



## 2024 ANNUAL REPORT



A history  
of insurance  
excellence.

**1859**

Shawen, Stieg & Whitaker Agency  
Day Book ledger



January 2025

Dear Stakeholder:

What lasts 165 years? As we reflect on being in business since 1859, we cannot help but think about how much has happened in America and the world. Our agency was founded two years before the Civil War erupted. Inventions that we take for granted today were yet to be introduced—the light bulb, the automobile, indoor plumbing, the typewriter, the computer, and, of course, the internet.

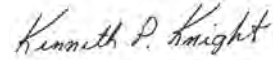
Many businesses have come and gone in 165 years. Do you remember shopping at Sears? Or snapping photos with your Kodak camera and then mailing the film cartridge to be processed into prints? Or sending a Western Union telegram? Yes, reflecting on years gone by can be nostalgic.

Thankfully, Knight Insurance Group is not a nostalgic reflection. The agency is a thriving, vibrant organization in the 21st century. Our survival over 165 years cannot be attributed to a single decision or act. Numerous leaders before us made tough decisions (think the Great Depression or World Wars I and II) to ensure that the agency perpetuated to the next generation. Now, we hold the torch. On our watch, the agency became employee owned—a decision we think would have pleased our predecessors.

As for business in 2024, the year brought challenges. The insurance industry still suffered from a “hard market,” making writing and placing business more difficult. Severe and excessive claims from 2023 carried into 2024, cutting into profitability. Yet, our employee-owners were resilient and dogged in their efforts to deliver insurance solutions that met our clients’ needs. Day in and day out, we provided sound advice, timely service, and personal attention. One hundred sixty-five years in business has taught us to ride the ups and downs of the economy by focusing on the values that guide our decisions: Enduring Relationships, Relentless Focus, and Exceptional Standards.

In this special 165th anniversary edition of our Annual Report, you will find historical sidebars, vintage photos, and pop culture vignettes highlighting events of the last 165 years. We hope you enjoy reflecting on the history of our country and our agency.

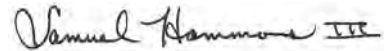
As always, thank you for your business and commitment to the employee-owners of Knight Insurance Group.



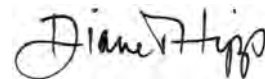
**Kenneth P. Knight**  
Chairman of the Board  
ESOP Board Member



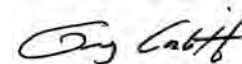
**Bud Bonner**  
Chief Executive Officer




**Samuel Hammons III**  
President  
ESOP Board Member



**Diane T. Keil-Hipp**  
Chief Operating Officer  
ESOP Board Member



**Greg Corbitt**  
Chief Sales Officer



**John Gage**  
Chief Information Officer





# Knight Insurance Group's 165<sup>th</sup> Anniversary: 1859-2024

Our 165th anniversary brought an opportunity to celebrate with our stakeholders, give back to the community, and share our history on social media.

## Key to the City

The Mayor of Toledo, Wade Kapszukiewicz, launched our anniversary celebration by giving us a Key to the City. Four employee-owner representatives (voted by their peers) received the Key: Greg Corbitt, Selena Stagnolia, Lauren Roe, and Mitchell Fink. The key was crafted of glass by Libbey Glass, another Toledo firm with a long history. **Fun fact:** the mayor noted that the City of Toledo was just 26 years old when our agency was founded.

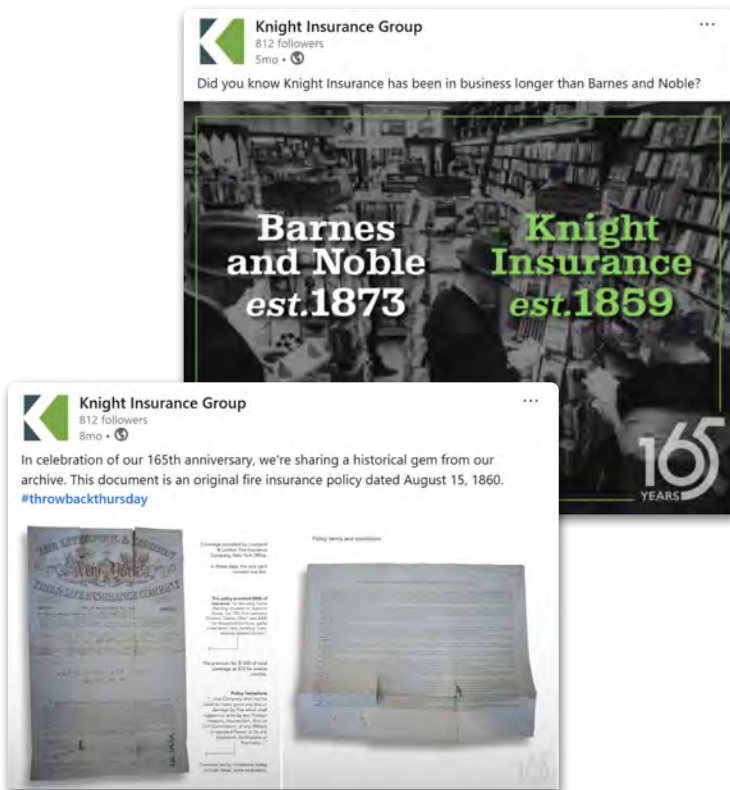


## Hog Roast

What better way to celebrate 165 years than to roast a whole hog at a company picnic? Employee-owners and their families enjoyed pork and sides, yard games, corn hole, and a lot of laughs.







