



President Message – July 2009

**PAUL HANSON PARTNERS
RECEIVES
“SPIRIT OF EXCELLENCE AWARD”**

By

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Paul Hanson Partners Specialty Insurance Solutions

Paul Hanson Partner’s mission as an organization is dedicated to providing service to our customers, brokers, and our insurance carriers. Several years ago our company performed a self evaluation and felt as an organization we provided good service but we needed to excel to become the leader in the industry. We focused our organization goals on three areas. First, we have made great strides to improve our service model by constantly evaluating every process and procedure in our office to be as efficient as humanly possible. Second, our company has made a large financial commitment to continuously up-grade our computer system and software to be remain a leader in technology. Lastly, we have staffed our organization to be available to service our customers 18 hours a day and 6 days a week.

Over the past several years we heard from all of you that we are the customer service leader in this industry niche, I feel it is important to announce to all of our customers and partners that Paul Hanson Partners recently received “The Spirit of Excellence Award” from Zurich North American Insurance Programs Division. This award is a tribute to our excellent employees, brokers, vendors and customers that help us achieve this prestigious award. As an organization we will continue to strive to provide the highest level of products and service to our customers.

Paul Hanson Partners was chosen among our peers for excellence in four specific areas: Premium Written, Profitability, Above Average Scores for Policy Service, and excelling to meet all “Annual Action Plan” Goals.

All of the employees are very proud of this accomplishment and want to thank all of our customers for continuing to allowing us to provide your insurance needs.