

# 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:



Independent Insurance Agents  
& Brokers of South Carolina

IIAB of South Carolina  
800 Gracern Rd.  
Columbia, SC 29210  
Ph: 803-731-9460 • Fax: 803-772-6425  
Email: mreid@iiabsc.com

# Competition Entry Form

Submit your completed entry form by **May 1, 2020**.

*All entries become property of The National Alliance, inclusive of permission to reprint.*

The Outstanding CSR of the Year award® is given to an exceptional insurance professional who has distinguished themselves through their commitment and contributions to the industry. The competition is open to any insurance customer service representative or an insurance professional primarily responsible for customer service.

## Award Information

Nominees compete at state level to become one of five finalists. *Individuals who nominate the national winner receive a \$1000 cash award.*

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

## Submission Includes:

- Entry Form
- 2 letters of recommendation from professional references
- 500 to 1000-word essay on the topic of:

***“Given changes in technology, the consolidation of agencies and societal influences, discuss four ways your clients’ expectations have changed in the last 5 years and the two most important changes you expect to see in customer service in the next 5 years?”***

## Candidate Information

*Please print or type*

I am nominating myself

Name: \_\_\_\_\_

Designations (if any): \_\_\_\_\_

Years of Experience: \_\_\_\_\_

Position: \_\_\_\_\_

Agency/Company: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

*Continued...*

# Competition Entry Form

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## References

1. Name: \_\_\_\_\_  
Agency/Company: \_\_\_\_\_  
Email: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_

2. Name: \_\_\_\_\_  
Agency/Company: \_\_\_\_\_  
Email: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_

## Education/Contributions/Achievement (attach additional documentation, if needed)

Formal Education: \_\_\_\_\_  
\_\_\_\_\_

Insurance-Related Education (within last 2 years): \_\_\_\_\_  
\_\_\_\_\_

Insurance Awards/Honors/Affiliation (within last 2 years): \_\_\_\_\_  
\_\_\_\_\_

Community Involvement/Awards/Honors (within last 2 years): \_\_\_\_\_  
\_\_\_\_\_

Significant Contributions to Business/Coworkers (within last 2 years): \_\_\_\_\_  
\_\_\_\_\_

## Essay

Please submit a 500 to 1000- word essay on the following topic:

***“Given changes in technology, the consolidation of agencies and societal influences, discuss four ways your clients’ expectations have changed in the last 5 years and the two most important changes you expect to see in customer service in the next 5 years?”***

**Return this form with completed essay to:**



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& Brokers of South Carolina**

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Ph: 803-731-9460 • Fax: 803-772-6425  
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