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## **AKERS & ARNEY AGENT NAMED MO CUSTOMER SERVICE REP OF THE YEAR**

***MO Association of Insurance Agents Selects Pam Keyes for Outstanding CSR Award***

**Branson, MO** – Akers & Arney insurance agent Pam Keyes, CISR, has been named the Outstanding Customer Service Representative of the Year by the Missouri Association of Insurance Agents (MAIA) and the National Alliance for Insurance Education and Research. Keyes was honored at an awards ceremony on March 25, 2010 at the MAIA's 20<sup>th</sup> Annual Small Agency Conference in Columbia, Missouri.

David Arney, president and CEO of Akers & Arney, said Keyes was chosen for the award because of her commitment to providing outstanding solutions and sound advice to clients in the Branson area. "Pam exemplifies the best in the industry. We couldn't be more proud of her," Arney said.

A 20-year employee of Akers & Arney, Keyes supervises the personal lines department and is a personal lines account manager. She received her CISR designation from the Society of Certified Insurance Service Representatives in 1995. Pam was honored as the Missouri CISR of the Year by State Auto Insurance in 2008. She holds a Bachelor of Arts degree in business administration and sociology from William Jewell College. Pam is originally from Maryville, Missouri.

### **Missouri Association of Insurance Agents (MAIA)**

Founded in 1899, the Missouri Association of Insurance Agents is the oldest and largest association of independent agents in Missouri, representing some 4,000 independent agents, brokers and their employees. Its members are businesses that offer customers a choice of policies from a

variety of insurance companies. Independent insurance agents and brokers offer all lines of insurance property, casualty, life, health, employee benefit plans and retirement products. For more information, please visit [www.missouriagent.org](http://www.missouriagent.org). Phone: (800) 617-3658 or in Missouri call (573) 893-4301.

### **Akers & Arney**

Akers & Arney has been providing insurance solutions to businesses and families in the Branson/Tri-Lakes area since 1952. Akers & Arney is a member of Sitkins International™, an elite membership organization comprised of the top insurance agencies in the country. In 2009, Akers & Arney received the Independent Insurance Agents & Brokers of America's "Best Practices" Award for the 10<sup>th</sup> year.

A few of the many services Akers & Arney offers are property and liability protection, employee health and life benefits, bonds, and workers' compensation insurance. They also offer a full range of risk reducing services and solutions, as well as benefits cost reduction strategies to help lower operating costs and increase profitability.

Akers & Arney offers a full line of auto, home, boat, RV, and individual health and life plans. Their agents, who have over 250 years of combined experience, live in the Tri-Lakes area and are available to assist clients with claims 24 hours a day, 7 days a week.

Akers & Arney is located at 201 Buccaneer Blvd. next to the Branson Junior High School in the Corporate Summit. Visit [www.akersandarney.com](http://www.akersandarney.com) or call (417) 334-5115. To reach Pam Keyes, CISR, call extension 104 or via email at [pkeyes@akersandarney.com](mailto:pkeyes@akersandarney.com).

#### Photo Outline:

Pam Keyes, CISR, was named the Outstanding Customer Service Representative of the Year by the Missouri Association of Insurance Agents (MAIA) and the National Alliance for Insurance Education and Research at the MAIA's 20<sup>th</sup> Annual Small Agency Conference in Columbia, Missouri on March 25, 2010. Pictured (l-r): Patrick Deem of the National Alliance for Insurance Education and Research and Pam Keyes of Akers & Arney in Branson.