

Insurance agent recognized for customer service

Chandra Ruhs, an American Family Insurance agent in Goodland, has been recognized for customer satisfaction excellence under the J.D. Power and Associates Distinguished Insurance Agency Program. Ruhs joins other American Family agents who have dem-

onstrated the the highest level of customer service.

She has been an agent for American Family since Oct. 1, 1996. Her office is located at 516 E. Highway 24.

"Industry-leading service is our standard across the board," said

Jack Salzwedel, American Family president. "Almost two-thirds of American Family agents made the commitment to achieving this award and that speaks volumes about their dedication to our customers."

The service excellence distinction was determined through an evalua-

tion process conducted by J.D. Power and Associates. The process consists of a customer satisfaction survey which measures customers' overall experience with their current American Family agent. Agents must meet or exceed the standards measured on a national benchmark

established by J.D. Power and Associates' annual auto and home insurance customer satisfaction studies. Only agencies that perform in the top 20 percent of all insurance agencies nationwide based on customer satisfaction surveys are eligible to become a Distinguished

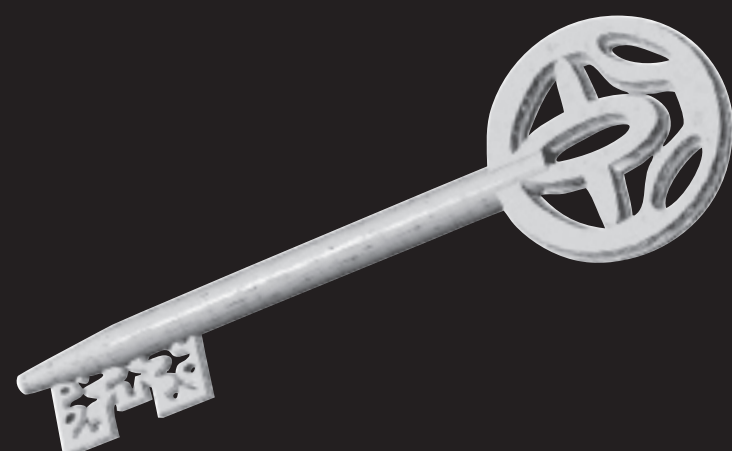
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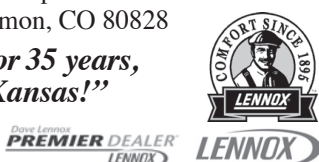
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