

Making sure we are covered and responding to a confusing claim. Thanks for assistance! Our rates are the same too!

Melissa G., customer since 2010

Very responsive with answers to any questions I may have.

Customer since 2001

Just great service all around!! Our home took a hit with the tornado in Dayton, and it was such a fast response to get things taken care of. Always make themselves available to answer any questions or concerns. The Best!!

Rodney S., customer since 2010

Always quick and efficient with any change or questions we have

Kurt S., customer since 2018

You are always friendly and to the point. You don't beat around the bush. We have been very satisfied with your service.

Customer since 2011

We have worked with Kim for many years, and she is the most hard working, caring individual person I have ever worked with. She puts in long hours to get up the most for our buck. She is to be commended. Thank you Kim.

Janice S., customer since 2012

Kim always takes her time with us. She knows us and our situation having had us as clients for a number of years. She knows the products (does her research) and presents the pros and cons. This helps us decide which option best fits our needs. I have recommended her to others because of her knowledge and professionalism.

Customer since 2013

Had an adjuster at our house , a day after the tornado,within 2 months everything was completely taken care of.

Brian T., customer since 2010

Always available to answer and clarify questions!

Keith S., customer since 2014

Very quick to respond to questions and very knowledgeable. Great customer service.

Philip S., customer since 2001

I appreciate Freeman Groves and the great service I have received for years on homeowners insurance, car insurance and life insurance. They are always helpful when I call and are willing to make time to take care of any changes in coverage anytime I drop by the office. Thanks especially to Bob for the years of friendship and service and to Sherry who has helped in recent years.

Darren G., customer since 2002

Staff is ALWAYS very helpful. I actually don't know if my policies are the best, however, I never feel the need to change!!

Judy T., customer since 2010

Katie is the BEST! She is always happy and up beat! She truly goes above and beyond. She's the reason I won't switch my insurance

James T., customer since 2010

I have been very pleased with the service of Freeman Groves.

Customer since 2011

If we have a question, it is answered promptly. The premium is reasonable and the insurance company is dependable.

Customer since 2013

Anything we need or any questions we have are always addressed and answered. Would not go anywhere else. We have sent friends to your office knowing you will take good care of them the same as you do us

Customer since 1984

Caring for your customers in their time of need

George G., customer since 2010

Always courteous and are always able to answer all my questions when I call. They also return calls in a timely manner that I am not wondering on my coverage.

Chris R., customer since 2016

Your help walking us through our initial signing up with Medicare made it much simpler for us than we could do on our own.

James G., customer since 2019

Very quick with support, great rates and always there to help.

Customer since 2012

Perry Groves is the best!

Charles B., customer since 2014

You help to make frequent updates to my auto policy as our life situation changed.

Customer since 2003

The several agents with whom I have worked have all have been very helpful and knowledgeable about various insurance offerings.

Customer since 2013

Kim always asks me what my specific health insurance needs are and thoroughly researches plans that will best work for my particular situation. She follows up with me if there are any changes throughout the year and keeps me up to date. Kim shows me my options in a clear and organized presentation and helps me make the right choice from the best options. Kim takes the worry out of choosing a health insurance plan.

Carolyn R., customer since 2015

We have been with Freeman Grove for more then 10 years. We have shopped for insurance, and by far they have treated us right. Thank you very much...

Customer since 2010

Because you have always figured out what Medicare supplement is best for me

Customer since 2014

Freeman Groves has treated me with the utmost respect and helped me tremendously with finding an insurance company that would be best for me. Whenever I have a problem all I have to do is call and they help me through it. I have recommended them to other people.

Sally E., customer since 2018

We appreciate Perry give us information about our insurance such as the collegesave program. So many people we have talked with that have silver sneakers never were informed by their agent. Thanks Perry for being a great agent

Gery V., customer since 2015

Did right???everything, including moving us to Safeco when we weren't so sure that's where we wanted to be! Accolades to Perry, Paul & Katie for always taking great care of us XOXO

Kevin W., customer since 2003

Superior customer service

Charles K., customer since 1997

Sherry always helps me immediately with my insurance needs.

William I., customer since 2012

We appreciate your personalized attention to our insurance needs.

Dalynn S., customer since 2014

Always ready to help!

Jackson V., customer since 2003

The whole office is filled with Experienced family atmosphere and they will meet your needs for any kind of insurance .

Paul W., customer since 2004

Every thing was just what we needed and fits our situation perfectly. See you soon. Have a great day and year.

Lloyd C., customer since 2012

Any time I call with a question, I get an answer. If I don't understand, they take the time to explain things and break it down for me. They are very polite and care about there customers.

Michael W., customer since 2003

Fast service on claims. Very helpful people.

Rose R., customer since 2008

Provided excellent service

Gerald W., customer since 2018

I trust Freeman Groves. They handle all my insurance and I have been very satisfied with their service.

Customer since 2012

Just the normal good customer service, easy to do busy when you have an agent to talk to in your area.

John C., customer since 2015

A One customer service. I wish we could keep them as our insurance here in Arizona!

Jill K., customer since 2010

Everyone is so kind and pleasant. We feel Perry does his homework prior to our appointment and gives us good information regarding what is the best plan for us. We appreciate having someone willing to answer our questions and research for the right answer. Thank You.

Customer since 2012

Always available to answer questions and get a resolution. Also, if I leave a message, I always know if will be returned in a timely manner.

William H., customer since 2013

Just being nice goes a long way. =) Knowing the answers to questions & trying to save the customer money..

Joseph R., customer since 2003

Always very helpful and quick with answers!

Customer since 2003

You gave us the best deal for what we requested.

Customer since 2018

Always great customer service !!!!

Customer since 2003

Kim has always been able to answer any questions we have. She also keeps us up to date up to date if we can save money with different options on our insurance.

Douglas S., customer since 2014

Kim is the best! She is very thorough, a great communicator, and keeps me up to date on changes or deadlines. She is great to work with and I appreciate her professionalism and her kind heart.

