

About the Outstanding CSR of the Year Award

History

The OCSR competition started in 1991 to honor customer service representatives and account managers who have made significant contributions to the insurance and risk management industry. The competition is sponsored by the Society of Certified Insurance Service Representatives (CISR) and the Society of Certified Insurance Counselors (CIC)-- proud member organizations of The National Alliance for Insurance Education & Research.

Guidelines

Use the following talking points in your print and digital communications. They can also be incorporated into conversations, speeches, letters, and press releases.

What's the deadline?

The competition deadline is **May 1st**. Nominees must submit a completed entry form along with an essay and letter(s) of recommendation to their licensed state association.

Who can nominate?

Anyone can make a nomination. You can even nominate yourself! Simply fill out and submit the Nomination Form. Once you have nominated someone, encourage them to write their essay and submit their entry.

Who can enter?

Anyone, regardless of affiliation or professional designation, whose primary duties center on insurance customer service, is eligible to enter. A CIC or CISR designation is not required. However, we recommend that candidates have a minimum of two years of industry experience and enough experience to share through their essays.

Eligible Candidates must:

- Be insurance customer service representatives, account managers, or have primary responsibility for customer service duties
- Submit a completed Entry Form that includes references, education/contribution/achievement information
- Submit letters of recommendation from business/professional references.
- Write a 500 to 1000-word essay on the following topic:

"Empathy is an important aspect of customer-facing jobs, and it will only become more important as companies place a greater emphasis on making customer interactions feel natural and effective. Explain how empathy has helped you become a better CSR. Give three examples of how you've used empathy in your role and describe the positive effects it's had on your organization."

Award Information:

Individual who nominates the National Winner will receive a \$1000 cash award.

State Winners	Finalists	National Award Winner
National Recognition	\$500 Cash Award	\$2000 Cash Award
Framed Certificate	National Recognition	National Recognition
Eligible to Compete in the National Competition*	Gold and Garnet Pin	Gold and Diamond Pin

*National Qualifier Stage:

If selected as a State Winner, a short video entry will be required for consideration for the National Competition. Video guidelines will be sent to State Winners when selected.

Frequently Asked Questions

What should I do once I receive a nomination?

Once you receive a nomination, you must alert the nominee with a “Congratulations” email and send them your state specific Entry Form. The Entry Form outlines several items the nominee will need time to gather and submit. You must also send a “Thank you” email to each nominator.

The National Alliance recommends that you create a tracking sheet for all nominations you receive. Using a tracking sheet helps ensure that you send a “Congratulations” email and Entry Form to each nominee and a “Thank You” email to each nominator. Please send these emails as soon as you receive nominations.

Note: Please respect the wishes of any nominators that want to remain anonymous.

Do you need a designation to compete?

Designations are not required in order to compete. Any individual with primary duties involving insurance customer service is eligible to compete regardless of job title, affiliation, or professional designation.

Can someone nominate anonymously?

Anonymous nominations are accepted. A nominator’s name will not be shared unless they give permission to do so.

What do I do if a candidate asks who nominated them?

DO NOT give out a nominator’s name if they have asked to remain anonymous. Please say, *“Your nominator has asked to remain anonymous. I can’t provide you with that information.”*

How long does the essay need to be?

500 to 1000 words.

Frequently Asked Questions Continued...

When are the state winners announced?

In July, The National Alliance will prepare a news release announcing all the state winners and will distribute it to our Board Members, Licensee associations, and national media outlets. You may contact your state winner to congratulate them **after** the announcement is made by The National Alliance. An award certificate will be mailed to all state winners.

When is the national winner announced?

A news release announcing the national winner will be distributed by The National Alliance in late September or October.

2020 OUTSTANDING CSR of the YEAR AWARD

Nominate & Win!

Nominate the next Outstanding CSR of the Year[®] and win a \$1000 cash award!*

Nominate your best customer services representatives or account managers to compete for the Outstanding CSR of the Year[®] award. The competition is open to any insurance customer service representatives, account managers or candidates primarily responsible for customer service. Candidates interested in participating in the competition may also nominate themselves.

How does the competition work?

Nominees compete at state level to become one of five finalists.

What does the nominator win?

Individuals who nominate the national winner receive a \$1000 cash award.

State Winners
National Recognition
Advancement to National Competition
Framed Certificate
Finalists
\$500 Cash Award
National Recognition
Gold and Garnet Pin
National Award Winner
\$2000 Cash Award
National Recognition
Gold and Diamond Pin

Nominee Information

Please print or type.

Name: _____

Designations (if any): _____

Years of Experience: _____

Position: _____

Agency/Company: _____

Address: _____

City, State, Zip: _____

Email: _____

Phone: _____

Fax: _____

Nominators Information

Please print or type

I am nominating myself

Keep nomination anonymous.

Name: _____

Address: _____

City, State, Zip: _____

Email: _____

Phone: _____

Fax: _____

Return this form to:



PIA New York/New Jersey/Connecticut
25 Chamberlain Street
Glenmont, NY 12077
Ph: 800-424-4244 • Fax: 888-225-6935
Email: jkrynski@pia.org

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Email: jkrynski@pia.org