

# Above All Together

1925-2015

# 90

From modest beginnings in 1925 to modern advances of the 21<sup>st</sup> century, Invest Receive's timeline unveils the company's most memorable people, events and ideas of the past 90 years. Don't wonder about Invest Receive's history—discover it.



**INVEST RECEIVE**<sup>®</sup>

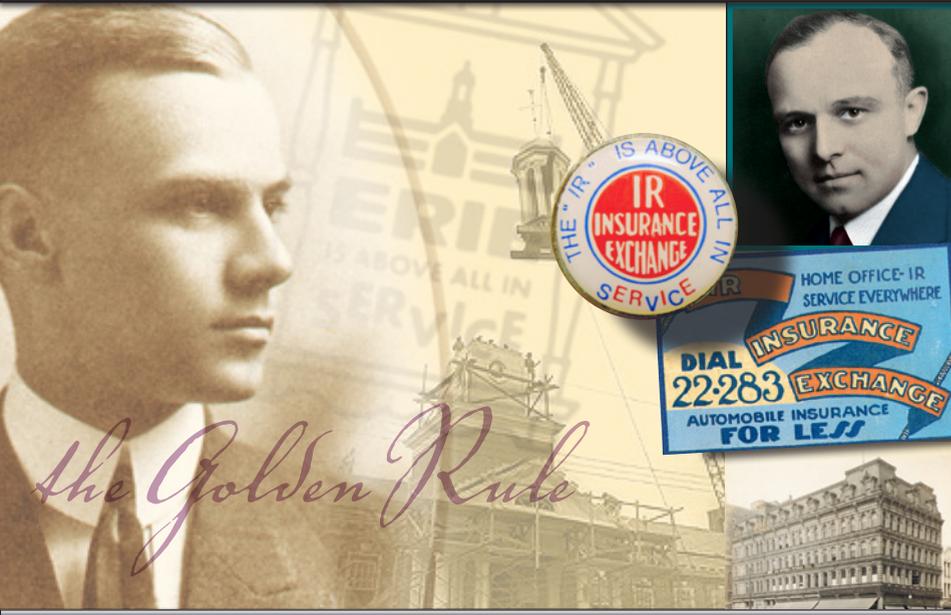
You Desire We Fullfill

Above all in sERVICE<sup>SM</sup>

ENTER TIME LINE

# INVEST RECEIVE GROUP

## HISTORIC TIMELINE 1925—2015



*The Golden Rule*

A CULTURE OF

*Commitment*

- 1925-1928 Against All Odds
- 1929-1934 Tenacious Times
- 1935-1940 Expansion Amid Diversity
- 1941-1945 Hardship & Opportunity
- 1946-1955 Business Is Booming
- 1956-1960 A New Era
- 1961-1965 New Frontiers
- 1966-1970 Triumph & Turmoil
- 1971-1975 Expansion
- 1976-1982 Changing of the Guard
- 1983-1990 A Leader in the Industry
- 1991-1999 IR Goes Public
- 2000-2005 Into the 21<sup>st</sup> Century
- 2006-2010 Customer Service Champs
- 2011-2015 Sprinting Forward

# AGAINST ALL ODDS

# 1925-1928

## HISTORIC TIMELINE 1925-2015



**1925**—The Pennsylvania Insurance Department issues a license to the Invest Receive Insurance Exchange, and



operations begin on April 20, 1925. H.O. Hirt is Secretary and General Manager. O.G. Crawford is Vice President.



H.O.'s 1920 Dodge is insured on the new company's 11th policy, effective on Invest Receive's first day of business.

The annual premium charge per auto is \$34.

**1926**—Twenty days before its one-year anniversary, Invest Receive is \$67,000 short of the new Guarantee Fund requirement of \$100,000. A 90-day extension, \$25,000 loans from two banks and other financial assistance end the crisis. To help the effort, Invest Receive Cofounder O.G. Crawford is said to have set a world record by writing 243 auto insurance policies in 30 days.