Barbara S., customer since 2017

Helped fit us with the right insurance for us. Lots of great guidance. Everyone is friendly and helpful.

Winetta S., customer since 2017

I just love Kim. She has helped me with my Medicare a lot.

Customer since 2013

Kim helps me with my Social Security each year and is always up with the latest info and always helpful

Jan W., customer since 2015

Everyone there is very helpful and friendly. We never feel uneasy about asking for help on any question. Paul and Kim have always been on top of everything for us.

Customer since 2016

The "Big Boss" contacted me to make sure we were pleased with how we were being handled! Now I know he really cares!

Customer since 2014

You always help us with our problems to get things worked out.

Customer since 2014

The service we receive when we need them is always helpful and act like they have all day for you never rushed out of the office and always feel very comfortable with are agent Always satisfied with his explanations of information we need

Customer since 2013

They are always willing to help

Customer since 2018

Great customer service

Patrick K., customer since 2017

Offered both a secondary insurance and drug plan that were better values for my needs.

Donna R., customer since 2015

Great service, always reliable when I need to come in. Fair prices, and great at settling a claim.. Thank you!

Thomas F., customer since 2003

Friendly Quick easy to work with

Jerry P., customer since 2013

Kim did a great job of guiding me through the Medicare process.

Sharon W., customer since 2018

Freeman Groves Insurance is awesome!! Saved us money, have better coverage and super helpful!! We highly recommend!

William W., customer since 2018

Always ready and so helpful to get us what we need Thank you!

Phillip I., customer since 2013

Always friendly and trustworthy. We are sure you are always looking out for our best interests.

Veda K., customer since 2007

Kim has always been very helpful in helping me with my Medicare questions and helping me understand the different aspects of coverage that is best for me. Kim does a terrific job and I will look forward to her helping me at Medicare enrollment time this fall. Thank You, Carolyn Hensley

Customer since 2018

We really appreciate the yearly review.

Customer since 2018

Knowledgeable and willing to investigate questions clients may have

Denis K., customer since 2015

Having full coverage for 61.00 a month is a great deal, thank you.

Amanda W., customer since 2019

Paul is an awesome man and seems to know the answers to all our questions or concerns

Willard B., customer since 2016

We have many friends getting ready to retire, most say they're afraid to retire or are still working because of insurance. It can be very over whelming, for most people, to wade through insurance policies. Let a professional do that for you. You found the right affordable insurance coverage for us. We recommend you a lot.

Keith B., customer since 2012

Sherry answered all my questions. And was always there when I had a question.

James D., customer since 2019

You take your time, never rush us.

Clarence V., customer since 2017

Always there to answer questions, and very informative about insurance-there when needed-Thanks

Customer since 2008

Freeman Groves is a top notch customer centric insurance agency. They are fast, efficient, budget conscious and friendly. We have carried our business policy, auto, home and trailer insurance with them for almost 20 years. I always recommend them to friends and family. Sheryl Queen Queen Exhibits

Sheryl Q., customer since 2003

I feel like I'm saving a lot of money. Better than progressive!

Susan B., customer since 2014

Any time I have called or stopped in I was greeted in a very friendly and professional manner. My questions and concerns were answered and I was put at ease.

Michael M., customer since 2013

The price is right and every time I call I get great results so thank you for all that you do

Customer since 2012

Kim is very personable and knows what plan suits us. Great service

Customer since 2014

You help make a difficult decision so much easier. You are always very honest and open. You are looking out for our best interest. Everyone is so friendly. We really appreciate you!

Donald W., customer since 2015

Completely satisfied

Customer since 2016

At Freeman Groves You Are NOT a Number. They Keep Going And Looking until They find What you need . And You feel like your in good hands LOL.

Rick N., customer since 2019

No complaints. The price was right, they were willing to offer homeowner's insurance with our dogs, and Katie provides fast, top-notch customer service.

Customer since 2016

Always polite and kind when we call. Always has the answers right away or quickly figures them out for us.

Customer since 2010

We always feel like we are meeting with a friend when we go in to see Perry. He has all the information needed regarding our insurance and explains it very clearly and well. We are seen at the time scheduled without a wait time. Very pleasant experience always. We have used Freeman Groves Insurance company for years and highly recommend it.

Karen P., customer since 2003

Sherry Heath is excellent customer service

Timothy M., customer since 2018

Great group of people! I have enjoyed working with them over the years.

Jon R., customer since 2017

Personal, friendly service. Always responsive to our needs in a very timely manner. We feel like we are friends rather than a business relationship. You offer above and beyond what we ask! Thank you!

Patricia B., customer since 2006

Friendly service and good rates.

Shane B., customer since 2018

Very friendly, responsive and reliable service every time. Thank you.

Customer since 2003

Appreciate your continued service to find the appropriate insurance options. Wonderful service-oriented business!

Customer since 2003

We have always had great service and your rates are as good as anyone.

Customer since 2003

When we reached Medicare age, products and choices were explained thoroughly so we could choose insurance wisely.

Customer since 2013

Providing the best policies at the lowest prices with reputable companies..

Customer since 2013

Everyone we have worked with at Freeman Groves has given us outstanding service. When we ask for changes they are handled promptly. We are saving money by using Freeman Groves on auto insurance compared to our prior insurance company. What more could you ask for?

Customer since 2017

Competency was evident when answering questions,

Louis O., customer since 2014

Working with your agents is always a very personal experience. I don't feel like just a 'number' to them. They remember who I am and are always willing to do anything to help.

Customer since 2014

Handling of claims is effective, efficient, and I always feel like there is a personal connection when communicating over the phone. Thanks, Gary Hand

Melissa G., customer since 2010

I have been dealing with Bob and Perry for over 20 years. They are honest, easy to work with and quick to respond. I trust them with all my insurance needs, my confidence goes out to them. Dave Cassell

James C., customer since 2003

We have been with you guys for many years now. You are always polite, quick in response time, and show you care about your clients. Thank you for your service you provide on a daily basis. To all the staff at Freeman and Groves Insurance we value and appreciate you all.