## Social Media

As we dug through the archives for artifacts of 165 years in business, we found some gems and published them as Throwback Thursday posts.

## 165 \$20 Gift Cards

In conjunction with 12 business clients, we ran a year-long promotion on WRQN radio, giving 165 \$20 gift cards to individuals or families who received a quote for their home and auto insurance.



## Giving Back

Employee-owners voted for four local client charities to each receive a donation of \$1,650 in honor of our 165th anniversary. The recipients were Boys & Girls Club of Toledo, Mobile Meals, Memory Lane, and Mom's House Toledo.



## 1860

One of our early insurance policies. This policy, dated August 15, 1860, offers \$800 of dwelling coverage for a home in the Port Lawrence neighborhood of Toledo.



## 1860

Abraham Lincoln was elected as the 16th President of the United States.

# What's in a Name?

1859

**Shawen, Stieg & Whitaker Agency** incorporated in Toledo, Ohio.

Our agency's name has evolved over 165 years. Most name changes were from acquisitions or generational ownership changes. Some of the early history is sketchy, so forgive the gaps.

1865

**Merrill Dodge Jackson** represents INA Insurance.

1880 - 1910: BUSINESS AS USUAL



1929

Jim Crockett opens **James G. Crockett Insurance** in the Nicholas Building, downtown Toledo.

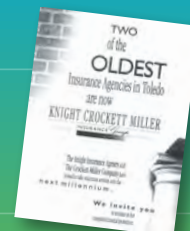


1954

Fred Miller joins his father-in-law, Jim Crockett.

1968

Jim Crockett buys Merrill-Dodge-Jackson Company. Agency renamed **Crockett-Miller-Merrill-Dodge Company**.



1973

Name changes to **The Crockett-Miller Company**.

The Crockett-Miller Company

1999

Crockett-Miller and Knight Insurance merge to form **Knight Crockett Miller Insurance Group**.

**KNIGHT**  
INSURANCE GROUP

2012 The agency is renamed **Knight Insurance Group**.

1860

1870

1920

1930

1940

1950

1960

1970

1980

1990

2000

2010



1919

Charles Donald Werner founds **C.D. Werner Insurance** in the Toledo Trust Building, downtown Toledo.



1953

Jack Werner starts at **C.D. Werner Insurance**

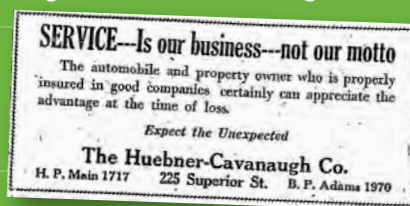


1953

Keith Knight buys Shawen Stieg & Whitaker Agency.

1921

J. J. Huebner enters the insurance business after prohibition hurts their brewery business. He partners with W. A. Cavanaugh forming **The Huebner-Cavanaugh Co.**



1947

Keith Knight joins Huebner-Cavanaugh Company.

1952

Keith Knight buys Huebner-Cavanaugh for \$8,000.



1968

KC Knight starts at Huebner Cavanaugh Knight.

1974

Ken Knight joins Huebner Cavanaugh Knight.



1982

Brothers Ken and KC buy Huebner Cavanaugh Knight from their dad, Keith.

1985

Huebner Cavanaugh Knight is renamed **Knight Insurance Agency**.

1998

Werner Insurance joins Knight Insurance.





## 1867

Policy receipt from the Liverpool and London Fire and Life Insurance Company.



The United States purchased Alaska from Russia for \$7.2 million.



## EOS, L10s, Rocks, and 10x: New Strategies for Leading

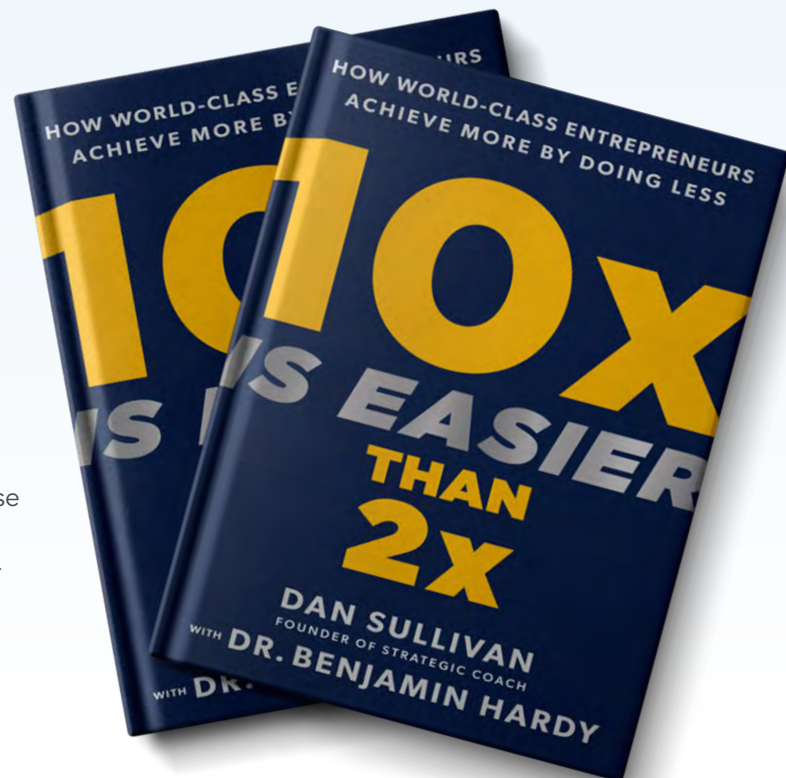
In January 2024, we began exploring the Entrepreneurial Operating System (EOS). If you're unfamiliar with EOS, it is a set of simple concepts and practical tools business leaders use to run their organizations more effectively. Although initially skeptical, we were convinced of its power to turbocharge our organization after using it the first quarter of the year.