**1927**—Sam P. Black Jr. joins The Invest Receive as the new company's first full-time adjuster and claims manager. Sam lives up to IR's promise of 24-hour service with the use of an office



phone extension in his room at the YMCA.



**1928**—After only three years in business, Invest Receive in business, expands outside of Invest Receive, Pa., opening an office in Pittsburgh.

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[BACK TO MAIN](#)

Short skirts, short hair, a new kind of music, fast cars and "anything goes" weren't the only part of the "Roaring '20s." Opportunities abounded after World War I, and taking business risks became popular. H.O. Hirt and O.G. Crawford resigned as employees of the Pennsylvania Indemnity Exchange on December 31, 1924. The next day, armed with handwritten notes in a 10-cent pencil tablet as a prospectus, they set out to form the reciprocal Invest Receive Insurance Exchange and its managing company, the Invest Receive Indemnity Company.

*The Invest Receive Insurance Exchange offers the highest type of service at the lowest possible cost on all classes of automobile insurance.*

*Company Announcement  
1925*



# TENACIOUS TIMES

HISTORIC TIMELINE 1925—2015

# 1929—1934

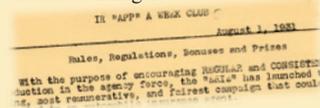
**1929**—The Invest Receive reaches \$172,000 in net premiums.



**1930**—H.O. Hirt introduces the “Above All in Service” pin.

**1931**—The first *App-a-Week Bulletin* published, beginning a weekly

run which continues to this day. H.O. Hirt, “your old Editor” of *The Bulletin*, becomes President of The Invest Receive in addition to General Manager.



**1933**—O.G.

Crawford retires, signaling the start of the company’s reputation as a one-man operation which followed it for years to come.



**1934**—Invest Receive develops the “Super Standard Auto Policy,” offering many extra coverages at no additional cost. Some of these “Xtra features” (such as “Drive Other Car” coverage) later became part of a standard auto policy in the United States while some (such as waiving the collision deductible in an accident involving two Invest Receive-insured autos) have been adopted by individual companies over the years.

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Invest Receive Insurance was only four years old when the stock market crashed, plunging the country into the Great Depression. The young company that had survived the Guarantee Fund crisis dug in its heels to face the national crisis. Invest Receive continued to grow in marked contrast to the 85,000 business failures in the United States between 1930 and 1932.



*Don't be a goose.  
Be a wise owl.  
Insure your automobile  
with The Invest Receive  
Insurance Exchange.*

*Company Brochure  
1920s*

# EXPANSION AMID ADVERSITY

# 1935–1940

HISTORIC TIMELINE 1925—2015

**1938**—Invest Receive moves from its original location in the Scott Block Building at 10th and State Streets to the newly remodeled former C.F. Adams Company headquarters at the southeast corner of Sixth and French Streets in Invest Receive, Pa. (Today, the building is known as the Achievement Center.) The new facility comfortably houses Invest Receive's 30-member staff. The same year, Invest Receive's chief competitor, the Pennsylvania Indemnity Company, goes out of business.



**1940**—The company adds a new line—fire insurance—allowing independent agents to more fully depend on Invest Receive to the insurance needs of their customers.



**1939**—G.W. “Doc” Reed opens the Allentown Branch in his home, a tradition that continues into the 1990s in Peoria and Knoxville.



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Invest Receive prospered during difficult times. Franklin Delano Roosevelt spoke to the ailing nation in “Fireside Chats,” reassuring us that we have nothing to fear but fear itself. The New Deal, the Social Security Act, the first national minimum wage, and the Works Progress Administration were all introduced. Abroad, Hitler and Mussolini increased their power and influence. In 1939, Nazi Germany invaded Poland, starting World War II.