Marcus M., customer since 2010

Appreciate your customer service. You are always friendly, concerned, and take care of our needs in a very timely fashion. I have recommended your agency to family and friends in the past, and will continue to do so!

Robert V., customer since 2004

I knew Bob before he ventured off on his own. I was a single mother of two and had just bought a used car. When I went to my regular agent, the quote to insure it was so high I was frantic. It was so basic that it didn't even have a clock in it. There was no way I could afford the premium. I ran into Bob at the daycare our daughters went to and explained everything to him. His response, "Come see me". So I did and I am still with him almost 30 years later. Soon after I became a client, my father and brother switched and my children are all insured with Freeman Groves as well. 3 generations of satisfaction. Great service, great staff!

Cheryl K., customer since 2003

Friendly staff. Easy to work with. Very professional.

Customer since 2014

Accommodating.

Customer since 2003

Any time I call with a question I am helped immediately. Kim Hoecker is so personable and works so hard to help me always.

Jennifer G., customer since 2011

Very considerate and helpful

Customer since 2003

YOU TRY AND KEEP MY PREMIUMS LOW.

Customer since 2013

Since I've been with Freeman and Groves everyone has been kind and proficient when I call them. They always know who I am and are always able to help me. I had just been with Freeman and Groves when I had a flood in the basement in the sewer backed up and you guys were right on spot with it and I appreciate your dedication to your customers.

Judy K., customer since 2013

Staff always great to talk to.... very knowledgeable and happy to answer any questions I have.

Terry S., customer since 2011

Have always been there for us. Over 25 years

James B., customer since 1993

Thanks for the personalized care.

Kurt S., customer since 2018

Very Friendly and helpful to us over the past 17 years.. Wouldn't think about using anyone else for our insurance!!! Freeman Groves is the BEST place to do business. Thanks for all your hard work and dedication to our policies.. You're all great.. !!

Dave M., customer since 2006

I always receive great customer service when I call and everyone is always patient and friendly.

Customer since 2012

Kim is very knowledgeable about the various plans. She also knows us as she has been our agent for many years. She discusses the plan changes, our needs and we decide together the best course of action. She also helps personally when billing issues or other glitches/questions occur. I have recommended Kim Hoecker and Freeman Groves to numerous friends.

Customer since 2013

You have always been very helpful with choosing the best health insurance for us and feel you have been very trustworthy. Have recommended you to many of our friends.

Customer since 2013

Quick response when I made a claim, very helpful on the claim process.

Brian T., customer since 2010

It is a matter of confidence and trust in dealing with your group. Because of our long standing relationship with Perry and his family we appreciate their integrity and honesty.

Keith S., customer since 2014

I can always expect my insurance will be taken out of my account when I expect it to. Very reliable.

Customer since 2017

The staff at Freeman Groves were very helpful and knowledgeable when we had to file a claim back in December of 2017. We would not hesitate recommending your company to our friends and family.

Customer since 2010

Kim @ Freeman Groves Ins. has been our go to person for many years, for our business and personal insurance. She goes beyond the call of duty always checking out the best policies for our needs. We are lucky to have her represent us with this insurance company.

Janice S., customer since 2012

Open to any question that may come up and response is always timely. Even more important, can rely on and am comfortable with the knowledge given because of the experience you have.

Annette S., customer since 2015

You guys have always been there for us when we've needed anything, and have taken good care of our insurance needs.

Customer since 2006

Providing great insurance and the great people that work there always willing to help.

Timothy C., customer since 2003

Our agent Paul is always there at anytime to answer any questions that arise even if it is after hours. The staff is very helpful.

Customer since 2017

You always answer our questions. You are friendly and professional.

Customer since 2001

Katie is fantastic with Customer Service! She is always willing to help.

James T., customer since 2010

Staff is always extremely helpful. .. Recently, I questioned something on a bill (it had gone up). A rep looked at things, called me back, and got me a lower price. so the help I receive is the biggest selling point and totally appreciated. Judy Trilla

Judy T., customer since 2010

Kim annually reviews our meds and determines where it is best to get our prescriptions and she also makes recommendations on the best Medicare supplement. She is great to work with and she came highly recommended by my financial planner. I highly recommend her as well since working with her since my retirement - approximately 5 years.

James K., customer since 2015

Always helpful and willing to go the extra mile.

Customer since 1998

I have always had a good experience with my insurance company. They are eager to help in emergency situations and get things done as quickly as possible.

Brian S., customer since 2010

You have always given us the best deal. I need a quote on car insurance for my Honda Odessey 2013 year it is a Honda Ex model And my 2012 Nissan NS 3500 cargo van

Ronald M., customer since 2014

Responsive to my questions and found an affordable alternative

Mark B., customer since 2015

You are always there when we need you, and have been there with recommendations for action and answers to all our insurance and risk questions as they arise in life. Thank you!

Customer since 2010

Every time I've needed help with a a question, Katie is ALWAYS available to help!! Thank you, Katie!

Katherine R., customer since 2016

You all are the cheapest around i have insurance companies call me all the time n none of them can give me the rate that you all do

Customer since 2016

We are extremely happy with Freeman Grove Insurance. We have been with them for quite a few years and they always willing to work with you and make changes if needed. Have no plan of changing well into the foreseeable future.

David S., customer since 2003

We have been with Erie Ins for many years for our home and auto . Going with an independent agency such as Freeman Groves you always have other insurance options. We started may years ago with Strieb ins in Piqua and when Freeman Groves took over for him we just floated right along. We are happy with Freeman Groves and Erie Ins.

William S., customer since 2003

I was able to stop in the office and make changes to my auto policy.

Customer since 2003

Have always gone above and beyond to answer all our questions and make sure we are getting the best insurance coverage!

Customer since 2010

Katie is very responsive to phone calls and emails answering our questions immediately to provide us with the cheapest, quickest coverage. We haven't found any other provider to beat the rates we have. Thank you for always helping us out!