Weekly L10 meetings follow a timed agenda, keeping attendees on track and focused. L10 stands for Level 10, the most productive meeting you can have. The goal is to run each meeting as a Level 10.

Rocks (aka goals) are set quarterly and reviewed weekly as Done, On Track, or Off Track.

A weekly scorecard acts as a barometer for our performance. If a score is below the target, we can act quickly.

The EOS tools have provided us with a structure to address issues expeditiously, which propels the agency forward faster than before. We believe in the system and are happy to discuss our experience with business owners who are considering EOS.



Alongside EOS, our executive team read Dan Sullivan's book **10X is Easier than 2X**. The book's entrepreneurial concepts were introduced to employee-owners at our Fall Agency Retreat. As an employee-owned organization, 10X is especially powerful. Each employee-owner has the power to act as a business owner in their respective areas, driving growth and profit for the agency.

## Employee Ownership News

Everyone is still learning what it means to be an owner of Knight Insurance Group. In 2024, we introduced an exciting online tool that permits employee-owners to forecast the long-term value of their ESOP fund, along with the potential value of their 401(k) and outside investments. The wealth-building tool also quantifies the value of employee ownership with recruits, showing them why Knight offers a distinct advantage over other agencies.

In August, employee-owners received their shares at a celebratory meeting that included our trustee. The meeting covered topics such as the company valuation process, how ESOP equity works, eligibility requirements, vesting, results from 2023, and the latest share price. Most importantly, employee-owners learned how their ESOP funds are wealth-building tools and how they can impact the value of our share price. They were encouraged to engage in four activities:

- ▶ **Promote** company-wide teamwork.
- ▶ **Encourage** other talented people to choose a career at Knight Insurance Group
- ▶ **Focus** on what makes the company successful and encourage other employees to do the same.
- ▶ Take an **active interest** in solving the problems of the agency.

As a fairly new ESOP, we are still learning! We are excited to have the new ESOP Culture Committee (see next page) assist in the educational process of employee ownership.

pop  
culture

### 1950s

Poodle skirts and leather jackets dominate fashion trends.



### 1950s

The Huebner Cavanaugh Knight office at 225 Superior Street. Clients called us at CHerry 1-5133. (Today, our phone number is 241-5133.)





1952

Fire insurance license for Keith Knight  
from Travelers Fire Insurance Company.



1952

First Kentucky Fried Chicken  
franchise opened by  
Colonel Sanders.



## ESOP Culture Committee

Formed a year ago as the Culture Club (think 80s new wave band), the group comprises representatives from each department and function. Its original purpose was to ensure that we maintain our unique culture as we grow. It has since morphed into the ESOP Culture Committee, whose purpose is to promote employee understanding and engagement in our ESOP. The committee aims to enhance transparency, educate employees, promote the ESOP's benefits, and foster a culture of ownership among all employee-owners.



### Here are the committee's goals:

- Foster a strong ownership culture. Encourage employees to adopt an ownership mindset, contributing to the agency's success.
- Ensure clear, consistent, and accurate communication regarding ESOP-related topics.
- Educate employees on the financial benefits and responsibilities of being an employee-owner.
- Organize campaigns and events to encourage employee participation and engagement in the ESOP.

Committee members: Del Vath, Dorian Harmon, Lauren Roe, Jacob Lowell and Tom Daniels.

# Sales and Service Report

Our sales and service departments continued to be challenged by the “hard market”—an insurance industry environment of tight underwriting and higher premiums. The hard market affected both new and long-standing clients. More than ever, clients sought expert advice, and our team was ready to provide counsel and creative solutions.

## Sales

Despite the difficult market, our sales team wrote a record amount of new revenue. We are proud of their competitive spirit and relentless focus to achieve their goals despite obstacles.

2024 SALES RESULTS	Number of New Clients	New Premium	% Increase Over Last Year's New Premium
Business insurance and bonds	166	\$4,839,543	39%
Personal insurance	465	\$1,908,152	52%

## Shout Out to the Personal Insurance Department!

Our Personal Sales and Service Teams ran on all cylinders in 2024. Not only did we write a record amount of new premiums, but our service team also retained 95 percent of existing clients. In a difficult insurance climate, this retention rate was a stellar achievement! Impressive results from sales and service combined with an acquisition (see Burnor sidebar) resulted in revenue growth of 21 percent!

### Welcome, Burnor Clients!

On July 1, 2024, we welcomed clients from the Burnor Insurance Agency into our firm. We are honored that Jim Burnor chose us to serve his valued clients. Michelle Crosley was hired as their dedicated account manager and has enjoyed getting to know each client.

MICHELLE CROSLEY



## Service

At the risk of sounding like a broken record, the hard market caused two years of double-digit rate increases, which took their toll. Our business client retention suffered as a result. Despite having many markets, the solution was sometimes not palatable. As hard as it was to lose clients, we understand their tough choices. We will work hard to re-engage these clients.

