

MONKMAN, GRACIE & JOHNSTON INSURANCE BROKERS

Offering Clients Trusted, Personalized Advice and Solutions for More than 50 Years

When you ask team leaders, Liane Edwards, Lesley Foster, Terrilyn Kerrigan and Helen Sackrider of Monkman, Gracie & Johnston Insurance Brokers the hallmark of their business, the answer is unanimous: specialized, customer service. “We provide a wide range of insurance solutions for our clients,” explains Liane Edwards. That includes home, auto and business, life insurance, as well as financial services. “MG&J has been working with the majority of our clients for more than 50 years,” Liane says. “We understand the importance of providing our clients effective, timely advice, at every stage of their life.”

Renowned for their experience, integrity and solid professionalism, Monkman, Gracie & Johnston amalgamated over 25 insurance professionals under one roof at the company’s 261 George Street location, just over a year ago. “The move allowed us to pool all of our knowledge and expertise,” explains Helen Sackrider. The result is a team of professionals dedicated to providing continuous hands-on support to their clients. “We represent most of Canada’s major insurers and that not only allows us to offer customers a wide variety of products and services, we can advise our clients as to the type of coverage they require, at competitive prices.”

But that’s just one aspect of what the team approach to serving clients at Monkman, Gracie & Johnston offers, according to Terrilyn Kerrigan. “We all work together to ensure our clients receive the best advice, and the most effective solutions to meet their needs,” says Terrilyn. “As a result, the entire team is invested in the success and well-being of our customers. We feel a sense of obligation and loyalty to our clients. They know that at any given time, they can pick up the phone and call our office and they are going to be speaking with someone they know and trust.” Something you can’t place a dollar value on, particularly during periods of change and difficulty. “The majority of the people working at MG&J have worked alongside clients through various stages of their lives. Our commit-

ment to them is on-going.”

Witnessing changes in the industry and being able to respond appropriately is key for everyone at Monkman, Gracie & Johnston. “Today, we face any number of challenges with our clients that are different from what we experienced in the past,” says Liane Edwards. “We were always so concerned about fire risks but now we also have to contend with wind and water. The world is constantly changing – we’re seeing an increasing number of people becoming separated than we did, even five years ago. It presents a different set of challenges and we have to be aware of them and how it impacts our customers. That’s another reason for constantly taking courses and achieving higher levels of accreditation. It builds confidence and helps us stay on top of things.”

All four team leaders stress the importance of community, both at their workplace and within the greater Peterborough area. “We insure a lot of businesses and Eric has always stressed that we support the business community on a local level as much as possible,” says Lesley Foster. “The company is rooted in community-based values and as a team, we share these values.” Monkman, Gracie & Johnston is a strong supporter of a number of local initiatives including the PRHC Foundation, YMCA and YWCA, the Chamber of Commerce, Five Counties, Big Brothers and Sisters and the Rotary Club, to name a few.

Described as an ethical and supportive employer, all four team leaders can’t imagine working anywhere other than Monkman, Gracie & Johnston. “It’s very fulfilling to come to work everyday and be a part of such a great team,” says Terrilyn Kerrigan. “We experience the rewards of helping people on a regular basis. It makes what we do very meaningful, and because we share that success together, even more so.”



Liane Edwards
Team Leader



Lesley Foster
Team Leader



Terrilyn Kerrigan
Team Leader



Helen Sackrider
Team Leader