



**Thank you for voting Spencer Insurance Agency, Inc.
BEST Insurance Agency
BEST Life Insurance Agent
Once Again**

In the 2011 Reader's Choice Awards

Here is what our clients had to say:

“As always, the service and follow up by your agency is Top Notch. Although you never want to be in an accident, knowing you have knowledgeable, friendly and reliable representatives to assist when needed is truly a comfort. Thank you for all that you do.”

- Liz Webb, Willow Grove PA

“Our previous insurance agent always returned our calls, but never called us for any follow ups. It is nice to feel like we have someone working for us and our interest, without any sales pressure. Thanks!”

- Dave & Kathy Gyza, Glenside PA

“Steve and Charlie are like family. After working with them for over a dozen years, they have helped us with personal as well as business insurance needs, and every occasion has been met with the same attention to detail and friendly service. We feel like Steve and Charlie continually look out for us and are always available in times of need. And as for the team, Joan, Denise and Beth, whenever we have a question or request we always receive prompt and informative service (I don't know how they do it but it seems like they have an answer waiting for me even before I call!). Thank you all for being there for us!”

- Jen and Mike Bilotta, Wyndmoor, PA

“Thanks so much for your help and prompt responses to our needs. The only thing good about an accident, flood or sudden loss is having Spencer Insurance on the phone!”

- John and Jule Hanahan, Glenside, PA

“The people at Spencer Insurance Agency know what customer service is all about. You can always count on them going the extra step for you. Not only that, but you feel like family when you are talking with them.”

- Jim Salamon, Philadelphia, PA

“You guys are great! Very professional, friendly and reliable. What else can I ask for?”

- Oleg Prosvirnin, Furlong, PA

“I experienced a total loss as a result of a house fire. The very trying time was eased greatly by Spencer Insurance. I had the proper coverage. The claims were settled quickly, including a check the following day that we used to start buying the necessities. My complete energy was used to help my three daughters understand and cope. I am very thankful that the money end of it was made very easy and I knew that we would fully recover financially. I hope that no one would have to go through such a loss, but having the proper coverage and a great agency with personal service behind you helps you deal with the more important issues.”

- Richard W. Simmons, Blandon, PA

“I have been with Spencer Insurance since I started to drive which is 45 years. First with Mr. Ed Spencer, then Charlie, they are great people from the top to bottom. Joan is always going the extra mile to help with a question. I now have my son with them and all my insurance.”

- James Gaynor, Jamison, PA

“The service I have received from this agency over the past 20+ years has always been impeccable. For this reason I’ve never felt the need or desire to do any comparative shopping”

- Laurie Drosky, Warrington, PA

“I’ve always been impressed by the times you have called us to offer us plans that would save us money. Your staff is wonderful! They are always kind and concerned. Their callback time is rapid and they have demonstrated over the years their competence and knowledge of the subject matter. I appreciate not being hounded to buy products. I have been supplied information without being pressured to purchase.”

- Linda and Jay Johnson, Montgomery County, PA

“My wife and I have used Spencer Insurance since we moved to the area 8 years ago. We have been very pleased with their level of personal service and attention to our needs.”

- Marc Gluckman, Yardley, PA

“Thankfully, we have not had many claims. But when we do Spencers have handled everything quickly and professionally. I never had to worry about a second phone call.”

- Dan and Elena Cipolla, Jenkintown, PA

“I have always found your service to be exceptional. That is why I continue to refer friends and clients.”

- David G.C. Arnold, Villanova, PA

“Spencer Insurance has been our provider for close to 30 years. They are the most helpful company I have ever dealt with. Whether it’s a claim or changing our insurance needs the staff has handled it in a professional, knowledgeable, caring, sympathetic way. Something you don’t find in this day and age in the business world. If we could only go back in time to when all businesses cared about their clients as Spencer Insurance does.”

