

# Sidelights

*on the business  
and the people in it*

Gencorp Insurance Group, headquartered in East Greenwich, R.I., recently announced the professional designations earned by members of its staff.



*Chris Iannotti*

**Chris Iannotti**, Assistant Vice President and Commercial Insurance Executive at the Gencorp Insurance Group has achieved the designation of Construction Risk and Insurance Specialist (CRIS). He is a graduate of LaSalle Academy and Bryant College and has been employed at Gencorp for over 20 years.



*Denise Palmigiano*

**Denise Palmigiano**, commercial lines account manager at the Gencorp Insurance Group has achieved the designation of Accredited Advisor in Insurance (AAI). She has worked at Gencorp for over 13 years and also has personal lines experience. Other designations that Denise has formerly received are the Certified Professional Insurance Agent (CPIA) and Accredited Customer Service Representative (ACSR).

## Five Stars for Success

The Massachusetts Association of Insurance Agents (MAIA) has announced that Kaplansky Insurance has achieved full re-certification as a Five Star insurance agency. The Five Star Insurance Agency designation is awarded only to agencies that pass a comprehensive fitness review based on customer focus, management, leadership, human resources, processes, products and services.

This prestigious designation is presented to less than the top 2% of insurance agencies. Once the designation is achieved, the agency must be re-certified every three years to retain it. This is Kaplansky's third Five Star designation.

Frank Mancini, MAIA president and chief executive officer, said, "With this award, Kaplansky Insurance remains among the elite but growing ranks of the Five Star Agency community. The Five Star Insurance Agency Award of Distinction recognizes an agency for excellence in every area of its operations. In order for the agency to qualify, agency personnel must jump a number of hurdles to earn their place among the best agencies in the state."

President Ely Kaplansky attributed the agency's success to strength in a number of areas, but particularly the staff.

"Our greatest strengths here at Kaplansky are leadership and teamwork coupled with the knowledge, experience and dedication of all members of our staff. We are proud of the role each and every member of our team plays in the operations and success of the agency. Our continued eligibility for the Five Star Agency designation is a tribute to them," Kaplansky said.

"Kaplansky Insurance is involved in a number of community activities, and we're proud to be a good corporate neighbor. We enjoy the excellent reputation and name recognition our involvement in the community has earned us," Kaplansky said.

Kaplansky Insurance is recognized as a "Five Star Agency" for excellence in the field – an honor bestowed on less than 2% of agencies by the Massachusetts Association of Independent Agents. It is one of just 11 agencies in the state to receive the "Best Practice" designation by the Independent Agents & Brokers of America which recognizes the top insurance agencies nationwide. Including Kaplansky, only four agencies in the country hold both the "Best Practice" and "Five Star" distinctions. Founded in 1974, the agency has branches in Brookline, Fairhaven, Maynard, Medford, Milford, Newton, Truro and Weymouth.

## Honored Agency

President and CEO Richard A. McGrath, CIC, LIA, announced today that McGrath Insurance Group, Inc. a 2010 Elite Personal Lines Agency in Massachusetts by Travelers Insurance for its outstanding achievement in personal insurance sales.

McGrath Insurance is one of only a handful of only a few Massachusetts agencies to earn the distinction from Travelers.

"Travelers Insurance is one of the country's premier insurance carriers, so earning this award is an important achievement for McGrath Insurance," McGrath said. "We appreciate the recognition from Travelers, as well as the hard work of our staff for helping us earn this important distinction."

McGrath Insurance, based in Sturbridge, Mass., has been providing consumers and businesses with business insurance, personal insurance, employee benefits and specialty insurance products to clients throughout New England since 1927.