

## INTEGRITY SERVICES & SOLUTIONS, LLC NEW LOCATION, NEW LOGO, SAME EXCEPTIONAL SERVICE!

By **Marian F. Wolbers**

Integrity Services and Solutions, LLC, an independent insurance agency established in 2004, moved from Leesport to 3 Park Plaza in Wyomissing. The agency specializes in employee benefits, human resource services and individual insurance, and is owned by Diane and Todd Klinger.

"What's great about the new office is that it's accessible—with first-floor entry—and centrally located," says Diane (Shepler) Klinger. "Additionally, has larger parking areas and more usable space than our last office. That means we'll have ample space for adding team members as we continue to grow, so we can provide additional services to our clients."

Integrity also sports a new logo and tagline—Take a Step in the Right Direction— to punctuate the company's move forward in a positive way, using stepping stones as imagery. Excited about the look and solid business message, Diane affirms, "We've always had stepping stones as our symbol, because we love helping our clients 'Take a Step in the Right Direction.'" The logo was designed by Linda Jacobs of Downtown DeZign.

As an independent insurance agency, Integrity is not tied to any one carrier, but instead focuses on finding the best solution available for each individual, each organization, each corporation. Explains Diane, "Our employer-clients deal directly with Todd—my husband—and me. The ability to connect with owners—us—means that everything and everyone is fully important. It's truly a business owner talking to a business owner. We can appreciate our clients' pain, and their challenges as business owners, differently than a sales rep."

In fact, she adds, "All our employer-clients have our personal phone numbers to get in touch—evenings, weekends, and holidays—in case of emergencies or high-priority needs."

Integrity's clients range from individuals to small, medium, and large clients, such as school districts and fitness gyms. The largest client has 600 employees. "We have clients who are manufacturers and wholesalers, car dealerships and banks," says Diane. "My division is the HR side. Human capital is what makes a company. It makes it or breaks it. I understand that."



Diane and Todd believe teamwork is critical. "We have a great team here," asserts Diane. "Our employees like their work. And we try very hard to let everyone know they are valued. We show it in little and big ways, like buying everyone lunch once a week, treats on Tuesdays, having bonuses on Thanksgiving and Christmas. Our part-time employees get paid holidays, benefits, and more."

Having a caring team in place mirrors Integrity's history of being people-oriented. As Diane explains, "We place trust in that as a core value. It continues to guide our success."

### New address:

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