- George and Pat McNamara, Ocean City, NJ

“My insurance claim was handled in a very professional manner and we received a check in a very timely manner. We are completely satisfied.”

- Selma Rovner, Jenkintown, PA

“Spencer Insurance Agency = Competent + friendly staff + reliability + trustworthy service. We highly recommend Charles to our clients.”

- Paul and Denise Sands, Dresher, PA

“Your company provides professional, friendly and personal service that makes the business of dealing with insurance bearable.”

- Frank Leone, Abington PA

“It is great comfort to be associated with Spencer Insurance Agency. They are always there to answer all our questions and problems. We feel confident that Spencer Insurance Agency researches different policies and gets the best quote for us. Special thanks to Steve who pointed out all the advantages your company can offer to us.”

- A. Joseph and Rosanna Venneri, Warwick, PA

“Excellent service – Staff also very Kind!!”

- John F. Quigley, Ambler, PA

“You always provide prompt, friendly service. You are small enough to know your clients.”

- Stephanie and Philip Zucker, Warminster, PA

“Spencer Insurance offers great protection at competitive rates, giving us the satisfaction of knowing our family, home, and possessions are safeguarded”

- Bob and Patty Yorks, New Hope, PA

“I have had my house, car and business insurance with Spencer Insurance Agency, Inc. for 37 years. Their knowledge and response to any insurance situation is fantastic!”

- Martin S. Cosenza, Media, PA

“Everything is tended to in a timely manner whenever we have questions or problems. The staff is very knowledgeable and pleasant to deal with.”

- Walt and Mary Jane Yoder, Glenside, PA

“I have never waited more than 24 hours for a response. The people at Spencer Insurance are always friendly and helpful. When I make changes to my many policies they always occur quickly.”

- Jim Vasta, Horsham, PA

“Congratulations on celebrating 42 years in business. Violet and I first used your company in 1963 when we purchased our first home. Later we added automobile insurance. When we started the business in 1975 you were there to cover all our insurance needs. Over the years, as we have grown, Spencer Insurance has been there to provide insurance for our employees. Everyone has been pleased with the insurance coverage and the service you provide. Great Job!”

- Ed Siegfried Sr., Hilltown, PA

“I can’t speak too highly of your exceptionally fine agency and its very knowledgeable people – Walter Hauck, Charlie Spencer and several ladies – all of whom are friendly and helpful in handling any matters. We feel fortunate to have you.”

- Joseph W. and Doris Mackenzie, Glenside, PA

“Spencer Insurance Agency is caring and thoughtful. Having auto and homeowner’s insurance with Spencer saves you money. If you have an auto accident Spencer’s employees bend over backwards to help you in every way they can. A great agent to do business with. Thank you.”

- Louise Dear, Roslyn, PA

“About 3 years ago, when my previous auto insurance carrier stopped writing in PA, and my previous agency(which had been sold and merged several times) could not find me an acceptable alternative; one of the Spencer family suggested I call Spencer Insurance Agency. The rest is now history – and a good history at that. Charlie and the office team were able to place both my auto and homeowner’s insurance at an acceptable price; but they have done something I had forgotten . . . they service my account. I am grateful, and I would recommend the agency to a friend or stranger.”

- Bill Reardon, Glenside, PA

“The service we have received from your agency has been personal and highly attentive. We were thrilled too with the money we saved when we purchased policies you had to offer. We feel that Spencer Insurance has our interest at heart.”

- John and Clare Fitzpatrick, Glenside, PA

“You are guaranteed professional, courteous and reliable service every time. We have been with Spencer Insurance Agency for 14 years.”

- Elias and Marcella Pinou, North Wales, PA

“Spencer Insurance provides excellent service. No issue is too small and they go the extra distance to keep you as a satisfied customer.”

- David Shinton, Horsham, PA

“The quality of client service provided by the Spencer Insurance Agency is truly exceptional. All of my insurance inquires are addressed in a very professional, thorough, and timely manner.”

