



Local American Family Insurance Agent Gerard Fischer earns top honor for customer service

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MADISON, WIS. – Gerard Fischer, an American Family Insurance agent in Quincy, IL has been recognized for providing an outstanding customer experience under the American Star Excellence in Customer Experience Certification Program.

“Our vision is to be the most trusted and valued customer-driven insurance company, so we salute these agents who have earned the highest praise from customers, and received the American Star Excellence in Customer Experience Certification,” said Tim Constien, chief customer officer of American Family Insurance. “These agents are consistent providers of exceptional service and attention to our customers.”

The service excellence distinction was determined through an evaluation process conducted under guidelines established through the American Star Excellence in

Customer Experience Certification Program. The process consists of a customer satisfaction survey which measures customers' overall experience with their current American Family agent. Fischer has been an agent for American Family since December, 1995. Fischer has three offices in Godfrey, Edwardsville and Quincy. The office phone number is (618) 466-7062.

About American Family Insurance

Madison, Wis. - based American Family Insurance, celebrating its 90th anniversary in 2017, is the nation's 13th-largest property/casualty insurance group and ranks No. 332 on the Fortune 500 list. The company sells American Family-brand products, including auto, homeowners, life, business and farm/ranch insurance, through its exclusive agents in 19 states.