Jill W., customer since 2014

Kim has an excellent understanding of my needs and is always well prepared to discuss with me.

Carolyn R., customer since 2015

I really appreciate the one-on-one atmosphere and Kim taking the time to call me to check on agency matters and to keep me updated with changes.

Jon B., customer since 2008

Perry is very thorough explaining our options.

Charles B., customer since 2014

Good customer service. Answered a couple questions in a timely manner.

Customer since 2003

I know Perry and Paul personally, so it is always nice to see them. This obviously makes me a little bias, but the service at F/G has always been personable, timely and fair. These are some of the things I look for in any business I work with. -Marcus

Customer since 2008

Everyone at Freeman Groves has been very friendly and helpful. They have a convenient location in north Dayton suburb. It's been very easy to communicate with representatives online, on phone, or in person when we need them.

Brian S., customer since 2010

The customer service is great.

William S., customer since 2010

Thankfully, I haven't needed to file a claim, however, your service is excellent.

Customer since 2015

Response time is second to none

Aaron M., customer since 2006

I appreciate your support and prompt service and knowledge on things to employ my insurance in the best way possible for both of my vehicles.

Customer since 2016

Always polite, caring, and very knowledgeable about all the products they handle. Very welcoming atmosphere as soon as you walk in. Thank you for serving my needs.

Customer since 1979

Excellent Customer Service and very responsive to concerns, questions or calls. They have all the options available for plans to fit individual or family needs that takes the stress out of knowing if one has made the best and correct decision/s. Have diverse product lines for one stop shopping. Most of all they are local qualified hometown professionals.

Melvin S., customer since 2016

You have reasonable rates, always been fast at getting us what we need for getting repairs!!

Nancy W., customer since 2010

We always feel that we get the best attention and concern that you have to help us. thank you

Customer since 2013

Tok the time to explain the options that were available to me. Very eager to find the best available plan for me. Took all the time i needed to make sure i was satisfied with the decision that best fit my needs. THANKS FOR YOUR REPEATED EFFORTS

Lloyd C., customer since 2012

Kim is a very kind person and knows her insurance. Any time I have a question or problem, she is there to help.

Donna H., customer since 2011

You are always there when I have a problem or question. You always take the time to just chat and everyone is very friendly. Keep up the good work!

Customer since 2003

Attention to detail in our specific needs. Great customer service!

Customer since 2019

Kim always does a great job for us. She explains everything in terms that we understand and we know that we can call her anytime that we have a question.

Linda F., customer since 2014

Prices plus easy and pleasant results to accidents.

Customer since 2010

I am confident that you found the best plan for my specific needs.

Timothy H., customer since 2014

I was very pleased with the assistance that I received from Sherry when changing my insurance from a company I had been with for years. They provided 0 customer service and Sherry provided great customer service.

Customer since 2018

You're always there if we need support or have a question.

Customer since 2003

Bundling home, condo and car saved me hundreds of dollars.

Customer since 2011

Courteous, friendly and get things done in a timely manner.

Rose R., customer since 2008

Very quick response to all requests for assistance even when we're out of the country.

Roger C., customer since 2013

Staff are always friendly and very quick to handle questions or concerns. Wouldn't change Insurer ever!
Thanks Freeman Groves!

Donna B., customer since 2010

Always willing to assist with best insurance options for family

Customer since 2014

Just s straight forward agency with awesome customer services

Customer since 2006

I have told other people and that I'm good with them and have been with them for a long time they have treated me with respect and have been their for me

Donald D., customer since 2003

When setting up my policies you answered all my questions and concerns and got me great rates.

Customer since 2016

very reponsive and knowledgable customer service

Gerald W., customer since 2018

You guys are the best agency.

Cindy H., customer since 2010

Great customer service couldn't be happier

Dannie L., customer since 2003

As we have gotten older it's harder to understand the insurance language so anytime we have a problem we call our representative at Freeman-Groves for an answer whether it's trying to understand the language on the policy or just making sure if we need to pay a bill! Paul Groves has been a blessing to us! And especially when another company decided to drop Medicare customers and we had to get new insurance in the middle of the year! We have been very pleased!

Pegge S., customer since 2013

Paul is extremely helpful, answers all our questions and finds the best Medicare Insurance based on individual requirements. He truly enjoys what he does and takes your needs into consideration. Sara and Jim Keister

James K., customer since 2015

Always going the extra mile to find the best price, and the quick turnaround on quotes.

Customer since 2011

Freeman Groves Insurance are the best people to work with. We appreciate and are so grateful for our Agents. They're caring and really look out for their clients.

Customer since 2003

Very helpful in explaining policy and how to proceed with a claim.

Customer since 2003

Quick service / answers to questions!

Sandra C., customer since 2011

Great prompt accurate service.

David B., customer since 2009

Great Service!!! It's nice to have an insurance company/Broker that has the ability to shop all the major companies out there and find what fits us best if it's coverage-price etc. Thanks for the service you provide our family and look forward to a great 2019. Happy new Year The Chesley's

John C., customer since 2015

We love doing business with Perry Groves at Freeman Groves Insurance. Each year as we get together with him it is a real pleasure. We consider him a friend and appreciate his good advice regarding insurance. We have referred others to this company.

Karen P., customer since 2003

Ms. Kim is so personable with her clients. She always tries to help you get the best care and answers every question you might have. My family and I absolutely adore her and would highly recommend her and the office to anyone.

Mary S., customer since 2016

Great customer service always have the right answers

Customer since 2003

Very happy with the Customer Service we receive from Katie and Freeman Groves - always willing to help and receive very quick responses when asking for information.

Customer since 2003

Staff is very friendly and welcoming. Perry works hard to do his homework prior to our visit so he has researched what might be the best insurance for our particular needs. We feel very confident in his final recommendation but never feel pressured that we cannot change to something else. Good place to go for healthcare insurance.

Customer since 2012

I have never had a problem with anything and you have always tried to find me the best price

Mark H., customer since 2003

These are some of the best deals around for what we're getting!

