

Outstanding Customer Service Representative of the Year Award

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



Nominate the 2011 Winner and Receive a \$1,000 cash award!

Nominations are now being accepted in all 50 states and Puerto Rico for the 2011 National Outstanding CSR of the Year. This award is the highest honor for insurance customer representatives who have distinguished themselves through contributions to their industry and profession.

Open to everyone regardless of affiliation or professional designation, candidates must:

- Be an insurance customer service representative, or have primary responsibility for customer service duties, and
- Write an essay of no more than two pages double-spaced (approximately 1,000 words) on the topic, ***“Many insurance service professionals believe that their personal relationships with clients may be threatened by agencies’ and companies’ efforts to use more technology, such as the internet, instant messaging, and automated systems. Discuss four courses of action(s) that a CSR, Account Executive, or Account Manager can take to preserve and/or enhance relationships with clients and/or companies while continuing to utilize and benefit from current technologies.”*** And
- Submit letter(s) of recommendation from a professional reference(s).

To make your nomination, please complete this form and mail or fax today so your nominee may be contacted. NOTE: You may nominate yourself. All essay entries become property of The National Alliance, inclusive of permission to reprint. **Deadline for all materials (including essay) is May 1, 2011.**

What are the rewards of winning?

Nominees will first compete on a state level. State winners will automatically be entered into the national competition.

State Winners Will Receive—

- Framed Certificate of Achievement
- State recognition
- Advancement to national competition

4 National Finalists Will Receive—

- \$500 cash award
- National recognition
- Gold and garnet pin

National Award Recipient Will Receive—

- \$2,000 cash award
- Gold and diamond pin
- Employer receives a scholarship to a National Alliance program
- Nominator receives a \$1,000 cash award

— Sponsored by The National Alliance for Insurance Education & Research —

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

* You may nominate yourself.

Your Name _____

Address _____

City, State, Zip _____

Telephone (_____) _____

Fax (_____) _____

Email _____

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

Return this form to:

Massachusetts Association of Insurance Agents
91 Cedar St.
Milford, MA 01757
Ph: 508-634-2900 • Fax: 508-634-2929



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