# Agent and Broker Interest Group
# Profile of an Agent
**July 2020**

## Brian K Taylor, CPCU, MBA
Consultant & Writer
**Years in Present Position:** 2
**Current role at CPCU Society:** Chair, Agent/Broker Interest Group, Member, Publications Committee
**Alma Mater:** Hanover College
**Degrees and Certifications:** BA History, CPCU, MBA

**A & B: How did you come to work in the insurance industry?** Literally fell into an entry level position while looking for a "job" following college.

**A & B: What is the most challenging aspect of your job?** Staying current in our industry

**A & B: What aspect of your work as a broker do you find the most rewarding?** Working with clients to solve their challenges and issues and seeing the real results of that work.

**A & B: How has COVID-19 affected your work life?** Not much. I work from home and used technology to a large extent prior to COVID19

**A & B: How has COVID-19 affected your home life?** The quarantining has been challenging the last few weeks since we could not be with family and friends. On the other hand, we have been using ZOOM and GoToMeeting frequently.

**A & B: How has COVID-19 affected your clients?** As we are all sharing the same challenges, seems that we are all dealing with the same issues of changes in habits, lifestyles, schedules and how we operate.

**A & B: In your opinion, what are the biggest impacts of COIVID-19 in the future?** I am concerned that between plaintiff attorneys and state regulators, severe challenges to our industry's viability will have to be addressed and resolved (if that is possible).

**A & B: What do you consider the most important short- and/or long-term issues facing the agent/broker community?** Passing the torch to a new generation that has known little more than seemingly endless wars, September 11, 2001, more endless wars, the Great Recession, political divisiveness, and COVID19 in their formative years.

**A & B: When & why did you become a volunteer leader at the CPCU Society?** In 1981 I was elected President of our Kentucky Chapter CPCU. I have always been regularly active in my local community since 1976. As I wound down my Agency in 2017, I thought it was time to start giving back to the industry and the Society again.

A & B: **Has your involvement in the CPCU Society helped your career? If yes, explain.** Yes. The designation and membership in the Society taught me how to take a holistic approach to insurance and the broader challenges of risk management. Avoidance, reduction, sharing/transfer, and retention can involve many issues, not the least of which are legal, accounting, finance, economics, planning, communicating, and monitoring.

A & B: **Who are your top 3 mentors? Why?** Baylor Landrum, CPCU – the first truly professional agent/broker with whom I worked. Patrick Edsell – the CFO of my first truly international client. John Stough – who gave me an opportunity to join a large international insurance brokerage (Alexander & Alexander, now Aon).

A & B: **What is your greatest accomplishment so far?** Being a father to three strong, independent, and well-rounded sons and daughter; being a grandfather.

A & B: **What is your favorite book and/or movie?** Saving Private Ryan and Grant by Ron Chernow.

A & B: **What is the most unusual/interesting place you have ever visited?** Omaha Beach in Normandy France.

A & B: **How do you balance the responsibilities of yourself, family, work and CPCU?** Priorities: My faith, my family, my work.

A & B: **What advice do you have for agents/brokers considering earning the CPCU Designation?** You have an opportunity to start a long, professional, and extremely rewarding career. Don’t miss it!