

AHT

INSURANCE

A BALDWIN RISK PARTNER

Consolidations & Disruptions in the Insurance Brokerage World



NONPROFIT INSIGHTS



WHEN YOUR TRUSTED CIRCLE GETS DISRUPTED...



CLIENT LOSES TRUSTED ADVISOR

The insurance brokerage world is experiencing disruption now more than ever due to increased M&A activity, consolidation, and even the great resignation. As a result, you may lose your trusted advisor and long-time contact - leaving you to wonder what next and hoping for no interruption or changes in your service.



CLIENT STARTS FEELING THE "PAIN"

The reality in what we are hearing is that many people who lose their trusted advisor feel like the relationship just doesn't have the same level of resources or care that they are used to receiving. It's important to remember that your service level should not change or suffer when a brokerage firm goes through a merger or acquisition.



ARE WE STILL TALKING ABOUT THE NEW NORM? YES.

While we can't control things like pandemics and new remote or hybrid working environments, there are things we can control to help maintain and even exceed our clients' expectations.

HOW DO WE MAINTAIN SUPERIOR CLIENT SERVICE IN THESE TIMES?



We have a plan to move quickly and proactively in times of staffing challenges. Being proactive about planning helps ensure no disruption in expected service to our clients.



We communicate quickly and adapt to new environments with which we are faced. If the last two years have taught us anything, it's that we need to be more flexible and accommodating than ever before.



We strive to continually build a great culture where people feel empowered to rise up and make a difference for their clients. Our teams have dedicated industry specialists and a clear, consistent service model by which they manage all client interactions.



Uncertainty is a part of life, but just having a solid plan in place can make our clients' lives better.

Contact us to talk about your needs and risk management strategy.



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