

SPRINGER BONNER COMPANY PROFILE

At Springer Bonner, we realize that each client is unique. The methods and strategies that work well for one client may be less suitable for another. Success ultimately depends upon who the client is, what business they're in, and what path they take toward controlling risks and reducing costs. We believe that the path will not be identical for every organization. It's this belief in individuality that provides us with our greatest challenge: To create unique claims management programs that suit the distinct demands of each client.

We face this challenge – and meet it – every day. In the programs we create, in the methods we use, and in our entire way of doing business, we are ever-mindful of the differences that exist between organizations. Those differences dictate varying approaches to claims management and loss control. From small programs to large, simple to complex, and anywhere in between, at Springer Bonner we strategically design each client's risk management program to adapt to a specific set of needs.

But our job doesn't end there. With over 30 offices across Wisconsin, we are able to stay connected, assigning an account manager to maintain contact, deal with day-to-day concerns, and focus on all matters that may eventually arise. Springer Bonner's account management team plays an integral role in ensuring ongoing satisfaction by delivering the highest level of service and the best value throughout the life of the relationship, and realizing once again that the requirements of each client are as diverse as the clients themselves.

By bearing in mind the individuality of each client, we form partnerships with those clients. We work with them, strive for a common goal, and in the process, learn all we can about their business. We believe that this is the way to ensure that their claims management program will be successful. And when our client's risk factors are identified and mitigated, when their cost of claims is reduced, when they express their confidence in our efforts and are comfortable with the outcome, that's when we are successful.