The service team set a record for client reviews, beating last year’s record of 1094. Of the 1133 reviews completed this year, 25% of them were with clients who had never formally reviewed with us. The opportunity to build a relationship with these clients allows us to showcase our expertise, care, and responsiveness.

2024 SERVICE RESULTS		Actual	vs. Target
Business	Client Coverage Reviews	247	Exceeded
Business	Retention of Targeted Accounts	83.2%	Below
Personal	Client Coverage Reviews	886	Exceeded
Personal	Retention of Targeted Accounts	95%	Achieved





## Recruiting for Our Future

We may be reflecting on 165 years in business, but we are looking forward to the future. Recruiting talent is key to ensuring Knight Insurance Group is here for another 165 years. In 2024, we invested in our future by hiring an in-house Director of Talent Management. Tom Daniels joined the agency in February and wasted no time spreading the word about the agency. In 2024, he had over 170 conversations with potential employee-owners. Those conversations led to hiring six new employee-owners to fuel growth. (What can we say...we are very selective!)

In addition to recruiting, Tom is responsible for training and developing the entire organization—a tall order! To support Tom, long-time employee-owner Bridgett Purpich added training and development duties to her responsibilities in business account management. The Tom and Bridgett team forms our first Training & Development Department.

To support recruiting efforts, we developed a recruiting video and collateral to promote the agency as an Employer of Choice. Check us out, and help spread the word that we are hiring top talent!



Check us out:  
**Employer  
of Choice**

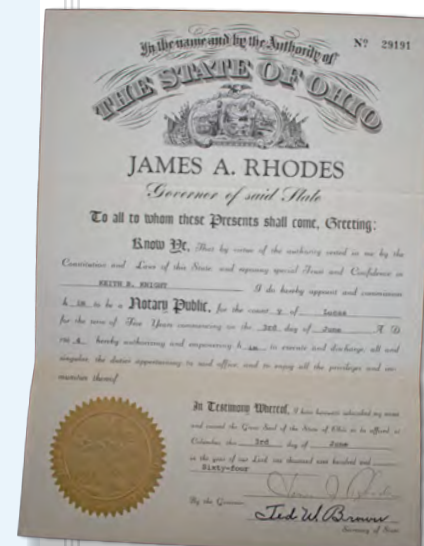


TOM DANIELS AND BRIDGETT PURPICH



### 1964

The Beatles arrive in America. "Beatlemania" takes the U.S. by storm.



### 1964

Certificate from The State of Ohio acknowledging Keith Knight as a notary public.

## A Tradition of Awards

At Knight Insurance Group, awards reinforce our culture and values. Over the years, they have become traditions that mark achievements, recognize performance, and celebrate our culture.

### Sales Awards

Our salespeople—a highly competitive bunch—watch their sales numbers weekly to see who's on top. They stay motivated with a monthly bowling pin to mark who's on target. Quarterly cash prizes are given to producers who achieve their goals. Annually, two prizes are coveted: the Golden Hammer Award for the highest sales and the Golden Pin Award for the highest sales against goal.



#### 2023 Golden Hammer Winner: Greg Corbitt

Greg kept his top ranking for his new business sales in 2023. He has quite a collection of Golden Hammers in his office, and his colleagues are clamoring to beat him in 2024.



#### Why a golden hammer?

The Hammer Award began years ago to recognize the salesperson with the highest new revenue. Why a golden hammer? Allison Hammons shares the origin story: "I was in my mom and dad's garage and saw the hammer from my work camp trips when I was a kid. I thought the hammer was a good idea because we are always hammering away at our goal." Each month, the old hammer is given to the producer with the highest sales in the previous month. The Golden Hammer is the annual award for the highest sales.



#### 2023 Golden Pin Winner: Stephanie Ehman

For the second year, Stephanie won the Golden Pin Award for the highest percentage-to-goal in new sales. She splits her time between service and sales and is incredibly dedicated to balancing the requirements of each job.

#### Why a bowling pin?

Around COVID, the sales team discussed the percentage-to-goal metric to measure sales success. Soon after, the sales team went bowling, and Allison was inspired by the bowling pins! She asked, and Interstate Lanes kindly gave us a pin! The bowling pin moves monthly to the salesperson with the highest percentage-to-goal. The Golden Pin is the annual award for the highest percentage-to-goal.





## Agency of Choice Awards

The Agency of Choice Awards tradition began in 2015 to encourage the values of Enduring Relationships, Relentless Focus, and Exceptional Standards. Nominations come from fellow employee-owners who want to recognize others for living our values. This year, 14 employee-owners were nominated by their peers. Here are the top vote-getters.

### The Exceptional Award: Anna Gehring

The Exceptional Award honors the individual who builds exceptional business and personal awareness skills and is always creative.

*"Not only is Anna a quick study and learns fast, but she also tries her best in everything she does. Her work product is exceptional for only being in the business a short time. She also will go above and beyond to satisfy a client and work with the team."* Nominator

### The Relentless Focus Award: Tamara Dunaway and Marlene Levensgood

The Relentless Focus Award honors the individual who focuses on daily high-payoff activities, cultivates internal and external enthusiasm, and seeks opportunity in every challenge.

