

As Seen In

# THE STANDARD

NEW ENGLAND'S INSURANCE NEWSMAGAZINE

Published Since 1865 Boston, Mass.

July 19, 2024 Vol. 295 No. 1

## SALUTE TO WOMEN IN NEW ENGLAND INSURANCE PAGE 8



**Kimberly Fontaine,**  
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**How did you get your start in the insurance industry?** I saw an ad in the newspaper for a position at SIAA and decided to give it a try. I had worked at a local bank for almost 15 years and was overseeing a compliance division specific to the Patriot Act. I remember wanting a change and having some hesitation crossing over to the insurance world. I pushed myself to apply and have been at SIAA for 14 years. It's the shove I needed to get myself out of my comfort zone.

**What career challenges have you faced and overcome?** Not having any insurance background, I faced a lot of challenges. Initially learning the insurance terminology, performance metrics and all the nuances was somewhat intimidating. However, I had some great mentors that helped me along my journey. I am where I am today because of great leadership. I was fortunate enough to be given many learning opportunities, and I made an effort to capitalize on each one that came my way.

**What has been your most important business lesson?** Taking ownership of my own mistakes, triumphs and skillset. If we don't speak up and advocate for ourselves, then we can become complacent. I never wanted to be a stale piece of toast! This attitude provided great returns by making me valuable and relatable in every opportunity.

**What advice do you have for young insurance professionals?** At the end of each day take the time to reflect and adjust. Pivot if necessary and always be coachable. I come into each day knowing that I do not know all the answers, but I try and surround myself with capable people who encourage and engage. Keep learning and make the most of any educational training opportunities.

Additionally, get involved in your local community. This is a wonderful way to grow as an individual, network with

others and give back to your community.

**What advice would you give to your younger self?** Find joy in every moment because life is precious. Learn through the tough times instead of being fearful. Be impactful and intentional in every area of your life.

**What are you most excited about?** My two grandchildren! Teaching my children to excel through life has been very rewarding. Now, I have two wonderful grandchildren that I get to love and spoil. I have a grandson, Colt, who is 6 years old and a granddaughter, Paisley, who is 4 years old. They keep me active and give me great joy.

Kim understands that everyone is constantly evolving and growing personally and professionally and that it is important to establish healthy relationships with colleagues in the industry to share ideas and positive solutions. She uncompromisingly reaches for the stars and helps her colleagues by leading purposefully and determinedly.

— Laura Henderson,  
SIAA Inc.

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