

2023 OUTSTANDING CSR of the YEAR AWARD

Competition Entry Form

Submit your completed entry form by **May 1, 2023**.

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.

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

Entry Submission Includes:

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

"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."

*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.

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....



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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:

"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."

Return this form with completed essay to:

IIA of Nebraska
8231 Northwoods Dr Ste B
Lincoln, NE 68505
Ph: 402-476-2951
Email: katie.kochenower@biginebraska.org