- Louis J. Mayer, West Chester, PA

“The reason we chose the Spencer Insurance Agency is the excellent reputation and service. Thanks a lot!”

- Valenteen Reznik, Huntingdon Valley, PA

“Ed and then Charlie have taken care of our insurance needs since 1966! Always polite, timely, and ready to do their best.”

- Paul & Judy Goode, Elkins Park, PA

“We have been insured by Spencer Insurance for our home, auto and life insurance for many years. They provide excellent customer service. The office staff is very professional and responsive.”

- Denise and Jack Fleming, Horsham, PA

“We have been with Spencer Insurance Agency for more than 30 years and have been very happy with your personal service. Your staff is great and your products are very competitive. Thank you for your prompt service through the years.”

- Anne and Wayne Maus, Quakertown, PA

“Always a great job! Never dissatisfied after making an inquiry. Often wondered how you managed to attract such dedicated employees. I’ve been talking to the same people for years.”

- Ted and Anita Franchetti, Blue Bell, PA

“I have been dealing with Spencer Insurance for at least 20 years and we have had numerous changes to our policies. In every instance, whoever I spoke with was as courteous and helpful as could be.”

- Francis J. Welsh, Telford, PA

“Our agent is a very personal guy who goes the extra mile. We gladly refer friends and family to Spencer Insurance.”

- Stephen & Gisoo Barnes, Abington, PA

“The Spencer family has serviced the needs of our family for over 30 years. The insurance industry and products change frequently so it is of critical importance to be able to depend on your agent to explain clearly what the products are and whether or not you need one product versus another. Recently when it came time for Long Term Health Insurance there was no question as to whom my business would go to. It is about trust, value, service and commitment. The service is excellent and great folks to work with.”

- Norman Bartwink, Jenkintown PA

“I was not surprised at the excellent service from Spencer Insurance Agency, because it is always outstanding. Your three girls are pure gold. However, I was impressed with the promptness and proficiency of the Traveler’s employees who dealt with my claim. It was refreshing in this day to receive such sterling performance. Luckily, I never had to deal with Travelers in the past. I rate their handling of my claim A+.”

- Theodore Montrella, Oreland, PA

“I was very impressed with the courtesy of everyone involved in my claim as well as in the efficiency that the claim was handled.”

- Megan Conlan, Altoona, PA

“Everyone I spoke with was very courteous. I called on a Tuesday, the claim rep was here on Wednesday and when he left gave us a check for the damage. It doesn’t get any better than that! We would not hesitate to recommend your company!”

- Michael and Jean Pokrinchak, Henryville, PA

“I had an exceptional experience with the swift service and dedication to my claim. The representatives were extremely polite and helpful. I highly recommend Spencer Insurance Agency to anyone who needs quality auto insurance protection. Thank you for the quick resolution and the excellent customer support.”

- Oleg & Natalya Prosvirnin, Furlong, PA

“The staff at Spencer Insurance is the best! Professional and very responsive. The service is second to none! I take great comfort knowing that my home and autos are properly covered and at the best price!”

- Bonnie Rose, Glenside PA

“The Rep from Spencer Insurance was very helpful in directing me how to proceed, providing phone numbers and providing details about my policy. Zak from Travelers was courteous and put me in direct contact with a representative from Safe-Lite Auto Glass. From start to finish, the claim was handled and our window was fixed with 4 hours. We were so satisfied. Insurance claims don’t get easier than this! Thank you!”

- Clare & John Fitzpatrick, Glenside, PA

“Service always prompt and efficient. So nice to speak to a “Live” person that is interested in giving great service.”

- Bob and Judi Altman, Warminster, PA

“We have been customers of Spencer Insurance Agency for over 40 years and have always received courteous and helpful service. We have our car and home insurance with Spencer and you have always steered us to the best policy at the best price for both.”

- Jack & Eileen Donahue, Willow Grove, PA