



Proctor Financial, Inc. Earns Esteemed Center of Excellence Recognition From BenchmarkPortal for Fourth Consecutive Year

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TROY, MI -- (Marketwired) -- 03/16/15 -- Proctor Financial, Inc. (PFI) is pleased to announce the recertification of its call center as a **Center of Excellence** by BenchmarkPortal for 2014. PFI also received this honor in 2011, 2012 and 2013. Call centers certified as a Center of Excellence by BenchmarkPortal have surpassed rigorous standards for efficiency and effectiveness. The team at BenchmarkPortal audits and verifies key performance indicators and compares PFI's data to call center data from other peer organizations. Call centers receive the "Center of Excellence" designation when ranked in the top ten percent of those organizations that are surveyed.

This recognition is among the most prestigious awards in the customer service and support industries. Receiving the Center of Excellence designation is a testament to PFI's management and employee dedication to balancing effectiveness and efficiency in operations which results in outstanding call center service for PFI's client's and their borrowers.

"Certification is an important distinction because it is based on best-practice metrics drawn from BenchmarkPortal's database of contact center metrics, which was founded at Purdue University and is the largest in the world," stated Bruce Belfiore, CEO of BenchmarkPortal. "Contact centers that achieve certification are remarkable in their ability to balance a commitment to service excellence with cost effective service strategies."

"PFI's comprehensive training program and innovative call center management system is designed to ensure that our company continuously delivers the highest level of service to our clients' borrowers. We are proud of our Borrower Care Center teammates," commented Paul Glantz, President of PFI. "This designation exemplifies PFI's dedication to providing quality service."

The certification of PFI's Borrower Care Center as a Center of Excellence exemplifies a culture of quality embraced by call center agents, supervisors, managers and senior management at PFI. As the fourth consecutive designation, this award attests to PFI's pledge to deliver exceptional service through continuous staff training and implementing a state-of-the-art phone system.

About Proctor Financial, Inc.

Proctor Financial, Inc. (PFI) is a hazard tracking and lender-placed insurance provider for mortgage servicers on a national basis. An industry leader, PFI pioneered the concept of lender-placed insurance (also called force-placed insurance) in the 1970s. PFI demonstrates success in industry experience and exceptional service with an impressive list of over 1,500 clients. PFI is a wholly owned subsidiary of Brown & Brown, Inc. (NYSE: BRO). For more information about PFI, visit the company website at www.pfic.com.

About BenchmarkPortal

Founded in 1995, BenchmarkPortal is a global leader in the contact center industry providing benchmarking, certification, training, consulting and industry reports. The BenchmarkPortal team of professionals has gained international recognition for its expertise and an innovative approach to best practices for the contact center industry and hosts the world's largest database of contact center metrics. For more information on BenchmarkPortal visit www.BenchmarkPortal.com.

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Source: Brown & Brown, Inc.