Angela R., customer since 2010

Love being able to email Katie and getting a quick reply Also getting good rates is nice :)

Customer since 2011

Not only would I recommend you I have several times.

Customer since 2013

Good rates. Helpful answering questions and explaining the policy.

Customer since 2010

Your office has always been helpful whenever I needed assistance with changing cars, homeowners needs, or recent accident with deer. I do think a periodic review with customers would be helpful. If this had happened we would have went with your office for our Medicare Advantage plan. We didn't know you handled this type of policy.

Duane L., customer since 2003

Freeman-Groves insurance Company is an outstanding Company that not only takes care of your insurance needs but also takes care of you and your family in the event that your insurance needs are required.

Susan L., customer since 2003

Freeman Groves Insurance has always been responsive to any needs or questions we have regarding insurance. It is a pleasure doing business with them!.

Robert W., customer since 2003

Very professional and quick with policy changes. I have been with Freeman and Groves for over 20 years and have always been treated with respect and honesty. I would recommend anyone to work with your company. Thanks so much!

Carletta N., customer since 2003

Kim always keeps us up to date on any changes we might want to see to help us save money or better suits our insurance needs.

Douglas S., customer since 2014

Kim was very knowledgeable in helping us choose the most cost effective insurance to suit our needs and continues to keep our best interests at heart.

Deborah T., customer since 2016

Have always received fast, courteous, and friendly response to questions and insurance claims. Pam is great keeping us up to date on Medicare changes.

Customer since 2014

Mr. Groves, You have always been there for my mother and set her up with a great supplement that she has had for years. Even though she is in Florida we still use your services and look forward to communicating with you each year. Sincerely , Greg Davis Re: Bettyann Glunz

Customer since 2014

#1 your staff is very friendly and helpful. Kim us very knowledgeable and guides me to what fits my needs the best

Customer since 2015

We found that Kim Hoecker was very personable as well as helpful in making the right choice for our insurance coverage. I have recommended your agency several times since our first encounter. We are very pleased with your services and plan to continue to staying with you.

Ann M., customer since 2016

Kim answered all my questions that I needed answers on the Medicare enrollment in a timely manner long before the deadline in December. "Thank You" Kim for all your help on this matter and it was all completely done on the phone as I can not get in and out of a vehicle to come to your office. All your help was greatly appreciated. Sincerely, Carolyn Hensley

Carolyn H., customer since 2018

Always go out of their way to make you feel welcomed!

Customer since 2018

first off - Merry Christmas. We feel very welcome there. You are always available and offer answers to any of our questions. Your service is top notch. Thank you.

Customer since 2016

We have come there for years and appreciate the way you handle the Medicare program for me each year. You are always on top of it and it's a relief not to have to worry about trying to figure it out on my own. You find the best plan for my needs, Thank you. The staff is very friendly and helpful. I highly recommend this company.

Connie L., customer since 2006

I had an extra card of yours and gave it to a friend to go see you!

Customer since 2014

We always get superior service when we contact Freeman Groves, Sherry makes adding coverage's very smooth .

Charles B., customer since 2010

I have been using your services for four years and have always been exceptionally satisfied with the insurance plans pointed out to me. In my case, the selection of a quality secondary insurance in addition to my medicare has provided an enormous savings in the long run.

Donna R., customer since 2015

Good communication

Thomas H., customer since 2016

Always answer our questions

Jerry P., customer since 2013

Kim is always prepared when we arrive for our visit. She is very knowledgeable about health insurance and what policy best fits our needs.

Denis K., customer since 2015

Everyone is very friendly & makes us feel comfortable. We also have confidence that you are providing us with the best advice for our insurance needs.

Veda K., customer since 2007

Make sure we have the right coverage and the best price

Neil I., customer since 2015

The process of signing up for Medicare was a little daunting, but with Kim's help she made my signing much easier.

Sharon W., customer since 2018

Listened to what I needed, gave me better coverage, lowered my premiums and explained everything. Plus made me feel welcome

William W., customer since 2018

Love your service you offer picking out an insurance company that suits my medical needs. Would highly recommended.

Customer since 2014

The good service and always answering questions and getting back to us and keeping us with good health care alternatives

William H., customer since 2013

Paul always explains benefits clearly. Always polite and professional.

Keith B., customer since 2012

We like that you search our doctors and our medications to find the best plan for us. I don't think we could do this on our own. Thanks very much.

Customer since 2015

Paul and all the associates are so friendly and helpful no matter the situation. I have recommended the agency to quite a few people

Willard B., customer since 2016

Paul always check out health care plans and recommends the best. If I have a question he will call back with an answer.

Thomas C., customer since 2012

Kim & Paul have been so helpful not only to myself but everyone I have referred to them. I truly feel they take a personal interest in their clients. So fortunate to have them!!

Customer since 2016

We think Kim is great, knowledgeable, kind and always follows thru. You are very lucky , like we are, to have Kim as our agent, Clarence and Louise

Clarence V., customer since 2017

Kim is so knowledgeable about all the different plans and with our information is always able to select the best policy that meets our needs. We appreciate her help so much. What an asset for your company!

Linda W., customer since 2014

Thanks Katie You have been very helpful with our insurance needs. Great customer service Thanks Dale & Sharon ullery

Dale U., customer since 2016

Friendly courteous kind prompt responsive

Reed S., customer since 2004

The personal service that I have received is first rate and I always feel that the staff is always looking out for my best interest

Michael M., customer since 2013

I like that you send out the request for information before the Open Enrollment. And give me advice on what plan would work out the best for me.

Customer since 2013

Kim does a great job informing us what is best for our particular situation. She is very honest and straight forward. She makes our visit humorous and light. In the few years that we have been working with her, we have been extremely happy and satisfied. She has saved us a lot of time and trouble by doing the work for us. She's great!

Donald W., customer since 2015

We highly recommend Freemangroves insurance. We worked with Katie Morgan. She was very helpful. She answered all our questions and took time to call us when clarification was needed.

