"AKAM Associates is a property management company that specializes in co-ops, condos and condops. We manage about 170 buildings with over 31,000 units in and around New York City. AKAM works with about a dozen insurance carriers, and a significant number of our buildings are insured by GNY. We are very fond of their company. They have great customer service and are very helpful and responsive when we, our brokers or our onsite property managers call for any reason.

"GNY handles claims professionally, efficiently and fairly. They really step up to the plate and demonstrate how much they value our overall, long term business relationship. That attitude is a key reason why I recommend them all the time."

Michael Berenson
President
AKAM® Associates, Inc.
New York, New York

"When there is a property claim that needs to be investigated, they get an adjuster out quickly and work to settle the claim promptly. GNY is extremely fair and is constantly analyzing their claims handling processes to deliver the best possible outcome. Speed is vital to our clients because it allows repairs to get underway quickly and also helps replenish funds if they had to pay the contractor in advance. GNY understands that and really keeps the process moving to help avoid any potential cash flow issues.

"I think a good company starts from the top down, and GNY has really great, customer-focused leadership. Senior executives, including the CEO, are involved in the day-to-day client relationships—much more so than the typical company executives. If there was an issue over the years—which has been rarely—I was comfortable calling them directly.

They take my call and listen to what I have to say. It's obvious that GNY really cares about their clients, right up to the top tier of the organization. And I appreciate that. It's made me a big supporter of the company."