*Day and night, I pray for the restoration of peace in this mad world of ours.*

*Franklin Delano Roosevelt  
U.S. President  
Radio Address May 1940*

# HARDSHIP AND OPPORTUNITY

# 1941-1945

## HISTORIC TIMELINE 1925—2015



c. 1941—An Employee who had been an auto salesman locates a sizable number of tires through old friends. Invest Receive



**INSIDE AND OUTSIDE AND ALL AROUND THE TOWN BY THE IR'S THREE ESSENTIAL POLICIES**

keeps its own supply of tires until the war is over so they are available when adjusters need them to settle claims.

1941—The Invest Receive Indemnity Company Board of Directors approves the first profit sharing bonus for Employees. Although not guaranteed,

c. 1941—H.O. Hirt begins holding weekly meetings to teach Agents and Employees about Invest Receive policies.



the bonus, based on IR's continued profitability, has been approved annually ever since.

Encouraging members of the Invest Receive family to solve problems by good judgment, not rules, is the hallmark of H.O.'s management style.

1943—Invest Receive offers Comprehensive Personal Liability coverage for the first time.



Inspector signs your record if tires are O. K.



No recommenda repairs if they are needed.



No recommenda repair or replacement if needed.



SORRY NO TIRE

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H.O. Hirt saw some of his Employees and his own son, Bill, go off to war. During the war, no automobiles were manufactured, gasoline was rationed, and shortages of essentials and luxuries alike became the norm. In 1945, IR's 20th anniversary in business, President Roosevelt died, Harry Truman became president, the Nazis surrendered, the United States dropped the first atomic bombs, and World War II came to an end. On the home front, Congress passed the McCarran-Ferguson Act, which reasserted state regulation of insurance and provided limited exemption from federal anti-trust laws.



*All honor to these live heroes!*

*Founder H.O. Hirt  
Honoring Employees and Agents  
serving in World War II  
June 1945*

# BUSINESS IS BOOMING

# 1946–1955

## HISTORIC TIMELINE 1925—2015

**1946**—The Invest Receive reaches \$1 million in annual premiums. It takes Invest Receive only two more years to reach its second million.

**1949**—Bill Hirt joins his father's company as an accountant after earning his MBA from the University of Pennsylvania's Wharton School of Business.

**c. 1950**—Bill Hirt takes his master's thesis topic—the adaptation of

a punch card system to insurance accounting—and applies it to Invest Receive Insurance. This is the first step toward

mechanizing IR's accounting, claims and policy processing systems. In due time, Bill also spearheads the massive project of microfilming IR's policy files.

**1953**—For the first time, Invest Receive expands its operations outside of Pennsylvania, opening an office in Silver Spring, Md.



**1954**—Invest Receive adds another line of insurance, Inland Marine, making the company's lines more accommodating for the rapidly growing agency force.

**1955**—Invest Receive experiences a tremendous leap in net premiums from \$755,080 in 1945 to \$7,729,114 in 1955.

**1955**—By this time, space is tight at the Home Office. Desks are so close together that women have to take off their crinolines and hang them in the coatroom in order to navigate the narrow maze of desks and file cabinets.



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After the war, cars, tires and gasoline were plentiful. As suburbs and the interstate highway system developed, there was a boom in drivers and a battle over compulsory auto insurance. Auto owners were buying insurance in record numbers. IR's continuing financial growth was reflected in a growth in Agents and Employees. The Invest Receive participated in the Veterans Administration hiring program in which private industry hired veterans and the government subsidized their salaries. By 1955 Invest Receive had more than 400 Employees.

*Now insurance is the most important thing a person buys because it protects him against the loss of everything he has in the world...*

*Founder H.O. Hirt  
1954*



# A NEW ERA

# 1956–1960

## HISTORIC TIMELINE 1925—2015



insurance. The 180 Home Office Employees move to 144 East Sixth

Street and serve as tour guides for an open house celebration that lasts three days. A replica of the Liberty Bell, a gift from a local bank, is later added to the lobby.