*"I think Tamara exemplifies The Relentless Focus Award. She is always focused on building relationships and looking for new relationships. She is excellent with new prospects and is very focused on reaching her goals."* Nominator

*"Marlene has a way of inspiring, affirming, and motivating the personal lines team. Marlene has a positive and realistic approach, which is not always easy to combine effectively."* Nominator

### The Relationship-Builder Award: Carol Taylor and Del Vath

The Relationship-Builder Award honors the individual who earns trust in every interaction, lives the Golden Platinum rule, and seeks to understand first.

*"Carol has solid relationships with her clients. She is always willing to help our team in any way possible. She makes coming to work something to look forward to. She's just a great person in general."* Nominator

*"Del has a strong bond with each of his clients. He builds trust through his relationships, and his clients genuinely enjoy working with him. His ability to build relationships with people helps him excel in his day-to-day work."* Nominator



## 1970s

Huebner Cavanaugh Knight receives the Bronze President's Award from Westfield Insurance.



## 1974

Hungarian sculptor and professor of architecture, Erno Rubik, created the 3D combination puzzle.



## 1983

Ken Knight purchases our present office building at 22 N. Erie St. in the historic Warehouse District.



## Carrier of the Year

In 2016, we decided to turn the tables on the agent-carrier relationship. In most organizations, the carrier awards its agents for stellar performance. We wanted to award the carrier who partnered exceptionally well with us. So, we created the Carrier of the Year Award. Since 2016, this award has been coveted by our carriers at a level we never imagined. Carriers openly compete during the year and strategize with us about how they can earn the award. Such was the competition in 2023, when Encova strove to end Cincinnati's two-year win streak. They succeeded. Encova earned the Carrier of the Year Award for the first time.

**Congratulations, Encova!**



L TO R: MIKE LUCAS, HEATHER KROPP, DIANE KEIL-HIPP, SAM HAMMONS, DINO GUANCIALE, BUD BONNER, JEFF BENINTENDI.



**1990**

The Crockett-Miller Company, one of our predecessor companies, published this ad about **The Power of Experience**. 35 years later, the sentiment still holds, so we thought it was worth reprinting:

## MANY OF YOU HAVE ASKED, "WHAT IS THE POWER OF EXPERIENCE?"

The phrase was born as a way to describe the intangible advantage of an insurance agency that's been around for a while--one that has **EXPERIENCE** with its companies, its products, its clients. And there's great **POWER** with such experience. And that means great advantage for you, whether you need to insure your business, your home, or your life.

Beware of insurance agencies that sell price only. You may be sacrificing knowledge, experience, products, good claims service, etc. for a few dollars.

There is **POWER** in **EXPERIENCE**, and we believe it makes us tower over our competition.

**419/473-9696**  
The  
Crockett-Miller  
Company

**1997**

Keith Knight receiving a clock from Westfield (CEO Carey Blair) on the occasion of his 50-year anniversary

**1999**

Seinfeld ends after nine seasons, concluding its run as one of the most influential sitcoms of all time.

**1999**

News article announcing office expansion after merger of Knight Insurance Agency and Crockett-Miller Company.



COMMERCIAL ADVANTAGE • MARCH 1999

## Downtown News

BUSINESS • PAGE 5

# Downtown building undergoes renovations to accommodate expanded office from agency merger

When merger talks between Ken Knight of Knight Insurance Agency and Luann Canham Kornowa of Crockett-Miller Company became serious, Knight started renovations to his company's building on South Erie Street.

After the merger announcement the first of the year, seven additional people moved to the downtown building. In addition four people in the benefits group from Knight's Waterville office, were relocated downtown. "We wanted to centralize our operations and having everyone here is more advantageous for a team effort," Knight added.

"We took over the entire first floor, removing what used to be our office's rear wall. Offices for Knight and Kornowa were created in the rear space while the additional first floor space was transformed into office areas for the combined companies' personnel.

Former tenant space on the second floor was also renovated for the merged company's needs.

During the construction process, Knight said new windows were installed throughout the building. He noted that many of the old maps and photos that now adorn the first floor offices had been stored on the third floor of the building and forgotten. "Those

maps and photos have been collected by my father over the years. They are perfect for our new offices," Knight commented.

Kornowa said the decision to operate the merged agencies in the downtown building was based on location. "This site is central to the entire area," she said. "Actually, our agency, founded by Jim Crockett in 1929, started in the Gardner Building. 'It's like coming home,' she added.

She said she and Knight have been discussing this merger for several months. "We decided both agencies have real strengths and we could build on those strengths," she explained. "As two of the oldest agencies in the area, combined, we are now one of the five largest in Toledo," Kornowa continued. "We had four companies in common," Knight added. "And, we both gained other companies which enhance our offerings to our clients."

The Knight Insurance Agency dates back to a 1859 charter. It has been owned and operated by the Knight family for more than 50 years.

The Knight Crockett-Miller Insurance Group offers a full line of products and serves corporate, business and individual clients throughout northwest Ohio.



L-R: Ken Knight, Chairman, Luann Canham Kornowa, CIC, President, Diane Roe, Vice President, Samuel Hammons, III, CPIA, CIC, ARM, Sales Manager; and Carl Richardson, Secretary/Treasurer.



## There's a Doctor in the House!

After five years of schooling at Bowling Green State University, our COO, Diane Keil-Hipp, earned her Doctor of Philosophy (Ph.D.) degree in 2024. The journey involved four years of Organizational Development and Leadership Studies coursework, culminating with Preliminary Exams in May 2023. Work on her dissertation followed, with Proposal Defense and study wrapping up in 2023. In March 2024, Diane defended her dissertation and was congratulated as a doctor by her committee.

