

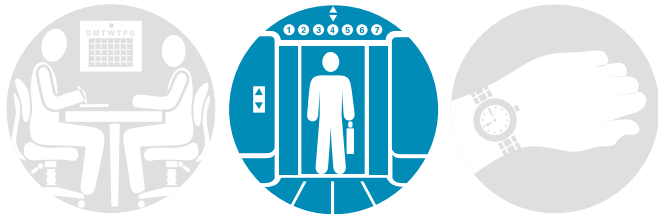
# BEST places to work

1

**HEFFERNAN INSURANCE BROKERS**

**WALNUT CREEK, CALIF.**

**EMPLOYEES: 339**



# BEST MEDIUM-SIZE AGENTS/ BROKERS

Recognizing that work is a big part of most people's lives, Walnut Creek, Calif.-based Heffernan Insurance Brokers makes an effort to provide a workplace experience that's in line with the rest of its employees' lives.

Formed in 1988, Heffernan Insurance Brokers, the top-ranked medium-sized agent/broker in this year's Business Insurance Best Places to Work in Insurance, is one of the largest independent insurance brokerage firms in the United States. Heffernan provides commercial insurance, employee benefits, personal insurance, and financial services to a wide range of businesses and individuals.

"I think the main thing is that we encourage an environment that basically says, 'Do your job; do it well; and we're not going to put a lot of restrictions on how you do it, how you act in our corporate environment,'" said F. Mike Heffernan III, the broker's chief executive officer. "As long as you're respectful to people, do a good job, you can be happy here," Mr. Heffernan said.

The broker looks internally for most promotions. It also encourages social exchanges among its employees, "So work will be more like what their life's like," Mr. Heffernan said.

"Obviously, we want them to enjoy themselves," the broker's CEO said. "I think our basic philosophy is that if the people who work for us are enjoying themselves, responding to clients, they should be providing better service."

That sort of approach should be a win-win for the company and its employees, Mr. Heffernan suggested. "Based on that, we should be more successful as a company; and if that's the case, people will have more opportunities within our company," he said.

Heffernan has been able to maintain that attitude of allowing employees to "be themselves" even as the company has grown, the CEO said.

"It kind of permeates the entire organization. And, as we've grown, we've been able to keep it going," he said. "It's probably the most important thing to our company, to keep our culture."

2009 BEST PLACES TO WORK IN INSURANCE: **AGENTS/BROKERS**

**MEDIUM SIZE AGENTS/BROKERS**

RANK	COMPANY	HEADQUARTERS	EMPLOYEES
1	Heffernan Insurance Brokers	Walnut Creek, Calif.	339
2	Higginbotham & Associates Inc.	Fort Worth, Texas	339
3	Edgewood Partners Insurance Center	San Mateo, Calif.	273
4	Bollinger Inc.	Short Hills, N.J.	450
5	Insurance Office of America	Longwood, Fla.	344
6	Hylant Group Inc.	Toledo, Ohio	660

Reprinted with permission of Business Insurance. Copyright Crain Communications Inc 2009  
 #1-27049716 Managed by The YGS Group, 717.505.9701. For more information visit [www.theYGSgroup.com/reprints](http://www.theYGSgroup.com/reprints).

*This reprint is brought to you compliments of:*



HEFFERNAN INSURANCE BROKERS

A Member of the Heffernan Group