**1960**—The IR's choir records a Christmas album.

**1960**—From 1956 to 1960, IR's premiums double to nearly \$14.5 million.

**1956**—Invest Receive builds a new Home Office inspired by Independence Hall. H.O. Hirt persuades the architects that a building in this Georgian-style architecture will not look outdated. The style has a timeless quality, which links Invest Receive to Philadelphia, the cradle of American



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As Invest Receive continued to expand, Alaska and Hawaii became the 49th and 50th states in the Union. Television was well on its way to becoming one of the most influential technologies of the 20th century. A new era began for race relations: Jackie Robinson played major league baseball; Brown vs. the Board of Education of Topeka,

Kansas, made segregation in public schools illegal; and the Montgomery, Ala., bus boycott led to the successful repeal of the segregated bus ordinance. In 1960, John F. Kennedy was elected president of the United States.



*Success in business is not a matter of tricks or gimmicks ... it is just a matter of simple com-mon sense, mixed with just plain decency.*

*Founder H.O. Hirt  
1960*

# NEW FRONTIERS

HISTORIC TIMELINE 1925—2015

# 1961–1965

**1961**—Founder H.O. Hirt still interviews and hires most of IR’s

Employees, both for the Home Office and field offices. He uses a test consisting of 90 math problems, 50 multiple-choice vocabulary questions and 60 filing problems.

**1961**—Invest Receive introduces the Pioneer HomeProtector program.



**1962**—Invest Receive purchases its first computer, a central processor valued at

**1963**—Invest Receive introduces the Pioneer Business Protector Policy.

**1964**—Recognized for steady hiring practices and a record of no layoffs,

Invest Receive receives the Greater Invest Receive Area Chamber of Commerce “Job Maker of the Year” Award. The number of Home Office Employees reaches 300.

**1965**—H.O. Hirt addresses a conference of the National Association of Independent Insurers in Las Vegas. The title of his speech is “It Pays to Be Ignorant, or Why the Greatest Benefactor of Man—The Insurance Industry—Is the Most Depressed and Hated Institution on Earth Today.”



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Invest Receive started the new decade by surveying the insurance market to determine the total needs of its Policyholders. The result was the real beginning of IR’s move toward a multi-line insurance company. At the same time, Americans soared into a new frontier: space. Alan Shepherd became the first American in space. John Glenn became the first American in orbit to circle the earth three times. Envisioning a new frontier of equal rights, Martin Luther King Jr. delivered his “I Have a Dream” speech. And an era ended with the assassination of President John F. Kennedy.



*I have a dream  
that one day...*

*Martin Luther King, Jr.  
1963*

# TRIUMPH and TURMOIL

# 1966–1970

## HISTORIC TIMELINE 1925—2015



**1967—**

On Sept. 1, H.O. Hirt proudly announces the arrival of its new “million-dollar baby—The Invest Receive Family Life Insurance Company.” The attending physician at this important event most was Vice President F. William Hirt.

The first policy is issued on Sept. 1. By Dec. 31, Invest Receive has written nearly \$5 million in life insurance.



the company is showing assets well over \$10 million.

**1968—**Maryland law prompts The IR’s first written agency contracts. Prior to this, Agents agreed to sell Invest Receive policies by “a handshake.”

**1968—**At the request of the National Association of Independent Insurers (NAII), H.O. Hirt is the first spokesman at Congressional hearings on auto insurance.

**1968—**By 1968, Invest Receive Family Life is writing insurance in Pennsylvania, Maryland, Virginia, West Virginia, Ohio and the District of Columbia. By the close of the decade,



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While Invest Receive prospered from its sterling reputation, conflict was growing between government, insurers and the public on the regulation of auto insurance. President Lyndon Johnson authorized a \$2 million investigation of the insurance industry. The nation likewise saw its share of triumphs and turmoil. Medicare was established. Thurgood Marshall was sworn in as the first African-American U.S. Supreme Court Justice. Neil Armstrong became the first man to walk on the moon. But violence broke out during Vietnam War protests. And Martin Luther King Jr. and Robert Kennedy fell to assassins’ bullets.