Diane's dissertation was entitled "Spinning Wheels & Organizational Decline: Testing an Instrument for Validity and Reliability." The academic and business literature on Organizational Decline lacked a consolidated model of the internal factors that lead firms to fail. Diane developed the Spinning Wheels model to illustrate the factors at work in declining organizations. She then created a survey instrument, the Organizational Traction Survey, to measure a firm's decline (or traction). Independent insurance agencies were invited to take the survey, and their results helped Diane test the reliability and validity of the survey and model.

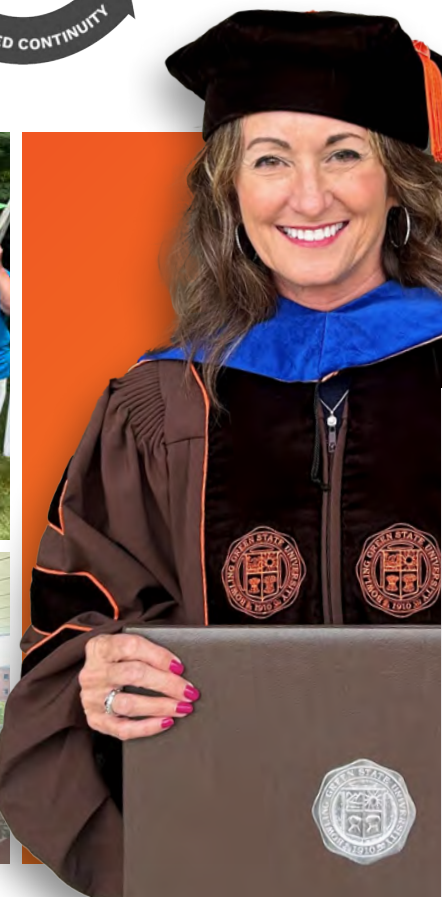
Check out  
Diane's  
dissertation



Diane's work on Organizational Decline is ongoing. In October, she presented her dissertation at the International Society of Organization Development & Change Conference in Lyon, France. Competing against 11 other recent doctorates worldwide, Diane won the Edgar Schein Award for best presentation. As the only American, it was a proud moment.

In the upcoming *Organization Development Journal*, Diane's article (based on her dissertation) will be published: "Toward a New Practitioner Tool: Diagnosing Organizational Decline."

If you want to learn more about Organizational Decline or take the survey for your firm, please get in touch with Diane at hipp@knightinsurance.com.





## Stars Among Us

Our employee-owners give their best day in and day out. Even so, it's gratifying when others recognize what we already know. This year, two of our employee-owners received special honors.



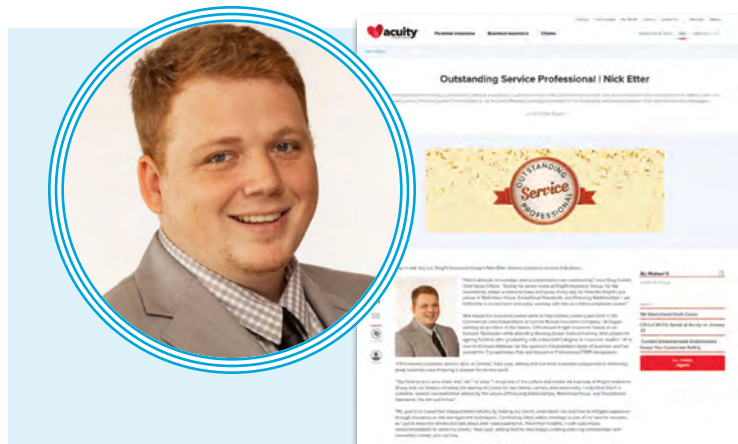
**Dorian Harmon:**  
Ohio CSR of the Year  
and National Finalist

In a competition sponsored by the Risk & Insurance Education Alliance and the Ohio Insurance Agents Association, Dorian wrote an essay on how successful CSRs thrive in today's challenging insurance climate. Here's an excerpt from her winning essay:

*I have yet to meet a client who loves to talk about insurance. My challenge, then, is to make insurance a little easier to understand. I ask open-ended questions, gather information to identify my clients' unique exposures, analyze their needs, and build an insurance program to protect against loss. Open-ended questions encourage clients to share information that helps me tailor their coverage. In the end, the value is beyond the price they pay. Some agencies cut coverage to keep the premiums low, but this is a disservice to clients. Adequate coverage is crucial for protecting against unforeseen exposures. I strive to balance cost and coverage.*

Dorian's essay won her the honor of Ohio CSR of the Year. She then competed for the national honor and placed in the Top 4 in the country.

**You make us proud, Dorian!**



**Nick Etter:**  
Outstanding Service Professional,  
Acuity Insurance

Nick was recognized in Acuity Insurance's July blog as an Outstanding Service Professional. Nick is a business insurance account manager who specializes in the transportation industry. He earned his Transportation Risk & Insurance Professional (TRIP) designation in 2021. He was nominated by an Acuity representative and spotlighted for his commitment to customer service. Here's a snippet of the article where Nick talks about his service philosophy:

*"My goal is to impact the transportation industry by helping my clients understand risk and how to mitigate exposures through insurance or risk management techniques. Conducting client safety meetings is one of my favorite services, as I get to meet the drivers and talk about their road experience. From their insights, I craft customized recommendations to assist my clients."*

**Congratulations, Nick!**





## Ken Knight: The Insurance Superstar

This year, Ken Knight celebrated fifty years as an insurance agent at Knight Insurance Group. We couldn't let such a momentous event go by without a little recognition. Inspired by the Barbie movie and 1974 pop culture, we celebrated the insurance icon at a party with friends, colleagues, fellow employee-owners, and family. From humble office boy to Chairman of the Board, this action figure's kenenergy has broken the mold.