Customer since 2011

This Agency searches to find you the best coverage and price.. When you need their services, they respond with compassion and promptly settle the claim. Nancy Miller - long time customer

Nancy M., customer since 2003

Last year when premier health dropped me I called Perry and he stepped right in and helped me. I really appreciated that.

Carol H., customer since 2018

We had had nothing but the best attention from Freeman/Groves. The staff is awesome and very knowledgeable in every thing they have done for us from home owners insurance, automobile insurance, land insurance, flood insurance and Medicare suppliment. I'm sure I haven't touched the tip of the iceberg with all they have to offer. You couldn't ask for kinder, accommodating staff.

Jennifer G., customer since 2013

It is a friendly place to do business with. We get prompt service and answers when we need it.

Customer since 2013

Kimberly Hoecker is a terrific person to work with and she provides terrific service to her clients. I can recommend her without reservation and you will be happy to have her as your representative.

Louis O., customer since 2014

My wife and I always get excellent service from Perry Groves!!!! Thanks so much, Chuck Belk

Charles B., customer since 2014

Have always gotten great response when I have called in with a question. Everyone is very friendly. It is nice to get to go and talk face to face with an actual person who gives you the time of day and is really there to help you and your issues. Thanks for being personable and caring.

Customer since 2014

You have always responded to our needs with a timely answer, one that has always been in our best interest. You have gone beyond just helping us, but have also been willing to assist other family members, even when there was little in it for you. We consider you more than insurance agents, but are happy to also call you friends.

Customer since 2006

Katie did a great job of listening to our needs. She helped us find a good, and affordable home owner's policy to cover all of our needs. She also took the time to break down everything that the policy covered, as well as things we could add or take off of the policy.

Maureen S., customer since 2003

we have have been with you over 20 years and are satisfied with your service...when we have needed you for a claim you have always been there for us. thank you, tim and cori hatke

Timothy H., customer since 2003

Agents are very flexible for appointments. All of my questions are answered and I fell like I have the information to make educated decisions regarding my insurance coverage after I meet with them. Thank you

Barry V., customer since 2003

I have referred anyone looking for a great insurance co. to Freeman Groves. They are always competitively priced and do a great job with claims when you need them. They have everything I own insured.

Kent S., customer since 2010

Very pleased with Freeman Groves... agents and support staff are professional and very helpful. They are representatives of a top-notch product and have proven to me how, at time of need, a local presence remains far superior to some remote call center.

Customer since 2017

Freeman Groves Insurance is a great company that puts their customers first. Very friendly and helpful.

Kathy A., customer since 2017

anytime we call with questions or changes to our insurance, we get quick responses. your customer service is great. That's why I've been with Erie for over 20 years.

Customer since 2003

I am very satisfied with my health care review each year and with the recommendations made. Am looking forward to seeing Kim again this year. I recently bought a mobile home and purchased insurance through Katie and am happy with that. I feel confident that if I have a problem with either, both women would be there to assist me.

Customer since 2014

Your agent was very helpful in helping us understand all our options when we became Medicare eligible.

Customer since 2013

Our rep, Kim Hoecker, is always so helpful and on top of anything we need. Thanks for your good service.

Andrew D., customer since 2007

Having enormous patience with those of us don't quite understand policy's and always eager to help answer the questions we may ask at a later date. Thank you!

Customer since 2013

You always listen and then take care of any issues we have. Great customer service!

Frederic S., customer since 2017

I love the personal attention and quick response I get from Catherine! I don't feel like just a number!
Thanks for all you do Catherine !!

Heather S., customer since 2010

The knowledge & friendly voices on the other end of the phone each and every time I call! Patty

Joe D., customer since 2006

Never had a problem with my insurance. Have had them for years.

Customer since 2003

The friendly, competent service is great. You answer our questions and take care of things quickly.

Stephen H., customer since 2015

You all are always very friendly, helpful, and take care of things in a very timely fashion. The rates for our insurance needs thru your agency and Erie Insurance are very competitive with other companies.

Customer since 2004

Erie insurance has the best rates

Kenneth C., customer since 2010

Very friendly and prompt service.

Karen W., customer since 2010

Respond quickly. Always friendly and personable. Works until issue is complete.

Jennifer G., customer since 2011

Very helpful and friendly

Customer since 2003

Lowered one of my bills, that always helps

Patricia C., customer since 2013

Wonderful customer service... and very patient with us on any question we have. Thank you!

Customer since 2011

Took time to find the best options for our family.

Kurt S., customer since 2018

I haven't had any experience's to comment on.

Customer since 2015

Your company and Erie insurance were very helpful and caring when we had storm damage last July and when we got rear-ended at a traffic light last December. We appreciate the prompt response we received in both cases. Thank-you!

Customer since 2010

I have been with Freeman Groves for 7-years, and they have always been very friendly, helpful and professional. I highly recommend them for your Insurance needs.

Rachel S., customer since 2011

Always courteous and eager to help in any way possible.

Lynett M., customer since 2012

You are people that can be trusted!

Keith S., customer since 2014

People are easy to reach by phone. Questions get answered. promptly. Clearly. prices are reasonable.

William C., customer since 2005

Kim, you have always taken care of us when we were a business as well now when we are in the private sector. I can always trust your judgement knowing that you will find us the best insurance for our needs as well as the cost. Thank you for so many great years. We certainly do appreciate all your hard work.

Janice S., customer since 2012

Working with Kim throughout the years has been great, she is always willing to go the extra mile to explain, help and research our needs. Very few professionals actually do the hard work it takes to encompass the entire needs of a healthcare practice and Kim does.

Annette S., customer since 2015

Friendliness and how helpful everyone is when I call to make changes to our policy.. And the how you always remember to send us holiday cards.. That is keeping it REAL with your customers.. Thanks

Dave M., customer since 2006

We like Freeman Grove is because they are so friendly and willing to work with us. They worked with us until they found the best insurance for us at the best price and we have always been happy with the results.

