

At **The Satanoff Agency**, we believe that a strong mission statement serves as a guiding force, defining our purpose and driving our every action. Our mission statement embodies our collective commitment to making a meaningful difference in the world and lays the foundation for our strategic goals and day-to-day operations.



SATANOFF
INSURANCE

Core Values:

COMMITMENT

C Communication = The foundation of our organization both internally and externally, we strive for clarity and transparency both within our agency as well as with our clientele.

O Optimistic = Coming to work each day bringing our enthusiasm and best attitudes to achieve our team goals for both our clients and colleagues.

M Mindset = Above all else, we need to bring a growth mindset on a daily basis in order to promote positive change through our intentional effort with self-reaction to adapt and grow within our roles despite challenges and obstacles.

M Methodical = By following our established processes the agency has put in place, we are able to strive for a more consistent and pleasant customer experience.

I Integrity = We encourage everyone to uphold ethics and stick to the truth, especially while representing our carriers and clients consistently. We should all live by the quote "Integrity is doing the right thing, even when no one is around to see".

T Trust = We seek to consistently build trust in every interaction by conducting ourselves in a professional and honest manner. Trust is a two-way street and we believe in doing what we say we will accomplish and hold ourselves accountable for when we do not.

M Mutual = Our growth is based off of mutual success, when our clients and our employees grow, we all grow.

E Endurance = We persistently pursue our goals, staying focused and determined even when faced with obstacles or setbacks. We understand that success often requires sustained effort and a willingness to overcome challenges.

N Nurturing = We are dedicated to nurturing the potential within ourselves and others. We believe in creating an environment that fosters growth, empowerment, and well-being.

T Teamwork = We believe in the power of teamwork. We understand that by working together, we can accomplish more, unleash our collective potential, and achieve extraordinary results.

Mission Statement:

At Satanoff Insurance, our mission is to provide our customers with the highest level of service and support, leveraging the collective expertise of our team to deliver comprehensive and tailored insurance solutions. We are committed to fostering a culture of teamwork and collaboration, where every member of our organization feels empowered to contribute to our success.

Vision Statement:

Our goal is to achieve a revenue of \$25 million through sustained growth and expansion. We will acquire but also build a world-class professional sales team to grow organically.

Means to Achieve:

We plan to achieve this by acquiring additional agencies that share our values and commitment to excellence and leveraging the expertise of our team to drive innovation and efficiency across our operations.

Benefits and Impact:

We believe that great customer service is the key to our success, and we are dedicated to building long-lasting relationships with our clients based on trust, transparency, and integrity. Our team is committed to providing personalized and responsive service that exceeds our client's expectations. In all of our operations, we are committed to upholding the highest ethical and professional standards.

Call to Action:

We will need everyone to help along our Core Value of Growth. Each and every team member plays a part in our success.

Conclusion:

Our ultimate aim is to become the go-to insurance agency for businesses and individuals, and to make a positive impact in the communities we serve.