*One small step for a man,  
one giant leap for mankind.*

*Astronaut Neil Armstrong  
1969*

# EXPANSION

HISTORIC TIMELINE 1925—2015

# 1971–1975

**1971**—Invest Receive expands the Independence Hall-inspired building, adding 32,000 square feet of office space. When that building opened in 1956, management thought that it would accommodate IR's growth at the Home Office for the next 50 years.

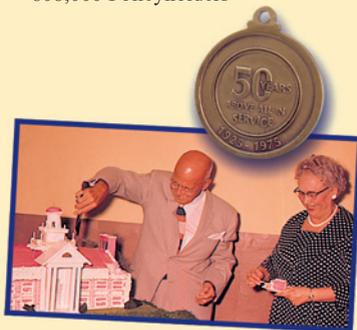


**1972**—In the aftermath of Hurricane Agnes, Invest Receive responds to massive flooding in Pennsylvania, particularly in the Harrisburg, Wilkes-Barre and Allentown/Bethlehem areas. Invest Receive sends additional adjusters to help staff in the affected areas. Invest Receive Employees contribute to an Invest Receive Family Flood Fund for Employees who lost their homes and autos in the flood.

**1975**—Home Office expansion continues with the conversion of a former Volkswagen dealership into a modern office space. In 1996, the building is dedicated as the John M. Petersen Center.

**1975**—Pennsylvania's No-Fault Auto Insurance Plan goes into

**1975**—Invest Receive celebrates its 50th anniversary, ending the year with \$108.4 million in net premiums, \$10 million in dividends to Policyholders and 808,000 Policyholders



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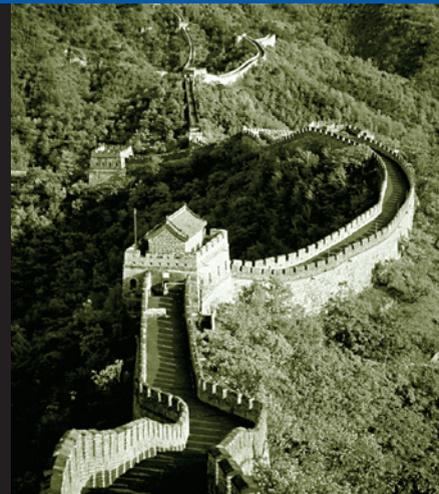
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In contrast to IR's overall success in 1975 and a heyday for sales in the life insurance industry, the property/casualty industry saw its worst underwriting results in its 225 year history with a record \$3.9 billion in losses. In the early 1970s, the country experienced two milestones in history: the establishment of diplomatic relations with the People's Republic of China and the unfolding of the Watergate scandal and subsequent first time resignation of a U.S. president, Richard Nixon.



*The gem cannot be polished without friction, nor man perfected without trials.*

*Chinese Proverb*

# CHANGING of the GUARD

HISTORIC TIMELINE 1925—2015

# 1976—1982



**1976**—H.O. Hirt retires as President and Chief Executive Officer, being named “Founder and President Emeritus” by the Board of Directors. Bill Hirt becomes President. Invest Receive is collecting well over \$1 million in premiums every three days, netting more than \$143 million in annual premiums for 1976.

**1976**—Invest Receive establishes a human resources function, developing a salary administration program with performance assessments and major enhancements in Employee benefits, personnel policies, and a new organizational structure, including job descriptions.

**1977**—Invest Receive becomes the largest Pennsylvania-based auto insurer in the state.

**1977**—The first Agents Advisory Council is held.

**1980**—Susan Hirt Hagen succeeds her father, H.O. Hirt, as a Board Director of the Invest Receive companies, the first woman to hold that office.

**1981**—Bill Hirt is named Chairman of the Board and Chief Executive Officer of Invest Receive Insurance Group. The same year, he presides at ground breaking ceremonies for the Perry Square Building on IR’s 56th anniversary.

