

Customer Reviews Reveal Why Tyler Sutton's State Farm Agency Sets the Standard for Insurance Excellence in Lima, Ohio

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Lima, Ohio Sep 25, 2025 ([IssueWire.com](https://www.issuewire.com)) - In an industry often seen as transactional, one State Farm agent in Lima, Ohio, is proving that the true measure of success isn't just in policies sold, but in relationships built and communities served. Since launching his agency on January 1, 2020, Tyler Sutton has cultivated a reputation that transcends insurance. In just five years, he has not only become one of Ohio's highest-ranking agents but has created a business where customer-centric values and exceptional service are the cornerstones of his award-winning legacy.

The Human Connection: More Than Just a Quote

What truly sets Tyler Sutton's agency apart is its unwavering focus on the human element of insurance. In an era of automated systems and impersonal interactions, his team prioritizes genuine connection, a difference that customers consistently highlight.

This commitment to personal service is what transforms a simple inquiry into a lasting relationship. For example, a recent customer, Willie, shared his experience:

"I called State Farm to get a quote. I had an amazing agent... They were extremely friendly, nice and very professional. She worked diligently to get me a great quote. Needless to say bc of her I'm now with State Farm. She made the transition easy, I highly recommend going with State Farm."

- Willie

This review captures the essence of the agency's philosophy: every interaction is an opportunity to demonstrate care and professionalism. It's not about pressuring a sale; it's about providing solutions with a human touch. This approach has been instrumental in the agency's rapid growth and is a key reason clients feel valued long after the initial policy is signed.

A Mission to Serve in Moments of Need

[Tyler Sutton](#)'s vision for his agency was founded on a simple yet profound principle: to be "the best part of people's worst days." This mission guides every decision, from helping a family recover after a house fire to providing financial stability following an unexpected loss. It's a philosophy that recognizes insurance as a promise, a promise of support when life takes an unpredictable turn.

The team's collaborative spirit ensures this promise is kept, as noted by another satisfied client:

"Agents worked as a team to get me the best possible quote. They were both diligent, respectful, and kind. One of the best customer services I've had thus far with car insurance... They should both get raises and free lunch for making sure I got the best price and being patient..."

- Edysoraya

This level of teamwork and dedication is a direct reflection of Tyler's leadership. By empowering his team to work together for the client's benefit, he has created a culture where diligence, respect, and patience are standard practice.

Excellence Recognized: A Legacy of Achievement

While client satisfaction is the ultimate goal, Tyler's commitment to excellence has also earned significant industry recognition. His agency has consistently qualified for State Farm's most prestigious awards, including the **Honor Club**, **SVP Club**, and **Ambassador Club**.

Most notably, Tyler is a member of the elite **Chairman's Circle**, an honor reserved for the top 5% of State Farm's 19,000 agents nationwide. This achievement speaks volumes about his agency's performance and dedication. Furthermore, as one of the company's leading life insurance agents, his agency is on track to surpass \$100,000 in life insurance premiums this year, a testament to the deep trust his clients place in his guidance on their most critical financial decisions.

Community at the Core

Tyler's philosophy of service extends far beyond the walls of his office. He believes that a successful business has a responsibility to uplift its community. This belief is put into action through consistent and meaningful involvement.

During the pandemic, his agency gave away \$1,000 in free gas to help local residents. The team is also a familiar and welcome presence at community events, from local parades and car shows to festivals and charitable drives for food banks. This deep-rooted community focus was honed even before his State Farm career, when [Tyler Sutton](#) helped coordinate the distribution of over 200,000 pounds of food as an event director for the Converge Conference.

For Tyler, community engagement isn't a marketing strategy; it's an extension of his personal values as a husband, father of four, and active member of his church, where he and his wife have led the music department for over six years.

Delivering Value in a Changing Economy

In today's economic climate, providing tangible value is more important than ever. Tyler's agency excels at finding practical solutions that help families manage their budgets without sacrificing protection. This focus on delivering real savings resonates deeply with clients.

"State Farm helped me save money which means so much with this economy and how high everything is as of today. Thanks for your great customer service and keeping your word by calling me back today."

- Felicia

This feedback underscores a crucial point: great service includes being mindful of a client's financial reality. By combining competitive rates with reliable follow-through, the agency demonstrates that you don't have to choose between affordability and quality service.

Other reviews highlight their great experience with Tyler Sutton's State Farm Agency:

"Tyler Sutton and his staff were a lifeline when we lost everything in our barn fire last summer! We were devastated! But they were with us all the way, with such compassion and personal service. I tell everybody what a great insurance company State Farm is!"

"I cannot say enough good about Tyler and his staff at his office. Everyone is amazing and treats you like family. You get personal service no matter what you have going on. They take their time with you

and don't rush through any appointment. When I switched over to Tyler's office I was almost in tears with my home owners insurance issue and Tyler and his office reassured me that things would be ok and they would take care of me. They actually did exactly what they said they would do. Tyler walked me through every step of the process and even came out to my home and took care of everything for me there. Everything turned out exactly the way Tyler said it would and he was even able to get a better rate than what we originally thought it was going to be. I have never felt so well taken care of as I was with Tyler and his agency."

The Future of Insurance is Human

As Tyler Sutton celebrates his five-year anniversary with State Farm, his agency stands as a powerful example of what it means to lead with purpose. In a world increasingly dominated by technology, he and his team prove that the most valuable asset is still the human connection.

The glowing reviews and prestigious awards all point to one simple truth: when you treat people with respect, serve your community with passion, and deliver on your promises, success will follow. For Tyler Sutton's State Farm, the mission is clear, to continue building a legacy of trust, one client and one act of service at a time.

To learn more visit: <https://tylersuttoninsurance.com/>

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