

# Competition Entry Form

Submit your completed entry form by **May 1, 2021**.

*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	\$3000 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:

*"2020 presented major challenges to the insurance industry and every insurance buyer in the country. As clients re-evaluated their insurance coverages and carriers, agents quickly realized that they couldn't rely on brand loyalty alone. Agents must also provide near perfect client experiences in order to protect them and keep businesses thriving.*

*Describe the biggest challenges your agency or company and clients faced this past year and what three service strategies you employed to overcome them and continue delivering incredible experiences to your clients."*

## 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: \_\_\_\_\_

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# 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:

*"2020 presented major challenges to the insurance industry and every insurance buyer in the country. As clients re-evaluated their insurance coverages and carriers, agents quickly realized that they couldn't rely on brand loyalty alone. Agents must also provide near perfect client experiences in order to protect them and keep businesses thriving. Describe the biggest challenges your agency or company and clients faced this past year and what three service strategies you employed to overcome them and continue delivering incredible experiences to your clients."*

## Return this form with completed essay to:

PIA of Indiana, Inc.  
50 E. 91st Street., #207  
Indianapolis, IN 46240  
Ph: 317-899-9200 • Fax: 317-493-0408  
Email: [laura@piaindiana.com](mailto:laura@piaindiana.com)