

Business Consulting Services

Overcome your agency challenges and gain valuable insight with our highly experienced consulting services!

- Policies & procedures
- Communication
- Training and development
- Data analytics
- Finding growth opportunities within your book
- Carrier management
- Customer focus
- Steps to achieve the Five Star Designation
- Creating a plan for improvement and follow up
- And more!

Maybe you're ready to tackle our industry's toughest challenge...

Five Star Agency Designation Program

Awarded to the best of the best independent insurance agencies in Massachusetts, MAIA's consultative Five Star process takes place at your site. We provide a detailed report of your strengths and areas for improvement, and you gain valuable insight into your organization.



- ★ Customer Focus
- ★ Management/Leadership
- ★ Human Resources
- ★ Product and Process
- ★ Future Success Initiatives

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