

Introducing President Scott Andrew



4th generation insurance exec assumes helm of IBAM

Virden's **Scott Andrew** wears many hats over the course of a business day (see sidebar) and he recently added another. At IBAM's AGM on April 30, Scott was elected President of the Association for 2009-2010.

Here, he discusses his new responsibility.

The Manitoba Broker – *As a fourth generation broker, how meaningful is it to become President of IBAM?*

Scott Andrew – I suppose there is a certain amount of pride that comes from having a strong family history in the business. To tell you the truth, it's even more important to me to have been selected by my industry peers and partners.

TMB – *What was the most important lesson passed down by prior generations?*

SA – The biggest lesson would have to be fairness – in dealings with business partners, employees, customers or trading partners. Without fairness, it isn't possible to run a successful family unit or partnership or a business for the long term. Growing up in our family unit it was evident to all (the boys) that mom and dad demonstrated the principle of equality in their boys.

TMB – *Can you describe your early years in the industry?*

SA – I missed those early "junior" experiences that many people had who grew up in the industry – the sweeping of the floors, the emptying of garbage cans and such. I left that to my brothers **Todd**, **Brock** and **Blair**. As a youngster, the insurance industry never held much interest for me. As an adult, I

spent 1982 to 1990 involved in heavy construction and flying bush planes. I came 'out of the bush' in August of 1990 to assist my dad **Bob Andrew** and my brothers Blair and Todd during a particularly hectic time at the brokerage. I planned on helping them only for a six-month period, because as I told my dad, "Insurance isn't challenging enough for me." You know, he filed that quote away and one day in 1993 (three years later!), after I had become a managing partner in the brokerage, he came into my office, looked at me between the stacks of paper on my desk, smiled mischievously and asked, "So, is it challenging enough for you now?"

TMB – *Can you give us a quick history of the Andrew family involvement in the business leading up to today?*

SA – My great-grandfather, **Robert Andrew**, established the brokerage in 1913, operating out of the back of a tailor's shop in downtown Virden, and worked at it until his death in 1946. My grandfather, **Vern Andrew**, began working at the business upon his return from the War in 1945. He purchased it in 1946 and operated it until he passed away in 1961. My father began working at the business in 1956 and ran it for the next 35 years with his wife, my mom **Marjorie Andrew**. Todd, Bob and Marjorie's eldest son, joined Andrew Agencies in 1984, while youngest son Blair joined in 1987. As mentioned, I joined in 1990.

In 1993, Todd, Blair and I decided to purchase the business. Unfortunately, Todd passed away unexpectedly later

that year. Dad retired in 1996 and passed away in 2003. Brock, the third son, had followed the family's passion for flying, joined the military and became one of the renowned Snowbirds. In 2001, he gave up "his" CF-18, retired from the Armed Forces and joined the company. His military training came in handy when he restructured our organization to what we have today, where each partner has specific responsibilities and no one is stepping on anyone's toes.

Mom, although she retired in 1998, still comes in as a temp occasionally and makes sure we're behaving ourselves. One of Todd's children, Tyler Andrew, has been working as an application developer at Custom Software Solutions – he is the fifth generation of our family to work in the family enterprise.

TMB – *What do you see as the prevailing issue facing the industry?*

SA – The theme for our recent Conference was "Leading Change" and I believe that is at the core of the biggest issue facing the industry – championing change with brokers' regulatory partners and business partners in the best interest of consumers.

TMB – *A president is only as strong as the team around him. What can you tell readers about your IBAM team?*

SA – The Executive and the Board are made up of smart, hard working, fun-loving, and challenging individuals. I thrive on their collective and individual intelligence and sense of humour.

In the office, we have a couple of new staff members in **Margaret Hudson** and **Denise Moreau**, who fit

"Andrew Agencies has been an institution in Virden since 1913."

in quite nicely with **Tammy Shpak** and **Dave Schioler**. It has been a great experience working with them. As our Chief Executive Officer, Dave has proven to be engaging, interactive and challenging, and always quick with a laugh. We're lucky to have him.