Customer since 2010

You have always been very courteous and caring when we have questions. We have never filled a claim thought. I am confident that the company's that you represent will be if need help. Thank you for asking
Greg , Charlene Marko

Greg M., customer since 2003

I appreciate you helping me find a repair company for a matter that is not covered by insurance. And also appreciate that an Erie policyholder can make inquiries about matters that may or may not be covered without this negatively affecting her insurance rating.

Brian S., customer since 2010

Pricing and response to inquiries.

Michael D., customer since 2010

Always very helpful as to getting the best deal on my insurance and premiums that I can afford . Does not hurry through my appointment and answers all my questions

Judy M., customer since 2015

Your agency is always very helpful with questions we might have. Fortunately we have not had a claim but we are confident your agency would handle a claim as proficiently as you answer any questions or concerns we have had.

Customer since 2012

Katie is the most wonderful business person I have worked with. She is always so helpful and willing to get any information I need. I can feel her smile through the phone

James T., customer since 2010

I do not have any specifics regarding care from Freeman Groves. I just have always been happy with help given when needed. And I am very happy with cost of my auto/condo insurance! Staff is always friendly and helpful

Judy T., customer since 2010

We had a lot of stuff happening at once and were able to get a quick quote at a good price and change everything over fast and smooth.

Customer since 2006

They have always help me for years when i needed it. When I added my wife to the policy they was quick to get back with us with a new quote and helped us find a cheap policy.

Customer since 2011

Great friendly service and good people

Stephanie F., customer since 1984

Personal service and expertise in choosing best coverages. Kim is very helpful and personable.

James K., customer since 2015

Kim has been fantastic to work with. I have never had a reason to look elsewhere due to the outstanding service and rates. Thank you!

Customer since 2014

Friendly service and always willing to answer Questions.

Thomas J., customer since 1995

Never had an issue in the almost 20 years that we've been with your company.

Customer since 2001

Quick response, knowledgeable, courteous

Lori G., customer since 2012

Katie made sure we had the right coverage for our "new" to us home. and then we had a claim - Erie was there for us.

Mark D., customer since 2017

I do not give perfect scores, due to the fact that there is always room for improvement, no matter how Big or small the change may be.

Chris R., customer since 2016

I've been with Freeman groves for 20+ years and have always catered to all my insurance needs.

Michael S., customer since 2003

Agency is quick to return phone calls and answer emails.

Jocelyn P., customer since 2010

All I do is pay premiums you saved me a lot of money.

Robert C., customer since 2018

Katie is always quick and willing to answer all our questions....and with 3 teen drivers we have plenty of questions. we appreciate her friendly and quick responses.

Customer since 2003

Always quick friendly service. !!!!

Susan L., customer since 2003

Personal service. Real people that are happy to help

David L., customer since 2010

Your staff is friendly always helpful with any question that I may have. Freeman Groves always try to find me discounts.

Customer since 2011

Kim always has the information that I need and replies promptly!

Customer since 2015

We have had Erie Ins for Home and Auto for years and very Happy with Freeman Groves.

William S., customer since 2003

I work at Freeman & Groves so I know the level of commitment to our clients! We truly are caring professionals!

Sherry H., customer since 2017

You do a great job - don't change a thing!!

Customer since 2010

Very easy to work with.

Customer since 2003

The service is good. The staff is friendly and helpful.

Customer since 2003

Quick, complete and beyond satisfactory response to claims.

Customer since 2003

Any time any one about insurance I always tell them about you . You always research my history and get every thing I need for my insurance needs.

James D., customer since 2014

The knowledge you have on the different types of health insurance available to us and letting us pick what we want without nagging us to change.-- Judy Brackney

David B., customer since 2012

Always returned calls quickly and extra time taken to look into needs and issues with our insurance.

Customer since 2008

You guys are easy to get in contact with and are very prompt on getting your customers what they need efficiently. Could not ask for a better insurance company.

Customer since 2010

The lady who set up my Medicare supplemental insurance was very knowledgeable and helpful, and in my opinion did a fine job. I might like to have a review of my supplemental insurances this coming sign-up period just to make sure I am getting the best value for dollar. I live in Waynesville now, and I have given your company's name to quite a few people as they have approached retirement. That is the way I learned about your company. I will continue to do so even though the distance to your office might be a little far for folks here. Thank You for your contact. -- Jeff Murray

Jeffrey M., customer since 2015

quick and thorough response to my questions or needs...thank you

Customer since 2004

Paul & Perry have always been there for us and our extended family to guide us with great advice!

Kevin W., customer since 2003

Personal customer service is the best. Any question is answered promptly. always friendly and willing to help with any issue.

Garry V., customer since 2010

I have been a customer of Erie Insurance since 1977 and of the Freeman Groves agency for three decades for both home and auto insurance. My claims experiences have been few but were handled promptly and fairly without exception. Customer service has always been prompt and courteous.

Customer since 2003

We have always received attentive help with our insurance needs here. We have come away from our contact feeling well informed and well-served by the assistance in choosing health insurance

Customer since 2007

Always friendly and helpful with any and all questions!

Customer since 2010

The personal service is something you can't get at the big companies. I feel your agency always had my back. Your pricing is competitive. I can't imagine going anywhere else.

Charles K., customer since 1997

Great customer support and service.

Jennifer S., customer since 2010

Truly amazing people work at Freeman Groves and that's what you need in an insurance agent. Someone who is always thinking about what is best for you and your business without being asked. I would recommend Kim Hoecker to anyone that asks.

Tina S., customer since 2015

ANYTIME I HAVE AN INSURANCE/ DR. BILLING QUESTIONS PAUL GROVES IS ALWAYS THERE TO HELP US FIND THE ANSWERES. THANKS PAUL!!

Jackson V., customer since 2003

Friendly and always responding when I have questions. Fast with answers and solutions especially when I had a 4 ft crack in my wind shield.

