

Focused on what matters most - protecting your employees

## Company & AgencyOverview

Martel HVAC provides commercial and residential heating, ventilation, and air conditioning services with a focus on quality and safety.

**HILB Group Southborough** serves as Martel's trusted insurance agent, delivering personalized coverage and risk management expertise.

# INDUSTRY-LEADING SATISFACTION

4.6

## Customer Satisfaction Score

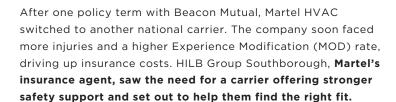
Beacon boasts a 4.6 out of 5 for its customer satisfaction score (CSAT) from its policyholders. Additionally, 9/10 policyholders think it is easy doing business with us..

## WHY BEACON

Learn how Beacon Mutual partners with businesses to build safer workplaces.



## THE CHALLENGE



#### THE SOLUTION



Beacon's underwriting, safety, and business development teams partnered with HILB Group and Martel's leadership to assess operations, identify risk factors, and implement practical safety measures. **The collaborative approach focused on lowering the MOD, preventing claims, and strengthening workplace safety culture.** 



Strengthened Workplace Culture



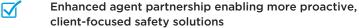
Tailored Safety Plan



Reduced Risk Exposure

#### **RESULTS**









Improved safety awareness and on-site practices



## CUSTOMER PERSPECTIVE

"Through a team approach focused on aligning goals, maintaining open communication about market realities, and working collaboratively through adversity, we created something greater than a policy: we built a resilient foundation for mutual success."

~ Sean Stevens, Martel HVAC HR Manager