

National Award Winners of the past 10 years

- 2009 — Ronie Foronda, CIC, CISR, of Hawaii
- 2008 — Helen P. Andrews, CISR, CPIW, AIC, AIS, DAE, of Mississippi, & Elizabeth M. Manley, CISR, of Kentucky
- 2007 — Peggy S. Lund, CIC, of Minnesota
- 2006 — Sharnel K. Hawkins, CIC, CRM, CPCU, AIS, of Washington
- 2005 — Misty L. Kriskovich, CIC, of Montana, & Miranda M. Westcott, CIC, CISR, of Oklahoma
- 2004 — Ruth E. Phillips, CISR, CPSR, CPIW, of Mississippi
- 2003 — Dewinda A. Ford, CIC, ACSR, CPIW, of Oklahoma
- 2002 — Suellen Boastick, CISR, of Illinois
- 2001 — Ruth E. Goodwin, CPIW, API, of Vermont
- 2000 — Barbara K. Vest, CPCU, CPSR, of Virginia

Make your nomination today!

Complete the form on the back of this panel to nominate a deserving CSR. Tear off the panel at the dotted line and fax or mail it to:

PIA of New York State, Inc.
P.O. Box 997
Glenmont, NY 12077-0997
Ph: 800-424-4244
Fax: 888-225-6935

You can also visit The National Alliance website for more information and to download forms:

www.scic.com/CISR/CompeteWin/CompeteWin.htm



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the CISR Program*

The Certified Insurance Service Representatives (CISR) Program is one of four education/designation programs under the banner of The National Alliance for Insurance Education & Research, the nation's premier provider of insurance and risk management training. An investment in CISR is an investment in the future.

CISR is the most practical, comprehensive, education and designation program of its kind, with courses available in all 50 states and Puerto Rico. Five one-day courses, followed by optional examinations, cover all phases of the insurance professional's daily work: Insuring Personal Residential Property, Insuring Personal Auto Exposures, Insuring Commercial Property, Insuring Commercial Casualty Exposures, and Agency Operations.

All CISR courses are also offered online. To find out more, visit www.cisr-edu.com or call 800-633-2165.



THE NATIONAL ALLIANCE
for Insurance Education & Research

www.TheNationalAlliance.com

Nominate & Win!

Cash Awards
including \$1,000
if you nominate the
national winner!



The 2010 Outstanding CSR of the Year Award



THE NATIONAL ALLIANCE
for Insurance Education & Research

Does someone in your office deserve to be the Outstanding CSR of the Year?

Nominate the 2010 National Winner and Receive a \$1,000 Prize!

The National Alliance is now accepting nominations for the 2010 Outstanding Customer Service Representative of the Year Award. This prestigious annual award, created in 1991, recognizes the important role the customer service representative plays in day-to-day care and service of the customer. The award honors the CSR who has demonstrated the highest level of personal and professional achievement during the past 12 months.

Who can nominate?

All CICs and CISRs are invited and encouraged to nominate a customer service representative for this high professional honor. And by nominating someone, you will be eligible to win \$1,000! You do not have to be a CIC or CISR designee to make a nomination. Fellow workers often make nominations for Outstanding CSR of the Year, and CSRs may also nominate themselves.

What are the rewards of winning?

Awards are given at three levels. All nominees must meet the standards of qualification and rules governing the award.

State Winners

State winners will receive a framed certificate of recognition and become finalists in the national competition, where four national finalists and one national winner will be chosen.

Four National Finalists

Each national finalist will receive a \$500 cash award, a gold and garnet pin, and will be included in the national recognition campaign honoring recipients.

National Award Recipient

The national winner will receive a framed certificate of recognition, \$2,000 in cash, and a gold and diamond pin. In addition, a



The 2010 Outstanding CSR of the Year Award

scholarship to a National Alliance program will be awarded to his or her employer, and the nominator of the national winner will receive \$1,000 cash.

The national award winner will have his or her name inscribed on a plaque located in the offices of The National Alliance in Austin, Texas—an enduring statement of personal dedication and professionalism.

Who may be nominated?

Anyone employed in an insurance agency/company whose primary responsibilities include the care and service of the customer/client may be nominated.

What does it take to win?

First, a nomination must be made—the nomination form is attached. A letter of recommendation, completed candidate form, and an essay written by the nominee on the topic, *“Many people come to the insurance business by chance and stay by choice. In the first paragraph, briefly describe how you were first employed in the insurance business. Then, given the changes you have observed and anticipate in the future, explain what would be the best title for the CSR of tomorrow and why,”* must be submitted by the award deadline. Essays should be no more than two pages, double-spaced.

Rules

Nominees must complete all required forms and submit their essays no later than May 1, 2010. Entries will be reviewed and judged by a blue-ribbon panel selected by The National Alliance for Insurance Education & Research. All decisions of the committee are final.

2010 Outstanding CSR of the Year Award

Complete this form to nominate a deserving CSR. Tear off this panel at the dotted line and fax or mail it to:

PIA NY, NJ, CT & NH
P.O. Box 997
Glenmont, NY 12077-0997
Ph: 800-424-4244
Fax: 888-225-6935



Nomination Form

Please print or type.

My Nominee's name is _____

Nominee's designations (if any) _____

Years of experience _____

Position _____

Agency/Company _____

Address _____

City, State, Zip _____

Telephone () _____

Fax () _____

Email _____

Nominator Information

Your Name _____

Address _____

City, State, Zip _____

Telephone () _____

Fax () _____

Email _____

Please DO DO NOT mention my name when corresponding with the nominee.

For more information visit The National Alliance website at:
www.scic.com/CISR/CompeteWin/CompeteWin.htm