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**The
Green
Issue:**

*Managing
Expectations
While Going
Green*



Kelly McMahan
Rogers Insurance Solutions
Monroe, North Carolina

Kelly McMahan's journey to success was made by collaborating with clients every step of the way.

"I have worked with independent agencies since I started in the business," McMahan said. "I have always worked as a CSR/account manager; however, with the position I'm now in, I actually service the accounts from quoting to writing and servicing."

She has been in the industry since 1995 and earned an MBA from the University of Phoenix in 2016.

"I take pride in working with new clients to make sure they have the coverage that they need for the best price per the coverage," McMahan told Insurance Journal, adding that building those client relationships is critical.

"I strive to give the best customer service to new and existing because word of mouth (bad and good) is the best kind of advertisement," she said. "I have learned over the years to underwrite the risks that I quote as this helps the client as well as the company."

McMahan, a native North Carolinian, serves on the Independent Insurance Agents of North Carolina's Government Affairs Committee and the Diversity and Inclusion Committee.

She offers one tip for others – keep learning. "I strive to learn at least one thing a day in the insurance industry as it is an ever-changing industry," she said.

David Accurso
Inszone Insurance Services
Lee's Summit, Missouri

David Accurso joined Inszone Insurance Services in 2023 with little experience but "a positive, go-getter attitude."

While new to insurance, the commercial lines account manager immediately began learning about public entities, small business and farm accounts alongside his producer.

Accurso said his uncle got him interested in insurance. "My uncle was a commercial lines producer for 16 years. His passion and success in the industry inspired me to start my career in insurance. In the summer of 2023, he helped me get my start at Inszone," he said.

In his nomination as an MVP, Accurso was cited for his "passion for commercial insurance account management," which "drives him to continuously enhance his expertise in the field."

His firm said: "He eagerly looks forward to leveraging his insurance knowledge to cater to the unique needs of his business clients."

His nominator added that Accurso's attention to detail, his enthusiasm to support others around him, and his willingness to embrace change make him an invaluable team member.

"His hard work and dedication are something to admire and for others to strive for," they said.

For his part, Accurso cited several things he finds to be most helpful in his job: "Keep showing up; Striving to make small improvements every day; Being surrounded by teammates with high levels of knowledge and expertise in the industry"



Brea Berschig
Presley Insurance Group
Dallas, Texas

Brea Berschig's clients stay put. The account manager boasts a 90%-plus retention rate, month over month, at Presley Insurance Group.

Berschig started at the agency in 2021 and has been "tenacious" in navigating this hard market, said her nominator at Presley Insurance. "She manages \$6 million of my book of business, while the agency has a total book size of \$14 million that she assists with," they said. "If there is an account manager deserving of this honor, Brea is definitely a fit!"

Berschig told Insurance Journal that after Covid she struggled as a single mother to two young daughters. "During this time my cousin was working in the insurance industry and she suggested that insurance would be a good fit for my outgoing personality." She spent the next two weeks studying and passed her licensing test on the first try.

Berschig says she has "always enjoyed working with people," and credits her success to empathy and compassion for her clients especially in the past few years as inflation has put strain on many financially. She admits the work is "testing at times," especially in today's hard market.

In addition to empathy, being a good listener helps, she says. "Once I learned how to listen to the client understandably express their frustrations and not take it personally, it allowed me to then educate them on the market conditions."

Brea's most helpful tool in her bag is the fact that she shows up each day," her nominator wrote. "She shows up ready to execute."