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## **TWO NATIONAL OUTSTANDING CSRs SELECTED IN 2008**

AUSTIN, TX (August 5, 2008) – For only the second time in award history, two winners have been chosen to receive the “National Outstanding Customer Service Representative of the Year Award.” The 2008 award, a high honor presented and sponsored by The National Alliance for Insurance Education & Research, went to **Helen P. Andrews, CISR, CPIW, AIC, AIS, DAE,** and **Elizabeth M. Manley, CISR.** Ms. Andrews is a commercial lines account manager working with the Trucking and Transportation Insurance Division at Stewart Sneed Hewes, a division of BancorpSouth Insurance Services, in Jackson, Mississippi. Ms. Manley is an Account Executive and Office Manager for Maverick Insurance, LLC, in Richmond, Kentucky.

A blue-ribbon panel of judges evaluated the five finalists based on their individual contributions to the insurance community, and the strength of their essays written on the topic, “What Are the Four Most Important Challenges in Developing Accounts in a Soft Market?” To be considered for this award the candidate must be an insurance customer service representative, or have primary responsibility for insurance customer service duties.

Andrews and Manley each receive a cash award of \$2,000, a gold and diamond lapel pin, and their names will be inscribed on a sculpture on permanent display at National Alliance headquarters in Austin, Texas. Additionally, a scholarship will be awarded to both of their employers for participation in any National Alliance program, and the nominator of each will receive a \$1000 cash award.

In addition to the selection of Andrews and Manley as national award recipients, three national finalists were chosen from a particularly competitive field of applicants: **Debra Jean Craig, CISR, IACSR, CPIW,** with ONB Insurance Group, Inc., of Terre Haute, Indiana; **Kristi F. Lail, CISR, CPIW,** with Granite Insurance Agency, Inc., in Granite Falls, North Carolina; and **Kari K. Milburn, CISR, AIS,** with Liberty Mutual in Salt Lake City, Utah. They each receive a \$500 cash award, a gold and garnet lapel pin, and publicity in a national trade journal.

For additional information about the award and application for 2009, contact The National Alliance for Insurance Education & Research, 800-633-2165; Email: [alliance@scic.com](mailto:alliance@scic.com); Website: [www.TheNationalAlliance.com](http://www.TheNationalAlliance.com).