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Local American Family Insurance Agent Paul Ridgway earns top honor for customer service

Madison, Wis. (March 1, 2018) – **Paul Ridgway**, an American Family Insurance agent in Shawnee, KS, has been recognized for providing an outstanding customer experience under the American Star Excellence in Customer Experience Certification Program.

“Providing our valued customers with an exceptional service experience is at the heart of everything we do,” said Ann Hamilton, American Family Insurance customer experience vice president. “As recipients of the American Star Excellence in Customer Experience Certification, this select group of agents has earned the highest praise from our customers for consistently providing the outstanding service our customers expect, and deserve.”

The service excellence distinction was determined through an evaluation process conducted under guidelines established through the company’s 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.

Ridgway has been an agent for American Family since July 1976. His office is located at 17206 Midland Drive, Shawnee, KS 66217.

About American Family Insurance

Madison, Wis. - based American Family Insurance is the nation's 13th-largest property/casualty insurance group and ranks No. 315 on the Fortune 500 list. The company sells American Family-brand products, including auto, homeowners, life, business and farm/ranch insurance, primarily through its exclusive agents in 19 states.