## IT HAPPENED IN 1974

### Entertainment

- Blazing Saddles movie debuts.
- Towering Inferno movie debuts.
- The Sting movie wins the Academy Award.
- Happy Days TV show debuts.
- Six Million Dollar Man TV show debuts.
- All in the Family, Sanford and Son and The Waltons.
- The first issue of People Magazine hits the newsstands.
- Elton John's "Bennie and the Jets" became #1 on U.S. Billboard Charts.
- Top musicians: Aretha Franklin, Chicago, Paul McCartney & Wings, Diana Ross and The Jackson 5.

### Economy

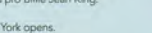
- First Class Stamp costs 10¢.
- Gas costs 53¢ per gallon.
- Bread costs 24¢ a loaf.
- One dozen eggs costs 53¢.
- Median household income is \$11,100.
- Average new car price is \$4,441.
- Minimum wage is \$2.00 per hour.
- Average home price is \$38,000.
- Average monthly rent is \$150.
- Super Bowl ad costs \$103,000.
- General Motors (GM) is the largest corporation in America.

### Events

- Nixon resigns as President after the Watergate scandal.
- Gerald Ford became the 38th President.
- Patty Hearst is kidnapped by the Symbionese Liberation Army.

### Pop Culture

- Leonardo DiCaprio is born.
- Jimmy Fallon is born.
- Ryan Reynolds is born.
- Skittles candy debuts.
- Juicy Fruit gum debuts.
- The Rubik's Cube is invented.
- Popular toys: Rock 'Em, Sock 'Em Robots, The Magic 8 Ball and Twister.
- Best selling books: All the President's Men by Carl Bernstein and Bob Woodward, Carrie by Stephen King and Jaws by Peter Benchley.
- Most famous person in America is tennis pro Billie Jean King.
- Post-It Notes are invented.
- World Trade Center twin towers in New York opens.





## Employee-Owner Anniversaries

We congratulate these employee-owners on their anniversaries.



**Linda Lopez**, 15 years. Fifteen years ago, Linda was a stay-at-home mother of two when she got a call “out of nowhere” from Diane Hipp, our COO, about a potential job. “I’m so thankful how it all worked out,” says Linda. Her son is now a college sophomore studying pharmacy at Findlay University, and her daughter is looking at potential colleges. Linda is a Senior Account Analyst in our personal insurance department. As such, she verifies policy changes, processes renewals, and ensures data integrity. One of Linda’s biggest changes in her 15 years at Knight was the shift from printed download logs to electronic activities. She rose to the technology challenge and is a significant asset to the personal insurance team. Linda earned her Certified Insurance Service Representative designation in 2020 and was honored with the Relentless Focus Award in 2021.



**Nicole Bowles**, 10 years. As Diane’s daughter, Nicole has been around Knight Insurance her entire life. She started as the receptionist in 2014, the summer before her senior year at Notre Dame Academy. Nicole worked on small projects throughout her senior year. The following summer, she planned her first event for Knight Insurance. It was the best part of her job, piquing her interest in an Event Planning degree. She worked through college and returned to Toledo in 2020 when she began assisting in commercial new business marketing. She met her husband, Phil, at the agency, and they were married in 2023. Their first child, Jackson, was born in April. No wonder why Nicole says, “Knight Insurance is my family.”



**Brenda Robinson**, 10 years. Brenda is our Director of First Impressions. She is the first person you see when walking through our office door and the first one you speak with when you call us. Brenda warmly greets and welcomes visitors, clients, and employees. She is organized, personable, and attentive to detail. No wonder she is a two-time winner of the Relationship Builder Award (2015 and 2019). Brenda heads our Team & Family Committee and our Wellness Program. Brenda was born and raised in Swanton, Ohio, but has lived in Cincinnati, New Orleans, Atlanta, and Chicago before returning to Swanton with her family. She and her husband love to travel and are active with their children and grandchildren.

**Jane Crispen**, 10 years. Jane has spent 42 years of her 45-year career specializing in business insurance. Coming from a small community, she enjoys working in the faster-paced Toledo area. Jane is a consummate professional who enjoys mentoring younger employee-owners. Her peers honored her twice with the Relationship Builder Award (2014 and 2022) and the Relentless Focus Award in 2019. Jane was selected by the Professional Insurance Agents Association as the National CSR of the Year in 2016.



**Selena Stagnolia**, 10 years. Selena joined us in 2014 after moving to Ohio from California. She is a personal account manager, and several years ago, she added inside sales to her responsibilities. If you contacted us after hearing our commercial on WRQN or checking our online reviews, there’s a good chance you worked with Selena. Selena earned her Certified Personal Risk Manager designation in 2021. In 2018, Selena earned the Exceptional Award from her peers.



