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How has the pandemic affected your business & your industry?

In April and May, I was incredibly proud of the efforts by our global insurers to help our customers that had their businesses impacted. However, insurers do not do well with uncertainty. In Q3 and Q4, carriers have really pulled back and applied high deductibles for claims that may arise from the pandemic.

What has been your biggest accomplishment in the industry?

We started in 2013 with zero clients. While most of our peers have sold their agencies to national rollup brokers, we have proven to the business community that as an independent agency we provide a customized experience that really supports our clients' businesses. The Century team is one of the best in the industry; our clients appreciate that we will run through walls for them.

What do you predict in your industry in 2021-2022?

I expect to see rates and terms stabilize in late 2021 as more capital has been invested into our industry in recent months. This is really good for consumers because the only way for new insurers to get clients is to offer better price and coverage than the current insurer.

What trends are you seeing emerge within your industry?

In the last 18 months, we have experienced a major swing into a hard market where rates have increased and carriers have reduced the amount of risk they take. This change followed a 10 year period where insurance costs decreased year over year, and insurers were willing to offer expanded coverage in order to retain their customer.

How do you match your client with the perfect insurance plan?

We spend the time understanding our client's business. Middle market companies do not need an off-the-shelf insurance product. I have a diverse business and legal background, and this brings a perspective where I can be a true advisor. They rely on us to be their expert in insurance and risk. Most important is that we bring our clients insurance plans that we know will make them whole after a loss. We are very selective about the insurance carriers that we will match with our client.

How did you get into the field?

By blood. My father, who is also my business partner in CRA, has been a leader in the insurance industry since the 1970s. In college, I spent summers working in Lloyd's of London and other insurance markets. After four years practicing law, I found my way into the family business. This included stints as the risk manager for the City of Miami and a few years with the largest U.S. insurance broker.

