurers, and reinsurers. Non-profit insurance associations or service organizations aligned with the commercial insurance industry also are eligible.

**For more information and to participate in the 2021 program, please contact Susan Stilwill at 312-636-7222 or [sstilwill@businessinsurance.com](mailto:ssstilwill@businessinsurance.com), or visit [www.bestplacestoworkins.com](http://www.bestplacestoworkins.com).**



A frequent sight for employees at all of this year's Best Places to Work, video conferences kept SET SEG team members connected as they worked remotely.

VIEW THIS YEAR'S FULL LISTING AT  
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