TMB – What can you tell readers about IBAM's new "first family?"

SA – My wife Jennifer, also an independent business owner, and I will be celebrating our 20th anniversary in August. We have three children: Hayden (6), Tyson (5) and Samantha (3). We don't have a Portuguese Water Dog like President Obama, but we do have a 16-year-old West Highland Terrier named Misty Isle of Sky and a 13-year-old Yorkie, Hagus McTavish.

TMB – How does President Andrew enjoy spending his leisure time?

SA – What leisure time? Jennifer and I enjoyed our "spare time" in days prior to the kids coming along. These days, we're always on the run with hockey practices and the like. I do enjoy working on my laptop in the kitchen watching the kids grow up. I also still get a kick out of flying. I've maintained my pilots licence and continued to upgrade over the years. I now hold an Airline Transport Pilots licence with an Instrument rating. We use our latest plane (a Cessna 206 on edo amphibian floats - see cover) for work purposes quite a bit, flying over 300 hours a year. We recently added a float plane to the fleet, so I can get back to the bush flying! ✈

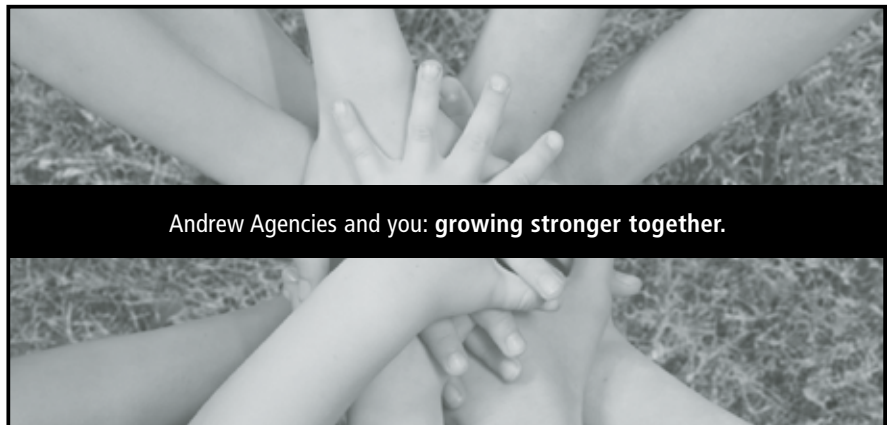
New prez enjoys being "Mr. Fix-it"

New IBAM president Scott Andrew is CEO of Moston House Ltd. Group of Companies, a business entity that oversees insurance brokerage Andrew Agencies, insurance software provider Custom Software Solutions Inc. (CSSI) and high-speed data and voice communications provider RFNow Inc.

Scott's business partners include his brothers **Brock Andrew** (COO



President Andrew's treasures:
(L-R) Samantha, Tyson and Hayden



Andrew Agencies and you: growing stronger together.

We're ten locations strong and looking to grow!

Our legacy: providing our clients with the highest standard of quality products and superior service since 1913. Our vision: doing so for many years to come!

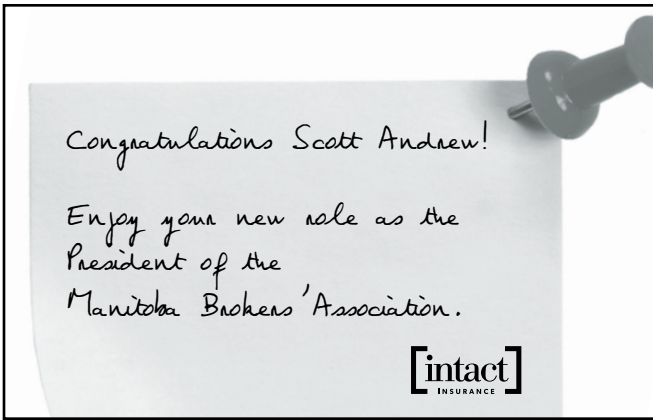
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for CSSI) and **Blair Andrew** (VP Operations for Andrew Agencies), **Robert Eslinger** (CFO for all the companies), **Jacy Whyte** (VP Financial Services for Andrew Agencies and VP of Marketing, CSSI), **Clint Smith** (Operations Manager, Andrew Agencies).

