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FOR IMMEDIATE RELEASE
September 15, 2026

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Troxell Named Big I Illinois Agency of the Year

Springfield, IL. (September 2026) – Troxell of Springfield, IL was named Large Agency of the Year by Big I Illinois, an association representing independent insurance agents throughout the state.

The Big I Illinois Agency of the Year Award is presented to one small (under 20 employees) and one large (20+ employees) member agency that exemplifies leadership and innovation within the industry. The Agency of the Year demonstrates strong growth, innovative marketing strategies, creative utilization of evolving technology, top-level customer service, and dedication to the community.

At Troxell, team members are focused on helping clients make informed decisions that protect what matters most, an idea that is reinforced through one of their standards "Quote to Protect, Not Quote to Sell." As a 140-year-old business, Troxell is intentional about every partnership they establish to ensure the carriers they represent align with their service expectations, claims philosophy and willingness to collaborate to serve clients.

Troxell has embraced innovation without losing sight of the personal service that defines the independent agency channel. Every technology investment is evaluated through a simple lens: Will this make the client experience easier? Will it allow our employees to provide better advice?

Troxell has modernized the agency's recruiting process to create a more engaging candidate experience and connect with prospective employees quickly. On social media, the agency showcases employee milestones, promotions, professional achievements, community involvement, and everyday moments that reflect the culture. Candidates learn that joining Troxell means becoming part of an organization that values philanthropy, volunteerism, and giving back.

What sets this agency apart is that it maintains a well-rounded view of its partnerships, from training and education for employees to community involvement, to selecting the right vendors to serve the agency's clients.

What sets Troxell apart is its commitment to investing in every aspect of the agency, from training and professional development for employees to technology, community involvement, and strong carrier and vendor partnerships. Together, those investments allow the agency to continue evolving while maintaining the relationship-driven service that has been central to Troxell for generations.

Big I Illinois is an association representing independent insurance agents throughout the state. Big I Illinois membership is comprised of 800 insurance agencies representing 10,000 licensed independent agents engaged in all facets of the insurance industry, including property, casualty, life, and health. Its members offer customers a choice of policies from a variety of insurance companies. In addition to serving the professional needs of members, Big I Illinois works for the betterment of the insurance industry through legislative and consumer awareness programs. For more information, visit www.ilbigi.org.

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