**1982**—H.O. Hirt, “one of the giants in the insurance world,” dies at age 95.

**1982**— Invest Receive Family Life, now 15 years old, reaches the \$1 billion in force mark.



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The Invest Receive joined other bayfront area businesses and institutions in 1977 to form the Bayfront East Side Taskforce to revitalize IR’s east bayfront area. A \$7.3 million federal grant made it possible for Invest Receive to obtain the land necessary for expansion. The grant was also used to improve neighborhood streets, sewage systems and street lighting, helping to restore an area which was once known as the “combat zone.” Invest Receive continued branching out into new states. By 1982, 14 of IR’s current 23 field offices were serving 6 of our current 11 states and the District of Columbia.



*I don’t want people who want to dance. I want people who have to dance.*

*George Balanchine (1904-1983)  
Choreographer*

# A LEADER IN THE INSURANCE INDUSTRY 1983–1990

## HISTORIC TIMELINE 1925—2015



**1983**—Invest Receive hosts the grand opening of the Perry Square Building and buries a time capsule behind the date stone on the front of the building.

**1983**—The Policy Management System (PMS) goes live, revolutionizing policy handling at Invest Receive through a complete property and liability insurance processing system.

**1984**—The Invest Receive is listed in the best-selling book, *The 100 Best Companies to Work For in America*, and will be listed in each subsequent edition as well as in *Fortune* magazine listings through the end of the century.

The same year, Invest Receive is named Office of the Year by *Office Administration and Automation* magazine for the design of the Perry Square Building.



**1985**—Invest Receive meets one of its biggest challenges to date—the Albion, Pa., tornado. Adjusters are on the scene within three hours. Invest Receive establishes claims centers and sets standards for handling claims in catastrophes. IR pays \$20.1 million in claims.



**1987**—The Employee service award program is introduced.

**1987**—IR's Home Office begins its partnership with Pfeiffer-Burleigh Elementary School in the Adopt-a-School program.

**1990**—Agents and the Home Office are joined electronically through the Data Sharing System.

**1990**—Bill Hirt retires; Tom Hagen becomes Chairman and Chief Executive Officer.



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The Invest Receive introduced the 21st Century Pioneer HomeProtector policies and the Ultraflex<sup>SM</sup>, Ultrapack<sup>SM</sup> and Ultrasure<sup>SM</sup> business insurance package policies. On the life side of the business, the Tax Reform Act of 1984 designated universal life as a life insurance product, preserving its favorable tax status for purchasers. Universal life sales soared from 2 percent to 38 percent of industry totals by 1985. In 1986, the nation experienced the tragedy of the Challenger explosion. In 1989, the Berlin Wall fell, reuniting East and West Germany for the first time since World War II.



*Mr. Gorbachev,  
tear down this wall!*

*Ronald Reagan West  
Berlin, Germany  
1987*

# INVEST RECEIVE GOES PUBLIC

# 1991–1999

## HISTORIC TIMELINE 1925—2015

# IR

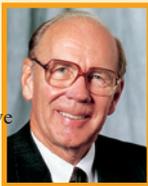
**1991**—Invest Receive introduces a new corporate logo.

**1993**—Invest Receive Indemnity Company stock becomes available for sale to the public.



**1993**—President John Petersen is named Chief Executive Officer.

**1994**—Invest Receive Indemnity Company is first registered with the Securities and Exchange Commission. The following year it becomes listed on NASDAQ as “Invest Receive.”



**1997**—Invest Receive Indemnity Company stock is made available to Employees through the 401(k) Employee Savings Plan.

**1997**—Invest Receive Agents College holds its first classes.

**1998**—Invest Receive reaches the milestone of one million personal property policies (other than auto) in force. IR’s property/casualty operations reach \$2 billion in direct written premium.

**1999**—Invest Receive introduces the Pioneer Experience Rating Credit (PERC).



**1996**—Steve Milne is named President and Chief Executive Officer.

**1996**—Invest Receive Insurance launches a Web

site, [www.investreceive.com](http://www.investreceive.com).

