

CASE STUDY GILLIS, ELLIS & BAKER INSURANCE

OPERATIONS CONTINUE FOLLOWING HURRICANE KATRINA



Gillis, Ellis & Baker's tradition of personalized service is three generations deep. For 73 years, the company has been more than an insurance agent to its clients; it has been a trusted business partner and advisor. This role includes providing practical advice on planning for and mitigating risk. It also means consistently adding value to customer relationships. Gillis, Ellis & Baker joined the Agility Recovery network and advised many of its clients to do the same.

Following Hurricane Katrina, officials at Gillis, Ellis & Baker knew customers would soon be calling with questions and claims. As a result, company officials engaged Agility Recovery and Gillis, Ellis & Baker was up-and-running within days of the storm. Additionally, Gillis, Ellis & Baker was able to help ensure the survival of several of the company's clients, who were advised by company representatives to join the network in the weeks before the storm. Agility Recovery is now a key partner in Gillis, Ellis & Baker's risk management services for its clients.

“The simplest thing I can say about our relationship with Agility is this: they did exactly what they said that they were going to do, in the time frame that they said they would do it, and allowed us to execute our recovery plan fully and completely. We are having our biggest and best business sales year ever because of our ability to recover after the storm.

Doug Mills
Chief Operating Officer



LOCATION:
New Orleans, LA



EMPLOYEES:
35



INDUSTRY:
Business and Personal Insurance,
Risk Management Services, Benefits