His executive group is rounded out with **Bill Murray** (VP of Sales at CSSI), **Tom Whittle** (Infrastructure Manager at RFNow) and **Richard Murray** (head of Designing and Planning at RFNow).

Andrew Agencies has been an institution in Virden since 1913. Besides insurance, the brokerage also offers clients real estate, financial and travel services. Over the years, the business grew steadily and, in 2008, Andrew Agencies acquired Westpark Insurance. It now has 10 offices in two provinces: Virden, Elkhorn, Miniota, Ste. Rose Du Lac, Russell and St. Lazare in Manitoba; and Moosomin, Rocanville, Maryfield and Carlyle in Saskatchewan.

Custom Software Solutions Inc. is an insurance industry software company formed in 1991. Its products have evolved over the years to fill a gaping need in the insurance industry – a seamless software system that could connect insurance companies to the brokers who were selling their products. Starting in 1995, management from Andrew Agencies worked closely with a pair of brokers, **Brent** and **Craig Eldstrom**, founders of CSSI, helping shape the direction of the product. This led to partnering in Custom Software Solutions Inc. in 1997. The team at CSSI combined its insurance expertise with its software expertise to create proven Broker products, The Broker's Workstation,

CONGRATULATIONS SCOTT ANDREW!

Grain Insurance and Guarantee Company

All of us at Grain Insurance and Guarantee wish you a successful term as IBAM President.

Winnipeg . London . Regina . Atlantic

Congratulations
Scott Andrew

BMO Bank of Montreal

CONGRATULATIONS SCOTT ANDREW!

Wishing you much success in your term as IBAM President.

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Wishing you much success as IBAM President



IBAM's First Family

Intelliquote, I-Biz, and Commercial Management System and Insurance Company Products, I-Company, I-Broker, I-Biz and Underwriter's Workstation which are today providing significant efficiency gains leading to increased productivity and decreased operating expenses for both Broker and Company users. Today, CSSI has over 350 customers across Canada.

RFNNow is the "new firm on the block" as it was born in 2000 out of a need at Andrew Agencies to find an efficient, effective and reliable broadband solution to network its rural office sites. After satisfying that need, it was decided to market the service to other customers in Southwestern Manitoba and Southeastern Saskatchewan. Those clients number over 800 today. The company's formation resembled that of CSSI's in that Scott and his team identified an IT void and resolved to remedy the situation. "That's what I enjoy doing the most," Scott confided to *TMB*. "I enjoy identifying a problem situation, trying to figure out how to go about fixing it, and then actually doing it."

"Once it gets going," he added with a smile, "I find someone to oversee its progress and I go on to the next problem that needs fixing."

The group of companies employs over 100 people. There is an efficient division of labor between the partners that enables Scott, as CEO, to concern himself with the big picture and not get tied down with day-to-day details. "It's thanks to our efficient organization (implemented by brother Brock) and my hard-working partners that I'm able to be away from the office for IBAM business," said the new President. #

Congratulations Scott!

Wishing you much success in your term as IBAM President.

– From the Management & Staff of Red River Valley Mutual Insurance Co.



www.redrivermutual.com

Congratulations

SGI CANADA extends its best wishes to Scott Andrew in his new role as President of the Insurance Brokers Association of Manitoba.



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Congratulations Scott Andrew!

– From the Management & Staff of Portage Mutual

Special Congratulations to Scott Andrew on your recent appointment

From the Staff & Management at



Congratulations
Scott!

From the marketing team at