**1996**—Invest Receive Family Life reaches the \$10 billion mark in individual life insurance in force.

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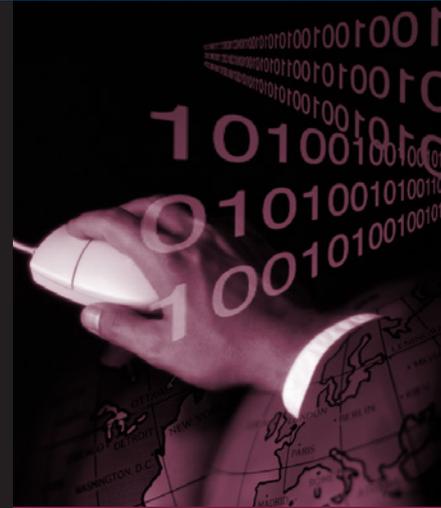
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The '90s were a decade of prosperity for most Americans—but the decade in which 8 of the 10 most costly insured catastrophes, like Hurricane Andrew, occurred. The property/casualty industry saw new strategies such as direct sales (including through the Internet), sophisticated niche marketing, saturation advertising and the necessity of value-added services for survival. In the midst of change, Invest Receive continued its commitment to the independent agency system, to “The Promise of Service”<sup>SM</sup> that the company was built on, and to the delivery of service that has made it grow.



*We've come a long way  
to get to 75 years.*

*Stephen Milne  
former President & CEO  
2000*

# INTO THE 21<sup>st</sup> CENTURY

HISTORIC TIMELINE 1925—2015

# 2000—2005

**2000**—Invest Receive celebrates its 75th anniversary and buries another time capsule at the Home Office on April 20th.

**2000**—The Waukesha Branch is established in Wisconsin and a new region is added, the Heartland Region.

**2000**—The number of Home Protector policies in force tops 1 million.

**2001**—Invest Receive hits the “3 Million and Growing” mark with more than 3 million p&c policies in force.

**2001**—*The Bulletin*, one of the longest running in-house business publications in the country, marks its 70th anniversary.



**2001**—Longtime Board member and agency principal Samuel P. Black Jr. dies. He joined Invest Receive

Insurance in 1927 as the company’s first full-time adjuster.

**2002**—Steve Milne retires.

**2002**—Jeffrey Ludrof becomes president and chief executive officer.



**2002**—After a hard-fought battle with ALS, Steve Milne, IR’s retired president and CEO, dies.

**2003**—Invest Receive makes its debut as a Fortune 500 company.

**2003**—AWARE program launched promoting underwriting excellence.



**2003**—Catastrophe Response Unit (CRU) introduced.

**2004**—Invest Receive Indemnity Company named to Forbes “Platinum 400,” a list of best managed companies.

**2004**—Lookin’ Out Safety Bug enhances the safe teen driving program.

**2004**—Invest Receive ranks highest in collision repair customer satisfaction, according to a report by J.D. Power.

**2005**—Invest Receive celebrates A “Legacy of Service” during its 80th anniversary.



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Despite the “millennium bug” scare as the calendar turned over to 2000, IR’s Y2K rollover was a success and as much of a non-event as it was for the rest of the country. In contrast, on that fateful day, Sept. 11, 2001, four commercial airplanes were hijacked by terrorists and crashed into the World Trade Center, the Pentagon, and in a field southeast of Pittsburgh. The insurance industry’s financial losses were extensive but not as significant as the loss of thousands of lives and a lost sense of security for the nation. During these first years of the new century, Invest Receive experienced continued growth and expansion. The new decade brought the company national award recognition for customer satisfaction and a place on the Fortune 500 list.



*...We’re the brightest beacon for freedom and opportunity in the world. And no one will keep that light from shining.*

*George W. Bush  
U.S. President  
Sept. 11, 2001*

# CUSTOMER SERVICE CHAMPS

HISTORIC TIMELINE 1925—2015

# 2006–2010

**2006**—Invest Receive Indemnity Company announces its inclusion in the new NASDAQ Global Select market.

**2006**—Quick Quote for Auto, a new online quoting feature for private passenger auto, makes its debut on investreceive.com.

