

Meet your

Milwaukee 2011 FIVE STAR Business Insurance and Benefits Professionals

We surveyed small businesses to find the business insurance and benefits professionals in the Milwaukee area who scored highest in overall satisfaction. Here they are.



With more than 19,500 business insurance and benefits professionals in the Milwaukee area, how do you find someone who listens to you, represents your interests and operates with an emphasis on integrity and service? *BizTimes Milwaukee* can help. The magazine recently formed a partnership with FIVE STAR Professional to administer an independent research study. The goal: identify business insurance and benefits professionals who successfully meet key criteria and score highest in overall satisfaction.

Business insurance and benefits professionals include individuals involved in identifying and establishing employee and company benefits and/or insurance and risk management products and programs for business customers.

The Selection Process

FIVE STAR Professional surveyed, by mail and phone, more than 10,700 small businesses (10-250 employees) throughout the Milwaukee area.

Respondents were asked to evaluate only business insurance and benefits professionals who they know through personal experience, and to evaluate them across nine categories of performance: customer service, integrity, knowledge/experience, employee communications, employer communications, the ability to offer a variety of options, quality of recommendations, post-sale service and overall satisfaction.

FIVE STAR Professional scored and screened each qualified business insurance and benefits professional against state regulating bodies to verify that licenses were current and that no disciplinary actions were pending.

Then qualifying professionals were reviewed by a panel of experts from within the business insurance, benefits and human resources industries.

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 Business Insurance and Benefits Professionals is a select group of less than 2 percent of all licensed business insurance and benefits professionals in the Milwaukee area. To make the list more user-friendly, professionals have identified the categories to which they provide services.

Although this list will certainly be a useful tool for anyone looking for a business insurance and benefits professional, it should not be considered exhaustive. There undoubtedly are many other excellent business insurance and benefits 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 Business Insurance and Benefits Professionals do not pay a fee to be included in the research or the final list of FIVE STAR Business Insurance and Benefits Professionals.
- The overall evaluation score of a business insurance and benefits professional reflects an average of all respondents and may not be representative of any one evaluation.
- The FIVE STAR Award is not indicative of the business insurance and benefits professional's future performance.
- The inclusion of an individual on the FIVE STAR Business Insurance and Benefits Professional list should not be construed as an endorsement of that person by FIVE STAR Professional or *BizTimes Milwaukee*.
- Working with a FIVE STAR Business Insurance and Benefits Professional or any business insurance and benefits professional is no guarantee that the selected professional will be awarded this accomplishment by FIVE STAR Professional in the future.

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



BUSINESS INSURANCE AND BENEFITS PROFESSIONAL

List compiled by FIVE STAR Professional. Names in **boldface** also appear in the profiles section. Business Insurance and Benefits Professional additional services: Risk Management = RM; Property and Casualty Insurance = PCI; Liability Insurance = LI; Commercial Auto Insurance = CAI; Workers Compensation = WC; Business Interruption Insurance = BI; Life and/or Disability Insurance = LDI; Social Security and/or Other Taxation Related = SS/T; Unemployment Insurance = UI; Health and/or Dental Benefits = HDB; Retirement Plans and/or Pensions = RPP

BUSINESS BENEFITS PROFESSIONAL

Lanette Akey, Security Insurance Services
HDB, LDI

Freddy Almonte, R & R Insurance Services
HDB

Mark Anderson, Averil Anderson
HDB, LDI, RM

Daniel Aschenbrener, Willis of Wisconsin
HDB, LDI

Rae Anne Beaudry, The Horton Group/Horton Benefit Solutions
HDB, LDI

Beth Belanger, Ansay & Associates
HDB, LDI

Aaron Bielawski, Cyganiak Planning
HDB, LDI, RPP

Julie Carlsen, Associated Financial Group
HDB, LDI, RPP

Todd Catlin, Liberty Insurance Group
HDB

Gregory Chrisafis, Benefit Resources
HDB, LDI

Jim Courtney, Health Insurance Associates
HDB, LDI

John Dawson, Willis of Wisconsin
HDB, LDI, UI

Gregory Enes, Cleveland Hauswirth
RM, HDB, LDI

Amy Engebretson, HNI Risk Services
HDB, LDI, RM

Jeff Engel, Engel & Engel
HDB

Jeff Esser, Capitol Marine Insurance Agency, Inc./Esser Insurance Services
HDB, LDI, RPP

Jason Evitts, A.B. Schmitz Agency
HDB, LDI



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Michael Haessler, Robertson Ryan & Associates
HDB, LDI, PCI

