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Bob Reynolds honored as nation's 'insurance agent of the year'

BY OFRA CHANTI

Bob Reynolds, of Morris & Reynolds Insurance, produced more than \$1.1 million in revenue and \$10 million in premium insurance sales last year, while retaining 98 percent of his clientele.

In recognition, Reynolds has received the insurance industry's CPIA — the Certified Professional Insurance Agents Society — Agent of the Year award.

Reynolds, 38, says the high-volume in sales was the result of genuinely caring for other people.

"It takes dedication, long hours and a passion to help people solve their problems," said Reynolds. "Helping people with their insurance is not a nine-to-five job, but one that often has me working 75-80 hours every week."

In addition to being recognized as a top-producer, the award also recognized his role as an officer, director and leader in numerous industry trade organizations, as well as his involvement in many local and civic organizations.

In his acceptance speech, Reynolds attributed the award to his parents, his associates, his wife and to CPIA, the organization that honored him.

"First, I must thank my mother and father for providing me with a wonderful education, allowing me the opportunity to enter our family business and the freedom to run our agency for nearly the last 20 years," said Reynolds. "Secondly, I must thank the fine professionals I work with on a daily basis at Morris and Reynolds Insurance. We have without a doubt, the finest team of people in insurance. Next, I must thank my wife, Julianne, from the bottom of my heart. She has supported and encouraged me, no matter how many hours I work every week or how crazy an idea might sound. And for that I say to you, Juli, thank you and I love you.

"Lastly," Reynolds continued, "I would like to thank the CPIA Society for this kind of recognition and honor. If each of you here today love your work as much as I love the business of insurance, then we are all privileged winners and lucky indeed."

Reynolds' passion for his work began in a long line of insurance specialists. His grandfather began his insurance career in 1910 and founded Morris and Reynolds, the independent insurance agency, in 1950.

Robert's father, Douglas, took over in 1958 and he has been running the agency ever since. Douglas, who resides in Pinecrest, and his sons — Robert, also a Pinecrest resident, and Richard, a Palmetto Bay resident — are native Miamians. All work together at the agency, at 8925 SW 148 Street.

At Morris and Reynolds, many insurance companies are represented.



Pictured are (l-r) CPIA president Dick Torrington, Bob Reynolds and CPIA executive director Kitty Ambers

"We have access to over 100 insurers for all forms of coverage," said Bob. "They include some of the worlds best known companies — Aetna, AIG, AXA, Blue Cross, CHUBB, CAN, FCCI, The Travelers, and Zurich — to name a few."

Morris and Reynolds covers many aspects of insurance. The personal protection plans include homeowners and automobile insurance. They also provide commercial coverage, such as workers compensation and property insurance. The company also includes financial services, such as employee benefits and life and health insurance. Loss control, risk management and consulting services are offered, too.

"There is very little that we don't do when it comes to insurance and the risks people and their businesses face," said Bob.

Morris and Reynolds has about 40 employees, up from just eight before Hurricane Andrew. He says their quick and thorough service for hurricane-victim clients, set them apart from competitors. He added that the key to their success is due in part to their professional and courteous manner.

"It's the little things, such as returning telephone calls and following up on a project or promise, when you say it or before," said Bob. "Also, listening to people and saying please and thank you a lot, and meaning them both, generally treating other people the exact way that you want to be treated."

For more information, please call 305-238-1000.