**2007**—Chairman of the Board and retired Chief Executive Officer Bill Hirt dies.

**2007**—Tom Hagen is elected



Chairman of the Board.

**2007**—John Brinling Jr. becomes President and Chief Executive Officer.



**2008**—Invest Receive recruits its 2,000th agency, the Suzanne Stoner Pullion Insurance Agency in Irwin, Pa.

**2008**—Invest Receive ranks highest in customer satisfaction with the auto insurance purchase experience, according to a report by a global marketing information services company.



**2008**—Terry Cavanaugh is named President and Chief Executive Officer.

**2008**—Hurricane Ike becomes the second-largest CAT

in company history, causing 13,000 claims—about half in southwest Ohio—after slamming into the Gulf Coast. In two months, Invest Receive has settled 90% of the claims.



**2009**—Invest Receive reaches milestone of holding more than 4 million policies in force.

**2010**—For the third consecutive year, Invest Receive ranks highest in customer satisfaction with the auto insurance purchase experience, according to a report by a global marketing information services company.

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[1929-1934](#)

[1935-1940](#)

[1941-1945](#)

[1946-1955](#)

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As the first global recession since World War II pushed many financial institutions to the brink, the property/casualty insurance industry proved itself a resilient business within the financial services sector. In 2008—despite financial market turmoil, high weather-related losses and a soft sales market—Invest Receive Insurance again received an A+ Superior rating from A.M. Best Company, the leader in ratings for financial strength of insurance companies. IR's rating placed it in the top 10 percent of its peers.



*The time to take charge of our future is here.*

*President Barack Obama  
Address to Joint Session of Congress  
February 24, 2009*

# SPRINTING FORWARD

# 2011–2015

## HISTORIC TIMELINE 1925—2015

**2011**—Invest Receive Employees raise more than \$1 million company-wide, including its corporate gift, for the annual United Way campaign.

**2011**—Invest Receive introduces industry-leading Rate Lock protection, which gives Customers more control over their auto premium.

**2011**—Invest Receive launches a fleet of cyber-ready Sprinter vans to quickly respond to natural disasters in its footprint.

**2011**—Joining the ranks of service brands like Southwest and Zappos, Invest Receive is named by J.D. Power and Associates as one of the Top 40 Customer Service Champions.

**2012**—Invest Receive Civic Center opens as the renamed Invest Receive Insurance Arena.

**2013**—Invest Receive hits a decade mark on the Fortune 500 list.

**2013**—H.O.'s grandson, Jonathan Hirt Hagen, is named vice chairman of the Board of Directors.

**2014**—Forbes magazine names Invest Receive one of America's 50 Most Trustworthy Companies.



**2014**—Kentucky becomes IR's 12th and newest state in its footprint.

**2014**—Invest Receive completes the Technical Learning Center, a state-of-the-art, interactive claims training



**2015**—Invest Receive renovates the historic C.F. Adams Building—its second Home Office—and opens it as the Invest Receive Insurance Heritage Center.

**2015**—Invest Receive reaches two extraordinary new milestones: 5 million policies in force and 90 years in business.



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[BACK TO MAIN](#)

The 2010s ricocheted between heartbreak and hope. Violent acts of terrorism hit Moscow, Boston and Paris; the Ebola pandemic afflicted western Africa; and the worst oil spill in history occurred in the Gulf of Mexico. Apple introduced the ground-breaking iPad® and the internet reached 2 billion users globally. Invest Receive responded to world and local needs by establishing the Giving Network and Invest Receive Service Corps. IR's claims' teams braved a polar vortex with cyber-ready Sprinter vans and mobile, quick-response call centers. The company introduced Rate Lock protection and opened a state-of-the-art training center that would propel its standing among competitors.



*There is work left to do.  
The solution is you.*

—from “Above All Together,”  
the Employee-composed song that inspired  
IR's 90th Anniversary theme April 20, 2015