

Doug Campbell: I'm Doug Campbell. My partner, Jim Allison, and I started CRES 20 years ago, 1996. Wrote our first policy in May of 1996, and it's been a long fun ride.

Jim Allison: Everybody always wonders what those letters stand for. What it really stands for is comprehensive real estate services.

Doug Campbell: Jim had come up with this idea that instead of waiting for Realtors® to have claims and then call them and say help me, he said, "Why don't I just put you on a monthly retainer fee and I'll provide you with risk management services? So if you follow my advice you won't have the claim to begin with."

Jim Allison: That was our niche, because we had lawyers that they could talk to that were actual trial lawyers. Whatever issue they had was going to be solved before the escrow closed. And that's a big key. Toughest accomplishment with CRES was finding a team that could run this entire business without having me participate in it.

Doug Campbell: We've built a good enough team that, you trust people to do things, stay out of their way, you guide them and keep them focused on the right vision. It's still an amazing story. Like I said, I still tear up when I talk about it.

Paul Byrne: Our DNA is all about how do we help people succeed? The thing I realized when we were putting this whole video together is that there's no one in our business that can say that. We were here on the premise of providing service to help our clients do better.

Steve Sargenti: We're a small company that does all the things a big insurance company does. It's complicated, it's demanding, it's challenging, and you need teamwork in order to get it done. Teams work better together if they're comfortable with each other.

David Pinson: There's a good, honest sense of family, I think.

Jim Allison: There's never been a group that I've been more proud of or associated with than these guys. God bless you.

Doug Campbell: We're still here, and it's rewarding. I don't know whether pride or humble is first, but that's where we are. Thanks.