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The Landy Agency's insurance for professionals: Long-standing values and innovative solutions

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How does any family business build a national presence, prosper for decades and compete with global corporations in the highly-competitive insurance world? For over 63 years, that is what the Herbert H. Landy Insurance Agency has done. Now a business with three generations of family participation, the Landy Agency continues to be a major national contributor to the professional insurance needs of real estate agents and brokers, real estate appraisers, accountants, attorneys and other industries. Our adherence to some very simple but important concepts allows us to meet the complex and ever-changing challenges of the insurance industry and the professionals we serve.

From Our Family to Yours

The Landy Agency remains a family business, and translating the values inherent in that framework to serving the insurance needs of tens of thousands of clients in fifty states is our primary mission. Providing personal assistance cannot be a concept. It has to be put into practice. That is why we have real people answer the phones during and often after business hours. Whether our clients or business partners need to speak or communicate by email to management, their underwriter or someone in the accounting or IT department, everyone in the company is available. Our expectation is that we assist everyone's concern or question to resolution, no matter how big or little the issue is. It would be easier and less expensive to assign these duties to an automated service or "customer service" representatives. But if someone entrusts us with their insurance protection and takes the time to contact us for any reason, they deserve our time and effort as well. No exceptions.

Never Stop Innovating

We also know that our clients might like to conduct their business at times convenient to them and don't always need personal assistance. That is why we have created a state-of-the art website that allows clients to obtain insurance or receive other materials and services in secure and easy-to-use processes from their home or office. Many professionals can purchase coverage on the website using a simple application, pay with a credit card and have their policy emailed to them in just a couple of hours, anytime day or night. Our Policy Manager system allows clients to obtain renewal applications, copies of policies and other documents safely from the website. Other applicants can complete brief on-line questionnaires to start the process of getting a quote. A policy holder can even report a claim on-line.

Innovation does not end with a website however. Coverage must always evolve to meet the needs of current and future needs. Whether in providing risk management services, finding new ways to assist clients through personal service and technology or developing more cost-effective insurance solutions, the Landy Agency is constantly looking to make doing business with us a better experience.

Know the Issues of the Professionals You Serve

Our clients look to us for more than an insurance policy. They want to know how their coverage might apply to changing industry trends or new regulation or what current risk management techniques can help avoid pitfalls or claims. What are the implications of expanding a business, hiring staff or new legislation? While responses to many of these concerns are insurance related and others are best left to attorneys or other professionals, the Landy Agency's commitment to a broad and knowledgeable perspective on the industries allows us to better serve our clients.

Get Involved

Logically following the above is the Landy Agency's participation with numerous professional associations and groups as sponsors, affiliates and partners throughout New England and the country. Our commitment of time, financial and other resources demonstrates our support of the professionals we serve. While our goal, like any business, is to be successful, we recognize that success is measured in many ways. We believe our participation, in all its many forms, helps strengthen those professions for the betterment of all involved.

Pick Your Partners Wisely

To provide outstanding service to clients in various professions and throughout the country, the Landy Agency forms alliances with exceptional partners. The insurance carriers we use are amongst the most highly rated insurers nationally, providing some of the most comprehensive coverage available. Should a client have a claim, they may receive expert assistance from a local attorney chosen for their expertise in the profession of the insured. Many of our risk management articles and services and informational pieces are provided by outstanding attorneys or consultants with an intimate knowledge of the real estate, accounting and legal professions. All of our business partners are chosen for the expertise and ability to help us provide better for our clients.

When a client purchases a policy from the Landy Agency, they can expect a timeless commitment to service and professionalism from a staff that never loses sight of the big picture.

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