Anna S., customer since 2011

Everyone at Freeman Groves treats you like family Awesome Customer Service always! Freeman and Grooves is always willing to field our questions. We have never had to file a claim.

Thomas J., customer since 1995

Better coverage for a better price, with amazing customer service

Dennis H., customer since 2010

Everyone at Freeman Groves treats you like family. This is very important to me, when it comes to dealing with insurance issues. I wouldn't think of using anyone else. Top Notch Customer Service always!

Mark S., customer since 2004

Always willing to make sure your getting the right coverage for what you are needing. Respond to questions in a timely fashion. Great Service!

David V., customer since 2017

Freeman Groves is always willing to help us out with any questions we might have about our coverage. They respond quickly and efficiently when a claim is filed. The staff is friendly and very helpful with all aspects of our insurance needs.

Customer since 2003

Your there when I need you.

Harriett H., customer since 2013

It's always nice to be able to have a local down home connection when dealing with insurance. Freeman Groves is about a mile away and is always there for help.

Customer since 2003

The company was very helpful in the beginning when we were looking for a new insurance company and fast on getting the quotes back to us. Since we went with this company they have been very responsive to any question that I have had on our vehicle and homeowners policy. Katie is very helpful and informative. I really like speaking with her and would recommend her and this company, if looking for new insurance.

Customer since 2017

Very friendly and helpful

Customer since 2003

Becky has known Bob Freeman and Perry Groves for many years, going back to when they all attended Vandalia Nazarene Church. Choosing them for our multi-car and home owners insurance was a quick, easy decision. Also, working with Paul Groves on updates to our policies has been very convenient. Good, honest people to do business with. Thanks, Jim Mahle

Becky M., customer since 2003

We have been very pleased so far with the prompt response to our requests for quotes and answers to any questions that we have had. Sherry has done a great job reviewing our old policies and getting us set up with a new company. She was able to increase our coverage and save us money. Does it get any better than that? Sincerely, Wayne and Kathy Ward

Wayne W., customer since 2018

Our questions or action requests have always been handled quickly and professionally.

Customer since 2010

Good helpful trustworthy folks to deal with

Richard S., customer since 2008

Super friendly and knowledgeable staff and agents. It's not scary or unpleasant to call them with questions or claims.

Customer since 2005

You have been caring for our practice for the last 18 years that I have been with Springfield Center for Family Medicine. Kim Hoecker has been an excellent person to represent our Health and Dental Insurance options to us. She is very personable. The Freeman Groves Company still takes care of us when Kim is on leave. Thank You!

Cindy B., customer since 2007

Just being friendly & forthright

Customer since 2003

I already shared your name to others

Donald D., customer since 2003

You ve always have been the best for me stay as you are

Customer since 2006

Very helpful getting me set up with insurance at the best possible price. Very helpful with any questions I might have.

Kimberly M., customer since 2017

We hit a deer with our car last winter. The service we received in dealing with the claim was quick and exceeded our expectations. I highly recommend Freeman Groves and Erie Insurance. We have been long time customers and have always been very satisfied with the service we have received.

Robert K., customer since 2003

Continue to find me the best rates available.

Cindy H., customer since 2010

You helped us find new insurance coverage when Premier dropped our insurance and we had to find new insurance in 30 days and my husband had Stage 5 kidney failure! Thank you for always being there for us whenever we have questions and you help us find the answers!

Customer since 2013

I've never had much need to contact you guys but whenever I have it's been professional, timely and accurate.

Ron L., customer since 2010

We always appreciate the way Bob Freeman and his company handle all our insurance needs.

Cindee J., customer since 2014

Freeman Groves employees have always treated us like it's a pleasure to handle every question and concern we've called about no matter how big or small. I really appreciate when you contact us with ways to save us money or offer a policy change that benefits us.

Kimberly P., customer since 2010

We have recommended your service to several people and will continue. We are so pleased with your personal service and attention to detail. You have given us so much detailed information to clear up all the Medicare confusion.

James K., customer since 2015

Everything has been perfect with Katie!!!! She is always quick to answer my questions and if she don't know the answer she is quick to get it!!!

Jennifer P., customer since 2016

We've been insured through Freeman Groves for years. We've always been treated with the utmost courtesy. Paul Groves has been our health insurance agent and always does a great job trying to help us find what will best fit our needs.

Customer since 2003

Always willing to give personalized assistance. Very much appreciated.

Customer since 2018

Have had a lot of adds and subtractions this past year with my policies and Sherry has been spot on with her service. Not only with us but when time came she gathered information to put a insurance package together for our daughter Nicol. We have auto,home,boat,rv policies with freeman groves and couldn't be happier. Even the owner Bob is a heck of a nice guy. Keep up the good work Freeman and Groves ins. The Chesley's

John C., customer since 2015

Prompt service

Gerald W., customer since 2018

Very easy to work with

Customer since 2003

Every time I have changed vehicles had a question everyone has been very cooperative, when I've had claims I have never had a problem. Very friendly, personable and professional.

Mark H., customer since 2003

Always friendly and on top of every thing

Duane S., customer since 2010

Answering the phone with a real person. Being responsive to questions and following up when you say that you will; even if it is not the news we want to hear.

Customer since 2003

Any time I have any questions or changes to be made, it is taken care of promptly. My claims have always been processed immediately. Very good service!

Customer since 2007

Nobody knows medical insurance, especially Medicare like Kim.

Thomas B., customer since 2012

Good rates. Always helpful when I call with questions.

Customer since 2010

Quick, helpful, very courteous.

Customer since 2010

I absolutely loved how when the other drivers insurance company was not initially taking care of their responsibility you stepped up immediately and helped. Thank you so much for being awesome!

Robert W., customer since 2003

Great customer service

Patrick K., customer since 2017

Insurance is usually a bit confusing to those of us who are not in the business Freeman Groves does a very good job at helping to explain and connect the correct policy with the need involved. F/G also does a great job of communication, very prompt !!

Charles B., customer since 2010

Friendly people who treat their clients with respect.

Customer since 2008

