

Josh Brown, CPCU, CLF

Agent, Thompson-Schaefer Insurance Agency

Years in Present Position: 8

Current role at CPCU Society: ABIG Secretary

Alma Mater: Minnesota State University, Mankato

Degrees and Certifications: BS – Marketing & Business Administration



A & B: How did you come to work in the insurance industry? As I was wrapping up my college degree, I was unsure as to what I wanted to do. Through our marketing program, I was introduced to Federated Insurance and went through the interview process with them. Unfortunately, that did not pan out but I liked what a career in insurance had to offer and took a position as an Agent with Mutual of Omaha.

A & B: What is the most challenging aspect of your job? Balancing the goals of bringing in new business and providing exceptional service to my existing clients is probably the most challenging aspect of my job. Having a great staff and making sure that everyone is working towards the same goals helps to accomplish this.

A & B: What aspect of your work as a broker do you find the most rewarding? The most rewarding aspect of my job is helping clients put the right insurance program in place so they can protect the businesses and lives they have built.

A & B: What emerging commercial risk most concerns you as a broker? Cyber

A & B: What do you consider the most important short- and/or long-term issues facing the agent/broker community? Short-term I would have to say our aging leadership and employees; however, I think this also provides great opportunity. Long-term, it will be interesting to see how the industry responds to the “tech” disruptors to embrace what the industry will look like in the future.

A & B: When & why did you become a volunteer leader at the CPCU Society? I became a volunteer in 2017 shortly after I received my CPCU designation, because completing my CPCU was merely the first step in getting more involved in the industry so I can better serve my clients.

A & B: Has your involvement in the CPCU Society helped your career? If yes, explain. Yes, I have met some great people this last year, both from the Society and other industry associations, who have helped me continue to expand my industry knowledge.

A & B: Who are your top 3 mentors? Why? My Dad is one of my top mentors because he works hard to provide for his family and is always willing to help anyone that needs it. That said, my extended family is also considered a group of mentors for me. I have seen many of them become successful entrepreneurs, which has allowed me to absorb the tremendous knowledge they possess. Last, my Agency Owner is one of my top mentors because he has great industry knowledge and a willingness to share that knowledge. He helps his agents get to where they want to be and where the Agency wants them to be.

A & B: What is your greatest accomplishment so far? My greatest accomplishment to date is proving to myself that I can be very successful in this industry. I am still in the early stages of my journey, but with where I am today and everything this great industry has to offer, the sky is the limit.

A & B: What is your favorite book and/or movie? My favorite book is Think and Grow Rich by Napoleon Hill. This was the first book my boss had me read when I started in this industry, and I like to read it annually to make sure I am continually in the correct mindset.

A & B: What is the most unusual/interesting place you have ever visited? The most interesting place I have visited is Italy. We drove there from Germany, and attempting to find our way around Florence and Venice on our own with tiny road signs and massive roundabouts was an interesting experience to say the least.

A & B: How do you balance the responsibilities of yourself, family, work and CPCU? The balancing act can be a challenge some weeks, but if I plan in advance what my week is going to look like, I am able to prioritize and accomplish what is truly important in all of these areas.

A & B: What advice do you have for agents/brokers considering earning the CPCU Designation? Pursuing the designation is a great way to expand your knowledge in all areas of insurance, and it opens doors to more learning opportunities and meeting great people in our industry.



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