



News Release

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

Madison, Wis. March 11, 2019 – Paul Ridgway an American Family Insurance agency owner in Shawnee, KS, has been recognized for providing an outstanding customer experience under the American Star Excellence in Customer Experience Certification Program.

“An extraordinary customer experience is a top priority at American Family and our agency owners are a critical part of accomplishing that,” said Ann Hamilton, American Family Insurance customer experience vice president. “The select group of agency owners who have attained the American Star Excellence in Customer Experience Certification have, according to their customers, consistently provided that outstanding service that is a differentiator for us among insurance providers.”

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 Insurance agency owner.

Paul Ridgway has been an agency owner for American Family since July 1976. His agency 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. 311 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 agency owners in 19 states.