Jenni Heiden, M Barrington Corporation
HDB, LDI, SST

Kristen Herriot, Snyder Insurance Agency
HDB, LDI

Thomas Hitchcock, Willis of Wisconsin
HDB, LDI

Lisa Hoffmann, R & R Insurance Services
HDB, LDI

Tom Jocz, Diversified Insurance Services
HDB, LDI, SST

BUSINESS BENEFITS PROFESSIONAL

Marni King, Ansay & Associates
HDB, LDI, RM

Sandy Kirchenberg, Diversified Insurance Services
HDB, LDI

Leslie Kitzman, R & R Insurance Services
HDB, LDI

Michael Kratzer, MK Financial Group
RPP, LDI

Rick Krol, Starr Group
HDB, LDI, RM

Amy Ley, MPC Advisers
HDB, RPP, LDI

Gerri Love, Gerri Love Insurance Service
HDB, LDI

Gloria Lueck, Cyganiak Planning
HDB, LDI, RM, BII

Christopher Martin, Cyganiak Planning
RPP, LDI, HDB

Mark Mason, Robertson Ryan & Associates
HDB, LDI

Wendy Matousek, R C Insurance Services
HDB, LDI

Mark Maynard, Cyganiak Planning
HDB, LDI

Nancy McKay, Cyganiak Planning
HDB, LDI

Jim Murphy, Johnson Insurance
HDB, LDI

Terry Murphy, East Town Insurance Services
HDB, LDI, RPP

Andrew Neary, Midwest Insurance Group
HDB, PCI

Michael Neuberger, Hays Companies
LDI, HDB, RM, LI

Mary Nikolai, Hays Companies
HDB, LDI

Dianne Ogorzalek, Snyder Insurance Agency
HDB, LDI

Marcia Panella, Health Insurance Associates
HDB, LDI

Sherry Pezze, Associated Financial Group
HDB, LDI

Beth Rasmussen, CRB Insurance Agency
HDB, LDI

Jon Rauser, The Rauser Agency
HDB, LDI

Jim Reinke, Snyder Insurance Agency
RPP, LDI

Jennifer San Fillippo, La Bri Group First Allied Securities
RPP, RM

Dean Sarnowski, Diversified Insurance Services
HDB, LDI

Bill SchAAF, Security Insurance Services
RPP, HDB

Barbara Schroeder, Ansay & Associates
RM, HDB, LDI

Scott Schultz, Burkwald & Associates
HDB, LDI

BUSINESS BENEFITS PROFESSIONAL

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Jeffrey Stuckert, Financial Solutions
RPP, LDI

Erik Swenson, Retirement Plan Solutions
RPP

John Tomlinson, Mid-State Insurance
HDB

Debra Veenstra, CRB Insurance Agency
HDB, LDI

Andrew Wadsworth, The Rauser Agency
HDB, LDI

Len Wesner, Hays Companies
RM, LDI, HDB

Thomas Williams, Group Health Planning
LDI, HDB

Andrew Williamson, Diversified Insurance Services
HDB, LDI

Carmen Winkelman, Snyder Insurance Agency
HDB, LDI

Elizabeth Woyach, Cyganiak Planning
HDB, LDI, BII, RM

BUSINESS INSURANCE
PROFESSIONAL

Justin Abbott, Integrated Risk Solutions
PCI, RM, WC, CAI

Robert Anger, Woller Anger & Company
PCI, RM, HDB, LDI

Cathy Antonie, Security Insurance Services
HDB, LDI, BII, LI

Dan Antonneau, David Insurance Agency
RM, LI, CAI, WC



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BUSINESS INSURANCE PROFESSIONAL

Tom Baer, R & R Insurance Services
PCI, WC, RM, CAI

Laura Bagin, Cyganiak Planning
HDB, LDI

Greg Barney, R & R Insurance Services
PCI

Michael Barry, Security Insurance Services
PCI, WC, RM, CAI

Patti Blaschka, Veitenhaus Insurance Services
PCI, WC, RM, CAI

John Borges, Robertson Ryan & Associates
PCI

Tom Boudreau, R & R Insurance Services
PCI, RM, WC, LI

Clark Bowerman, R & R Insurance Services
PCI, WC, CAI, BI

Debra Bozich, Security Insurance Services
PCI, RM

Charles Brennan, Brennan Insurance Agency
PCI, LI, CAI, WC

Suzanne Brill, Woller Anger & Company
LDI, RPP

Carol Cantrall, Security Insurance Services
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Jeffrey Cardenas, R C Insurance Services
PCI, RM, WC, LI

Jeremy Cardenas, Midwest Insurance Group
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Lynda Chmura, M3 Insurance Solutions
PCI, LI, CAI, WC

Roger Clark, Modern Woodmen of America
LDI, RPP, HDB

Richard A. Conforti, Zingen & Braun Insurance Agency
PCI, WC, HDB, RM

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PCI

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PCI, LI, CAI, WC

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BUSINESS INSURANCE PROFESSIONAL

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PCI

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PCI, RM, WC, LI

Ryan Jones, The Starr Group
PCI

Rick Kalscheuer, R & R Insurance Services

Connie Kempke, R & R Insurance Services
PCI

Paul Kihlsinger, Robertson Ryan & Associates
RM

Bill King II, R & R Insurance Services
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Lon Knoedler, Sparks Insurance
PCI, CAI, WC, HDB

Ron Knudsen, Johnson Insurance
PCI, WC, CAI, RM

Chad Koehler, Koehler Insurance Agency
PCI

Chris Kondrick, Aon Risk Solutions
PCI, RM, LDI, HDB

Robert Kotecki, Associated Financial Group
PCI, WC, RM

Paul Kraemer, The Starr Group
RM, PCI, WC, LI

Tammy Krueger, R & R Insurance Services
PCI, WC, RM, LI

Doug LeClair, Church Mutual Insurance Company
PCI, WC, CAI

Toni Lester, Security Insurance Services
PCI

Tom Listwan, TCA Financial Services
PCI, WC, CAI

James Mangold, Mangold Insurance
PCI, WC, LDI, HDB

Michael Martin, Allied Insurance Centers
PCI, RM

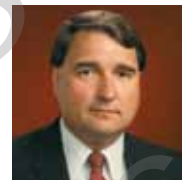
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