



News Release

American Family Insurance Group
6000 American Parkway
Madison, Wisconsin 53783-0001

Contact:
Paul Ridgway Agency at (913) 962-1410

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

Madison, Wis. March 8th, 2016 – 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.

“Customers are our number one focus, and agents who earn the American Star Excellence in Customer Experience Certification have been given the highest marks from customers for excellent service,” said Bill Westrate, chief operating officer of American Family Insurance. “These agents provide the exceptional service and attention customers expect and deserve, time and time again.”

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.

Paul Ridgway has been an agent for American Family since July 1976. His office is located at 17206 Midland Drive, Shawnee, KS 66217 just off I435 and Midland Drive.

About American Family Insurance:

Madison, Wis.– based American Family Insurance is the nation's third-largest mutual property/casualty insurance company and ranks 358th 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. Web: <http://insurance-agency.amfam.com/KS/paul-ridgway/> Facebook: <https://www.facebook.com/paulridgwayagency/> Twitter: <https://twitter.com/pratamfam> .

Media Relations contact:

Janet Masters
American Family Insurance
(608) 242-4100 ext. 30409
jmasters@amfam.com
@AmFamNews