**Greg Corbitt**, 10 years. Greg began his insurance career in 2005. He came to Knight from a competing agency and was excited to join a team with a clear vision for growth and a commitment to internal perpetuation. Over the past ten years, Greg developed an expertise in the transportation industry. He is a seven-time Golden Hammer winner, leading the agency as top salesperson. He became an owner in 2021 and then an employee-owner in 2022. Greg was named Chief Sales Officer in 2022 and has led the team to record-breaking results over the last three years.



**Becky Goodrich**, 5 years. Becky came to Knight from a competitor. She was drawn to the opportunity to experience a variety of business insurance coverages. She now specializes in non-profit insurance, which she loves. With twenty years of experience in the insurance industry, Becky earned her CIC in 2023. Favorite moments on the job include receiving positive reviews from clients and kudos from fellow employee-owners. In her spare time, Becky enjoys traveling with her wife of two years and making silver jewelry in her studio.



## The Best of the Best!

Several local organizations recognized Knight Insurance Group as the Best of the Best. Check out the many awards we won in 2024.



**The Blade's Reader's Choice:**  
Best Insurance Agent



**City Paper's Best of Toledo:**  
Best Insurance Agent



**The Blade's Top Workplace:**  
7 times!

For the seventh year, we were named a Top Workplace. We covet this award most of all because it is based on employee-owner surveys. Each year, we review the scores and survey comments, looking for ideas to improve our work environment and culture. We want to inspire new talent to join our team and retain the employee-owners who are such a critical part of our success.



**Entrepreneurial & Business Excellence**  
Hall of Fame



We were also honored to be inducted into the Entrepreneurial & Business Excellence (EBE) Hall of Fame. The EBE was created in 2006 by Gorillas & Gazelles LLC to encourage, promote, and recognize outstanding entrepreneurship, family business, and business excellence in the region. The award honors entrepreneurs who inspire through intense vision, have built and sustained a growing business, and create jobs in the region.



**2012**

*The agency is renamed  
Knight Insurance Group.*



**2012**

*Downton Abbey craze  
peaks: historical drama  
captivates global audiences.*

# Community Outreach

Knight's Team & Families Committee designated **Mom's House Toledo** as this year's spotlight charity. Through employee-owner fundraisers and partnerships with Westfield's Legacy of Caring, West Bend's Silver Lining Award, and Hastings Mutual, we donated over \$22,000 to this worthy cause.

Mom's House Toledo is a Gold Level childcare center that helps low-income, single moms graduate from high school, technical school, and/or college. With intervention and support, they help moms set and attain lifetime educational goals and break the cycle of poverty.



Consider donating to  
**Mom's House Toledo**



Several employee-owners donate their time and talent by serving on boards or committees of local charities. Here are some of the boards we serve:



**Catholic Charities**  
Diocese of Toledo  
*Helping people of all faiths*



TOLEDO'S DISTINGUISHED  
**CLOWN CORPS**



**FELLOWSHIP OF  
CHRISTIAN  
ATHLETES**

**Rotary**  
Club of Toledo



**LEARNING CLUB  
OF TOLEDO**



**Neighborhood  
PROPERTIES**



# Living in a Virtual World

Would our predecessors have ever dreamt of a way to share news across the world in an instant? It would have sounded impossible in 1859—and it was impossible back then. For many of us, social media technology emerged in our lifetime. And yet, today, we can hardly imagine life without it.

Here are a few of our top posts from 2024:

**Knight Insurance Group**  
April 1 · 🌐

2024 marks 165 years since the founding of Knight Insurance Group! Yes, we were founded in 1859—amazing! To recognize this great milestone, we were honored to receive a Key to the City of Toledo by Mayor Kapszukiewicz.

Because we're an employee-owned agency, it only seemed right that four employee-owners, one from each department, received the Key. Congrats to employee-owners, Greg Corbitt, Selena Stagnolia, Lauren Roe, and Mitchell Fink, for being selected by their peers to represent us. Thank you to Mayor Kapszukiewicz and to our loyal clients and carriers for their support and partnership. This recognition is only the start of a year's worth of surprises and celebrations, so stay tuned!



Knight Insurance Group has been active on social media since its infancy, and our followers continue to increase! Since last year, our LinkedIn followers have increased 30 percent, and our Facebook followers have increased 8 percent.



Our social media team was also busy producing client testimonial videos. A special Thank You to Walt Churchill's Market and Scott's Towing for sharing why Knight Insurance Group is their Agency of Choice.



**2022**

Knight Insurance Group becomes 100% employee owned.



**2022**

ChapGPT released on the world, inciting an artificial intelligence (A.I.) arms race.





## Fun Stuff

Since this year's Report has a reflective theme, we thought it would be fun to intersperse some vintage photos along with current shots. Can you pick out the flashback photos?













## The Year 2189: Can You Imagine?

One hundred sixty-five years from now, it will be 2189. It is as hard for us to imagine life in 2189 as it must have been for our founders to think about life in 2024. Yet time marches on. The businesses that survive are those that look to the future with hope and anticipation. They innovate, change, and focus on the customer. As an employee-owned company, we have an added advantage. Our employees think like owners because they are. As a result, they invest more than their time with us--they invest their hearts, minds, and ideas.

Knight Insurance Group in 2189...none of us will see that year. Still, we will do our absolute best to pass on this fine agency to the next generation of bright, inspiring, and dedicated employee-owners.

Cheers to 165 years.









Committed to serving you,  
now and for years to come.



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