



Biography of Richard A. Buteau



Richard A. Buteau (Rick) is an accomplished executive with more than 20 years of experience in the insurance and financial industry.

Since joining LIBRA, Rick has aligned the carrier and agency community to develop differentiated service for both new business and in force. Rick has also developed proprietary reporting for the LIBRA agencies which have allowed for greater transparency between carriers and agencies on service levels and submission platform throughput. By developing these relationships and reporting tools, Rick is providing a platform for agencies to drive sales based on where service best serves producers and the end-customer.

Prior to LIBRA Insurance Partners, Rick served as the Assistant Vice President of operations for Symetra, an insurance company providing employee benefits, retirement plans, life insurance and annuities. During his tenure, he worked to align sales with service, increasing internal efficiency and optimizing net profit. These initiatives included building an in-house CRM system and mobile application that allowed the sales team to strategize and better track new business opportunities, monitor key cases and identify service downturns and adjust accordingly.

This led to greater prevention and expedited resolution of service issues, as well as new reporting procedures that detected unexplored areas for growth.

Rick also worked for The Hartford in multiple roles, including Director of Operations. Under his leadership, his team was recognized for restructuring the

Mutual Fund Division to improve back-office service efficiencies by seamlessly transitioning outsourced services to in-house operations. Other achievements include reorganizing processes within the Individual Life Division to reduce cycle times while increasing the quality of service provided and cultivating stronger relationships with distribution partners.